

**Service Level Agreement (SLA) for  
 The Texas State University System Office  
 By Technology Resources – Texas State University – San Marcos**

**Effective Date:** January 01, 2008

**Version**

<b>Version</b>	<b>Date</b>	<b>Revision / Description</b>	<b>Author</b>
1	8/28/2007	Official Original Version	Benjamin Rogers

**Approval**

*(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)*

<b>Approvers</b>	<b>Title and/or Affiliation</b>	<b>Signature</b>	<b>Approval Date</b>
Charles R. Matthews	Chancellor – Texas State University System (TSUS)		
Dr. C. Van Wyatt	Vice President, Information Technology, Texas State University – San Marcos		

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## 1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Technology Resources – Texas State University – San Marcos and the Texas State University System Office for the provisioning of IT services required to support and sustain the Texas State University System Office located in Austin, Texas.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. Changes are recorded in the Amendments section of this Agreement and are effective upon mutual endorsement by the primary stakeholders.

This Agreement outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

## 2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Texas State University System Office by Technology Resources – Texas State University – San Marcos.

The **goal** of this Agreement is to obtain mutual agreement for IT service provision between Technology Resources – Texas State University – San Marcos and the Texas State University System Office.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

## 3. Stakeholders

The following Service Provider and Customer will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

**IT Service Provider:**

Technology Resources – Texas State University – San Marcos (“Provider”)

**IT Customer:**

The Texas State University System Office (“Customer”)

The following stakeholders are responsible for the deployment and ongoing support of this agreement:

<b>Stakeholder</b>	<b>Title / Role</b>	<b>Contact Information</b>
Mark Hughes	Assistant Vice President, Technology Resources	512.245.2501

## 4. Service Environment

The following information provides detail on the users, tools, applications and/or other components supported by this SLA:

**Approximate Number of End Users: <50**

User Base Description:	The Texas State University System Office user base contains but is not limited to the Texas State University System Chancellor, Board of Regents, and Supporting Staff.
In-Scope Applications:	Microsoft Windows Operating Systems, Apple Operating Systems, Microsoft Office Applications.
Infrastructure Services:	Wired and wireless network connectivity within the TSUS offices. Network and server hardware used to support the Texas State University System office.**
Computer/Printer Hardware:	A list of the hardware currently supported by Texas State University is listed here:** <a href="http://www.tr.txstate.edu/hardware/repair.html">http://www.tr.txstate.edu/hardware/repair.html</a> All other hardware will be supported as “best effort.”

\* Application support is limited to the versions currently supported by Microsoft and Apple.

\*\* Hardware support is limited to technician man hours required to facilitate hardware replacement/repair and does not include monetary costs outside of hardware warranty repair(s) or part(s) replacements.

## 5. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Date of Termination**. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

**Business Relationship Manager:** Assistant VP of Technology Resources,  
**Review Period:** Annually  
**Previous Review Date:** 1/1/2008  
**Next Review Date:** 1/1/2009

## 6. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

### 6.1. Service Scope

The following Services are covered by this Agreement.

<b>Services</b>
Helpdesk support (Remote - On-site as appropriate)
Desktop support (Remote - On-site as appropriate)
Software licensing & support
File server maintenance, monitoring, backup and recovery
User account management
Information Technology Security

## 6.2. Customer Requirements

**Customer** responsibilities and/or requirements in support of this Agreement include:

- Adherence to any related policies, processes and procedures outlined by the State of Texas Department of Information Resources: <http://www.dir.state.tx.us>
- Appropriate incidents and/or request prioritization as previously outlined and/or in cooperation with the Service Provider.
- Advanced scheduling of all service related requests and other special services with the Service Provider.
- Identified source of funds for all service-related setup and/or configuration costs associated with service provision (when necessary).
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

## 6.3. Service Provider Requirements

**Service Provider** responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service related incidents.
- Train staff on appropriate methods for obtaining service support.
- Appropriate and adequate notification to Customer prior to all scheduled maintenance.
- Facilitation of all service support activities involving incident, problem, change, release and configuration management.

## 6.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Customer user base will remain within 5% of current staff levels.
- Funding for major upgrades will be provided by the Customer and treated as a project outside the scope of this Agreement.
- Changes to services will be communicated and documented to all stakeholders.

## 7. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring, measurement and reporting of in-scope services and related components.

### 7.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- 8:00 A.M. to 5:30 P.M. Central.
- Monday – Friday (except federal and state holidays)

#### **Texas State University Network and Application Services**

Maintenance Window	As Required
Automated Server Monitoring	24 x 7, 365 days per year

### 7.2. Availability Restrictions

Availability of services during the following days may be restricted or limited:

Labor Day, Thanksgiving, Winter Break, New Years Day, Martin Luther King Birthday, Memorial Day, and Independence Day

### 7.3. Service Measurement

The following measurements will be established and maintained by the Service Provider to ensure optimal service provision to the Customer:

<b>Measurement</b>	<b>Definition</b>	<b>Performance Target</b>
Exchange (E-Mail) Availability	Percentage of time the Texas State University Exchange Server is available outside of maintenance window.	99.9% Availability
TXSTATE/TSUS Domain Availability	Percentage of time the Texas State University TXSTATE Domain is available outside of maintenance window.	99.9% Availability
Active Directory Availability	Percentage of time the Texas State University Active Directory is active and functional, outside of maintenance window.	99.9% Availability

## 7.4. Service Requests

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- One (1) hour (during business hours) for issues classified as **Critical**.
- Two (2) hours (during business hours) for issues classified as **High** priority.
- Eight (8) hours (during business hours) for issues classified as **Medium** priority.
- Twenty-Four (24) hours (during business hours) for issues classified as **Low** priority.
- Twenty Four (24) hours (during business hours) for a **General Service Request**.

All service requests should be submitted through one of the following avenues:

- In Person: MCS 2<sup>nd</sup> Floor, Texas State University, San Marcos, Texas.
- Phone: **512.245.4822**
  - After hours Emergencies: **512.245.2502** or **512.245.2794**.
- E-mail: [ITAC@txstate.edu](mailto:ITAC@txstate.edu)
- LIVE Chat: <http://livechat.tr.txstate.edu>

Texas State Information Technology Assistance Center Hours of Operation:

- Monday – Friday, 8:00AM – 5:30PM
  - After hours Emergencies: **512.245.2502** or **512.245.2794**.

## 7.5. Service Maintenance

All services and/or related components require regularly scheduled maintenance (“Maintenance Window”) in order to meet established service levels. These activities will render systems and/or applications unavailable for normal user interaction. Adequate notification of these Maintenance Windows will be provided prior to making the services unavailable.