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Explanation of Service Level Agreements

(From Jim McKenzie, Chief Information Officer:)

USFHealth IT is trying to improve the quality and timeliness of its services, and to implement a method of letting our customers measure our success at it. We have taken three distinct steps to do so:

- Created and filled a Quality Assurance Analyst position and QA Program
- Created and filled a Business Analyst position and Project Acceptance Program
- Created Service Level Agreements to be published and agreed upon with users.

We worked on our SLAs for the past three months, identifying specifically what we do, and then identifying quantifiable measurement processes for each service, and then finally coming up with our best guess on what we could do for service levels. This document is the draft of these SLAs.

The goals? To say what we do, and then do what we say ... to tell customers what we offer, and when we can, offer it by means of numerical measurements. Then, to continually improve those numbers, and finally, to become as efficient as a corporate IT shop.

(From Wikipedia, the free encyclopedia)

A Service Level Agreement (SLA) is a formal written agreement made between two parties: the service provider and the service recipient. The SLA itself defines the basis of understanding between the two parties for delivery of the service itself. The document can be quite complex, and sometimes underpins a formal contract. The contents will vary according to the nature of the service itself, but usually includes a number of core elements, or clauses. SLAs are most common for provision of IT services, particularly Internet services.

Generally, SLAs should contain clauses that define a specified level of service, support options, incentive awards for service levels exceeded and/or penalty provisions for services not provided. Before having such agreements with customers, the IT services need to have good quality of these services. Quality Assurance will try to improve the quality of service, whereas the SLAs will try to guarantee the quality to the customer.

This model should be interpreted as follows: the service needs of a customer have to be covered by the IT service of a particular service provider. Therefore the IT needs have to be identified and specified in SLAs. In a specified SLA the two parties have to reach an agreement, on both the IT services to be provided and the level or the quality of the services. SLAs support communication about services and form a basis for the implementation of the service process.

Any time where a service commitment cannot be reached is called a “breach,” and should be avoided at all costs, with a management contact alerted if a breach event threatens to occur. Breaches often cause penalties to be incurred upon the organization which cannot fulfill its service contract.
Objective:
This service level agreement document sets out the minimum level of service that the Administration will provide with regard to requests for services. Our objective is to provide a consistently high level of service that is well beyond the minimum levels specified here.

Assumed Resources:
- Administrative Assistant – 1.0 FTE position Monday through Friday 8 am to 5 pm.
- Program Assistant – 1.0 FTE position Monday through Friday 8am to 5 pm.

Definition of Terms:

Customer: Persons possessing HSCNET computer accounts.

Supported Offices: Any office having customers with HSCNET accounts.

Regular Business Hours: 8 am to 5 pm Monday through Friday excepting those days designated by the University of South Florida as holidays.

Application Software: The Support Database, GEMS, Global Directory.

Operating System: HSCNET, email system

Mission Critical Application: Any employee who is terminated in an unfriendly atmosphere and must be terminated immediately.

Non-Mission Critical Application: Any request received on the Faculty Affairs, or USFPG termination list, or any request input in the service request database.

| Service Level Agreement 1: Terminations | Administration |

Service Goal:
Non Mission Critical - HSCNET accounts will be terminated within 15 days from receipt of request 90% of the time.

Mission Critical – HSCNET accounts will be terminated within 8 business hours from receipt of request 100% of the time.

Service Measurement:
The service level guarantee will be measured by USF Health IT and is based on data gathered through the IT database.
Objective:
This service level agreement document sets out the minimum level of service that the Applications Development group is expected to meet with regard to response to requests for the various services normally provided. Our objective is to provide a consistently high level of service that is well beyond the minimum levels specified here.

Assumed Resources:

FTE
- 0.75 FTE Oracle DBA
- 0.50 FTE SQL Server DBA
- 3.0 FTE Application Development
- 2.0 FTE Application Maintenance and Support
- 0.75 FTE Web site Management and support
- 1.0 FTE Business Analyst
- 2.0 FTE OPS students

Hardware
Stand-alone, non-replicated databases servers
Stand-alone, non-dedicated application servers

Software
Oracle Enterprise Edition
MS SQL Server Standard Edition
Cold Fusion MX
Microsoft IIS Servers

Support Agreements
Oracle Metalink Access
Sun Solaris Support
Support agreements with all third party applications for patching and upgrades

Definition of Terms:

Customer: Persons possessing HSCNET computer accounts.
Supported Offices: All customers connecting directly to the USF Health network infrastructure.
Regular Business Hours: Applications Development provides full support 8:00 AM to 5:00 PM Monday through Friday excepting those days designated by the University of South Florida as holidays.
Extended Service Hours: Applications Development personnel work extended hours for routine maintenance or when Mission Critical Applications are not functioning
Operating System: The underlying system software that allows application software to function. Typically this is Microsoft Windows.
**Downtime:** the total duration each year for which the primary services are not operating at a reasonable level. Downtime does not include periods for which the primary services are not operating as a result of scheduled outages.

**Uptime:** Time not included in downtime.

**Scheduled outages:** From time to time upgrades to hardware and or software may be required; such upgrades will be performed outside of business hours. The customer will be notified as far as possible in advance of such upgrades. Scheduled outages under normal conditions should not exceed 24 hours per year. Under normal conditions, the customer will be advised via the technical news mailing list no less than 24 hours in advance of any scheduled outage.

**Mission Critical Application:** A software application that fits all of these criteria:
- Is needed to fulfill a key goal or function of a USF Health department or entity
- Is needed within a critical time constraint
- There is no available substitute

**Non-Mission Critical Application:** A software application that fits any one of these criteria:
- Not needed to fulfill a key goal or function of a USF Health department or entity
- Is not needed within a critical time constraint
- Has an available substitute

**Databases:** Oracle Enterprise Edition; MS SQL server Standard Edition.

**Third-party Applications:** Applications not developed internally in USF Health IT.

**Schedule:** These are milestones and due dates agreed to by application development and the customer once functional specifications have been completed. Changes to functional specification will result in a change in schedule.

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<th>Service Level Agreement 2: Database Uptime</th>
<th>Application Development</th>
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**Service Goal:**
The target uptime for database services is 98% per month.

**Service Measurement:**
Uptime on databases will be measured on a monthly basis and results posted on USF Health websites.

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<th>Service Level Agreement 3: Database Backup and Recovery</th>
<th>Application Development</th>
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**Service Goals:**
- All databases will be backed up with daily differential and full backups on weekends. These will be monitored by technical support staff via daily email notification.
- Data recovery will be a top priority of technical staff with data restoration expected within **one business day**. In case of loss of data due to Hardware failure recovery will be dependant on hardware replacement time.

**Service Measurement:**
Backup of databases will be monitored on a monthly basis and results posted on USF Health websites. In case of recoveries being necessary, time to recover will be tracked.
### Service Level Agreement 4: Application Uptime

**Service Goal:**
The target uptime for applications is 99% per month during normal working hours.

**Service Measurement:**
Uptime on applications will be measured on a monthly basis and results posted on USF Health websites.

### Service Level Agreement 5: Application Support

**Service Goal:**
For service requests escalated to applications development, one of our programmers will contact the customer within **1 business day** from receipt of service ticket.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and is based on time to first response from receipt of service request.

### Service Level Agreement 6: Third-party Application Upgrades and Maintenance

**Service Goals:**
- Third party applications will be patched and updated as per schedules dictated by the vendor or the end user of the applications.
- Unless otherwise agreed to with the end user and vendor, there will be no custom modifications of third party applications USF Health IT.

**Service Measurement:**
This service will be monitored internally, with upgrade schedules made available to end users.
### Service Level Agreement 7:
**Custom Development: Schedule Compliance**

**Application Development**

**Service Goal:**
Users requesting custom applications will be guaranteed 90% schedule adherence to the agreed upon project plan including checkpoints and milestones in the development.

**Service Measurement:**
Schedule adherence will be tracked at established milestones and reported to customers during the project life cycle. Change in original specifications will result in a new schedule and milestones being created, and measurement will be based on these new milestones.

### Service Level Agreement 8:
**Custom Development: Budget Adherence**

**Application Development**

**Service Goal:**
Custom applications developed will be within 90% of the estimated budget.

**Service Measurement:**
Budget adherence will be tracked for individual projects and results made available to customers. Change in original specifications will require new budget estimates.

### Service Level Agreement 9:
**Custom Development: Post-implementation Customer Satisfaction**

**Application Development**

**Service Goal:**
Application Development will achieve very high customer satisfaction ratings 90% of the time during post-implementation review.

**Service Measurement:**
Satisfaction will be measured using quantitative surveys, as well as qualitative one-on-one interviews with customers, to determine levels of customer satisfaction with services provided. Results of surveys will be made available online on USF Health IT websites.
Objective:
This service level agreement document sets out the minimum level of service that ASK IT is expected to meet with regard to response to requests for the various services normally provided. Our objective is to provide a consistently high level of service that is well beyond the minimum levels specified here.

Assumed Resources:
One Senior Training Specialist and two part-time (.5 FTE) OPS training specialists during regular business hours.

Definition of Terms:
Customer: Persons possessing HSCNet computer accounts.
Supported Offices: On-site and remote training is extended to all customers connecting directly to the USF Health network infrastructure.
Regular Business Hours: ASK-IT provides training 8:00 AM to 5:00 PM Monday through Friday excepting those days designated by the University of South Florida as holidays.
Extended Service Hours: In addition, limited training support during the hours of 5-7 Mondays.
Application Software: Software that is not related to the basic operating system. Examples include Microsoft Office, and Adobe Acrobat, as well as custom applications developed and maintained by USF HEALTH IT such as Ultimate Surveyor, Paces, and USF Heals.
IT Initiatives: All applications, procedure or policy changes that impact the USF HEALTH community.

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<th>Service Level Agreement 10: Application Training Resolution</th>
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Service Goal:
Customers calling the USF Health IT Support Desk line during regular business hours requesting application help determined to be an end user training issue will be contacted for assistance by a training specialist within 8 business hours of receipt of their requests 95% of the initial contact time.

Service Measurement:
The service level guarantee will be measured by USF Health IT and is based on time to first response after submission of a service request.
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<th>Service Level Agreement 11: Instructional Design &amp; Development</th>
<th>ASK IT</th>
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**Service Goal:**
Faculty requesting custom instructional design & development will be guaranteed 90% schedule adherence to the agreed upon project plan including checkpoints and milestones in the development of instructional materials and modules.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT with schedule adherence tracked at established check points or milestones and variance reported to customers during the project life cycle.

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**Service Goal:**
Customers can expect training and education to be made available to them within 60 days of implementation of new IT initiatives in the form of traditional classroom or online training by a guaranteed 90% adherence to schedule.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and is based on schedule adherence tracked at established check points or milestones and variance during the project life cycle.

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<th>Service Level Agreement 13: Recurring Classes</th>
<th>ASK IT</th>
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**Service Goal:**
Monthly recurring training classes will be offered by ASK IT based on customer needs and demands, supported software requirements, and Policy and procedure changes that include IT applications and services that affect the USF Health computing community. The target goal for recurring classes is a 96% satisfaction rating by class attendees.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and will be measured by traditional training evaluations submitted by class attendees rating overall satisfaction of classes.
Objective:
This service level agreement document sets out the minimum level of service that the Information Security group is expected to meet with regard to response to requests for the various services normally provided. Our objective is to provide a consistently high level of service that is well beyond the minimum levels specified here.

Assumed Resources:
- Firewall Administrator (Regular Business Hours) 0.5 FTE
- Email Scanner Administrator (Regular Business Hours) 0.5 FTE
- Patchlink Administrator (Regular Business Hours) 0.5 FTE
- ePolicy Orchestrator Administrator (Regular Business Hours) 0.5 FTE

Support:
All support requests will be handled as soon as possible, the target time to action on all support requests is within 3 days.

Definition of Terms:
- **Uptime**: the total percentage of hours each month not affected by downtime.
- **Downtime**: the total duration each month for which the primary services are not operating at a reasonable level. Downtime does not include periods for which the primary services are not operating as a result of scheduled outages.
- **Customer**: Faculty, staff and students of USF Health.
- **Scheduled outages**: From time to time upgrades to hardware and or software may be required; such upgrades will be performed outside of business hours. The customer will be notified as far as practicable in advance of such upgrades. Scheduled outages under normal conditions should not exceed 1 hour per month. Under normal conditions the customer will be advised via the technical news mailing list no less than 24 hours in advance of any scheduled outage.
- **Regular Business Hours**: Information Security provides full telephone support from 8:00 AM to 5:00 PM Monday through Friday excepting those days designated by the University of South Florida as holidays.
- **Operating System**: The underlying system software that allows application software to function. Typically this is Microsoft Windows.

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<th>Service Level Agreement 14: Antivirus</th>
<th>Information Security</th>
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Service Goal:
We will continually monitor the customer’s desktop antivirus to ensure the software is the most current version and virus definitions remain current to within 3 days. (Windows operating system; McAfee antivirus; computer participates in HSCNET domain).
Service Measurement:
The service level guarantee will be measured by USF Health IT and is based on data gathered through our ePolicy Orchestrator computer status reports.

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<th>Service Level Agreement 15: Spam/email borne viruses</th>
<th>Information Security</th>
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Service Goal:
We will maintain the email scanning software and definitions with the most recent releases available for blocking spam, phishing, and virus infected emails. (Being a diverse research institution means we have to balance our attempts to block spam with the need to ensure we don’t block legitimate email, this means some spam may get through.)

Service Measurement:
The service level guarantee will be measured by USF Health IT and is based on the reporting tools built into the email scanning software.

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<th>Service Level Assurance 16: Security Patch Application</th>
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Service Goal:
We will test all desktop operating system (Microsoft Windows) patches, and all patches for supported applications, within 3 days of release. Deployment will be scheduled after patches are approved for deployment.

Service Measurement:
The service level guarantee will be measured by USF Health IT and is based on time to first response after notification of patch release.

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<th>Service Level Assurance 17: Firewall Administration</th>
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Service Goal:
We will continually monitor and adjust the firewall rule base to balance our customers’ business needs with providing the security needed to meet all regulations that apply to USF Health. Any required changes will be made with in 3 business days after approval by the ISO and CIO of USF Health. (Changes required for new business relations may take longer due to legal agreements)

Service Measurement:
The service level guarantee will be measured by USF Health IT and is based on time of submission of a service request and on the time the ticket is closed.
Objective:
This service level agreement document sets out the minimum level of service that the Network Services group is expected to meet with regard to response to requests for the various services normally provided. Our objective is to provide a consistently high level of service that is well beyond the minimum levels specified here.

Assumed Resources:
- 2.0 FTE Systems Administrators
- 2.0 FTE Network Engineer (Infrastructure)

Definition of Terms:

Customer: Persons possessing HSCNET computer accounts.

Regular Business Hours: Network Services provides full-service network support Monday through Friday, 8:00am until 5:00pm, excluding official university holidays.

Emergency Services: In addition to regular support, Network Services provides emergency response services 24 hours a day, 7 days a week. This support is limited to break/fix resolution to systems designated as critical or higher in importance.

Mission Critical Systems: These systems are considered to be critical to the overall mission of USF Health: Active Directory, Exchange/Outlook, Web Servers, LDAP, and Core Switching equipment.

Core Switching Equipment: Any switch or router that provides connectivity to a site, building, or floor. Wireless Access Points are not considered mission critical in non-clinical settings.

Authorized Signer: An individual who is recognized by both their department and USF Health IT as authorized to approve customer requests dealing with access to departmental resources.

Account Request: A request, placed by a customer through our online form or via telephone that is one of the following: Password Reset, CMS Roles, CMS Website, Manage Network Folder Rights, Manage Network Groups, Change Primary Workgroup/Role, Delete Account, New Account, Mail List, or Calendar Resource.

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<th>Service Level Agreement 18: Account Requests</th>
<th>Network Services</th>
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Service Goal:
All account requests are to be completed within three (3) business days of receipt from the appropriate authorized signer.

Service Measurement:
The service level will be measured by USF Health IT and is based on the dates and times as recorded within the USF Health IT Support Database.
Service Level Agreement 19:
Data Jack Activation

Service Goal:
Requests for activation of existing jacks will be completed within two (2) business days of receipt of request.

Service Measurement:
The service level will be measured by USF Health IT and is based on the dates and times as recorded within the USF Health IT Support Database.

Service Level Agreement 20:
Data Jack Installation

Service Goal:
Requests for installation of new data jacks (three or less) will be handled in two phases. Initial contact with the customer and a discussion of the details will be accomplished within two (2) business days of the receipt of the request. Depending upon receipt of funding and the availability of vendor personnel, the installation will be completed within three (3) to five (5) business days after initial customer contact. The installation of voice jacks is handled by main campus IT and is specifically excluded from this Service Goal.

Service Measurement:
The service level will be measured by USF Health IT and is based on the dates and times as recorded within the USF Health IT Support Database.

Service Level Agreement 21:
Data Jack Installation (Project)

Service Goal:
Requests for the installation of four (4) or more data jacks will be considered a project. In the case of a project, the project sponsor will be contacted by Network Services within two (2) days of receipt of the request. For all projects, a walkthrough must take place that includes the project sponsor (or designee), one (1) or more vendor(s), and a member of the Network Services team. Project completion will be negotiated with the project sponsor and based upon receipt of funding, availability of equipment, and availability of vendor personnel. Project sponsors should allow a minimum of one (1) month for projects to allow for research, vendor scheduling, and equipment delivery. Projects that include voice lines must be contracted through Main Campus IT and are specifically excluded from this agreement.

Service Measurement:
The service level will be measured by USF Health IT and is based upon receipt of request as recorded by the Exchange/Outlook email system. Project requests should be sent to netproject@hsc.usf.edu.
Service Level Agreement 22: Data Backup  
Network Services

Service Goal:
Data that is stored on network resources (G: drive, H: drive, and specific departmental drives) will be backed up on a nightly basis. Backups will occur between 7pm and 8am the following day. Servers that are not administered by USF Health IT, or that have unique, specific agreements in place, are specifically excluded from this agreement.

Service Measurement:
The service level guarantee will be measured by USF Health IT and is based upon dates and times as recorded by the BackupExec backup software.

Service Level Agreement 23: Data Restoration  
Network Services

Service Goal:
Data that has been backed up by USF Health IT is available for restoration within eight (8) business hours of the receipt of the request from the appropriate authorized signer. Restoration of data that is more than one month old will be accomplished within five (5) business days of the receipt of the request from the appropriate authorized signer.

Service Measurement:
The service level will be measured by USF Health IT and is based on the dates and times as recorded within the USF Health IT Support Database.

Service Level Agreement 24: Scheduled Outages  
Network Services

Service Goal:
In order to ensure proper server operation, patches and updates must be applied at regular intervals. Each month, at a pre-scheduled and announced times, routine patches and updates will be applied to all servers that are controlled by USF Health IT. The times that this will happen will be announced via the USF Health e-mail bulletin. At no time will patching or updating occur during normal business hours. Some of these patches may require that the servers be rebooted. In the event a reboot is needed, no server shall be offline for more than two (2) hours.

Service Measurement:
The service level guarantee will be measured by USF Health IT and will be published monthly by USF Health IT.
Service Level Agreement 25:
Systems Upgrades

Service Goal:
From time to time, significant systems upgrades, both hardware and software must be performed. These upgrades often require extended outages. In the event of a significant upgrade, end users will be informed via a USF Health Bulletin email of the scheduled maintenance window as far in advance as practicable. At no time will systems upgrades be performed during normal business hours.

Service Measurement:
The service level guarantee will be measured by USF Health IT and will be published monthly by USF Health IT.

Service Level Agreement 26:
Service Uptime

Service Goal:
USF Health network services operate on a 24-hour, 7-day schedule and will be available to end users for 99% of that time each month. This amounts to roughly 748 hours per month of uptime out of a possible 756 hours. This service level specifically excludes scheduled outages and systems upgrades.

Service Measurement:
The service level guarantee will be measured by USF Health IT as recorded by WhatsUp! Gold monitoring software and will be published monthly by USF Health IT.

Service Level Agreement 27:
Business Hours Outage Response

Service Goal:
USF Network Services personnel will respond immediately to a systems outage that occurs during normal business hours. Resolution will be reached within four (4) hours of the reported failure 99% of the time. Power outages, external provider outages, and contractor damage are beyond the control of USF Health IT and are specifically excluded from this agreement.

Service Measurement:
The service level guarantee will be measured by USF Health IT and will be published monthly by USF Health IT.
Service Level Agreement 28:  
*After Hours Outage Response*  
**Network Services**

**Service Goal:**
USF Network Services personnel will respond to a critical systems outage within two (2) hour of the failure being reported to the on-call staff member by the WhatsUp! Gold monitoring suite. Staff will respond to non-critical systems outages within eight (8) hours or before the beginning of the next business day, whichever comes first.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and will be published monthly by USF Health IT.

Service Level Agreement 29:  
*System Patch Levels*  
**Network Services**

**Service Goal:**
All systems patch levels will be within one monthly patch cycle as determined by the Operating System vendor (Microsoft and/or Sun Microsystems). Service Packs are specifically excluded from this agreement.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and will be published monthly by USF Health IT.

Service Level Agreement 30:  
*E-mail Delivery*  
**Network Services**

**Service Goal:**
All e-mail that is internal to USF Health (i.e. e-mail from a staff member to his or her supervisor) will be delivered within 20 minutes after receipt by the USF Health Exchange Cluster. E-Mail that is destined for an external server, or is inbound from an external server is not within the scope of control of USF Health IT and so is specifically excluded from this agreement.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and will be published monthly by USF Health IT.
Objective:
This service level agreement document sets out the minimum level of service that the Support Services group is expected to meet with regard to response to requests for the various services normally provided. Our objective is to provide a consistently high level of service that is well beyond the minimum levels specified here.

Assumed Resources:
- **Support Desk Telephone Response (Regular Business Hours)** – Two line technicians (2520 and 2792) and two OPS technicians during peak calling hours, one OPS technician at non-peak times.
- **Support Desk Telephone Response (Extended Hours)** – One OPS technician.
- **Walk-Up Window** – One line technician (13283).
- **On-Site Desktop Support in Supported Offices (North Campus)** – These requests will be handled by one of four line technicians (2207, 2626, 2709 and 13284) or two OPS technicians assigned to handling all on-site desktop support tasks.
- **On-Site in Desktop Support in Supported Offices (Remote Sites)** – These requests will be handled by one technician (1629) assigned to handling all on-site desktop support tasks in remote sites.
- **In-House and Drop-Off Service** – These requests will normally be handled by our walk-up window technician (13283) our Student Support Specialist (9780) and our two line Support Desk technicians (2520 and 2792) and two OPS technicians.

Definition of Terms:
- **Customer**: Persons possessing HSCNET computer accounts.
- **Supported Offices**: On-site desktop support services are extended to all customers connecting directly to the USF Health network infrastructure.
- **Regular Business Hours**: Support Services provides full telephone support as well as on-site services 8:00 AM to 5:00 PM Monday through Friday excepting those days designated by the University of South Florida as holidays.
- **Extended Service Hours**: In addition, limited telephone support is provided beginning at 7:30 AM and extending to 8:00 PM most business days.
- **Application Software**: Software that is not related to the basic operating system, examples would include Microsoft Office, SAS, SPSS and Adobe Acrobat.
- **Operating System**: The underlying system software that allows application software to function. Typically this is Microsoft Windows.
- **Mission Critical Application**: A software application that fits all of these criteria:
  - Is needed to fulfill a key goal or function of a USF Health department or entity.
  - Is needed within a critical time constraint.
  - There is no available substitute.
- **Non-Mission Critical Application**: A software application that fits any one of these criteria:
  - Not needed to fulfill a key goal or function of a USF Health department or entity.
  - Is not needed within a critical time constraint.
  - Has an available substitute.
**Spyware/Adware:** refers to unwanted software that performs certain tasks on your computer, typically without your consent. This may include giving you advertising or collecting personal information about you. The presence of these programs is often the cause of unexpected web browser pop-up ads, redirection of browser home pages and/or very slow system performance.

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<tr>
<th>Service Level Agreement 31:</th>
<th>Support Desk (Help Desk)</th>
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**Service Goal:**
Customers calling the USF Health IT Support Desk line during regular business hours can expect to be speaking with a technician within 30 seconds of entry into the Automatic Call Distribution system queue 90% of the time.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and is based on data gathered through our Automatic Call Distribution System (ACD).

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<tr>
<th>Service Level Agreement 32:</th>
<th>Support Services</th>
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**Service Goal:**
- **Troubleshooting Via the Telephone** – Our telephone support technicians will provide immediate basic troubleshooting assistance when a customer calls to notify us of the problem during regular business hours.
- **On-Site Response to Supported Offices** – 85% of customers requiring a site visit will be contacted by one of our technicians within 8 business hours of submission of the service request to arrange that site visit.
- **In-House Response for Equipment Dropped Off for Service** - We will post an initial diagnosis in the problem description of the service ticket which is viewable via the Web within 2 business hours of check-in.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and is based on time to first response after submission of a service request or drop-off of equipment for service.

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<tr>
<th>Service Level Agreement 33:</th>
<th>Support Services</th>
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**Service Goals:**
- **Assistance Via the Telephone** – Our telephone support technicians will provide immediate assistance when possible, guiding the customer through installation of the latest virus signature files if needed and starting a scan of their system. Where possible we will utilize Windows XP’s native Remote Assistance feature to allow our technician to take control of the remote system to perform this phase of troubleshooting.
• **On-Site Response to Supported Offices (North Campus)** – 85% of customers requiring a site visit will be contacted by one of our technicians within **4 business hours** of submission of the service request to arrange that site visit. Virus scanning and cleaning is normally completed within **2 business hours** after commencement of work.

• **On-Site Response to Supported Offices (Remote Sites)** – 80% of customers requiring a site visit in remote offices will be contacted by one of our technicians within **8 business hours** of submission of the service request to arrange that site visit. Virus scanning and cleaning is normally completed within **2 business hours** after commencement of work.

• **In-House Response for Equipment Dropped Off for Service** – We will begin work on equipment checked in for virus scanning within **4 business hours** of check-in in 90% of cases. Virus scanning and cleaning is normally completed within **2 business hours** after commencement of work.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and is based on time to first response after submission of a service request or drop-off of equipment for service.

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<tr>
<th>Service Level Agreement 34:</th>
<th>Support Services</th>
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<tbody>
<tr>
<td><strong>PC Setups and Operating System Upgrades</strong></td>
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**Service Goal:**
- **On-Site Pickup** – 90% of customers requesting a PC be picked up for setup from a supported office can expect one of our technicians will contact them within **5 business days** of submission of the service request to arrange pickup of the machine.
- **Return of Equipment** – 90% of customers will have equipment picked up for setup or dropped off with us at our walk-up window returned within **5 business days** of check-in.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and is based on time to first response after submission of a service request or drop-off of equipment for service and on the time ticket is closed.

<table>
<thead>
<tr>
<th>Service Level Agreement 35:</th>
<th>Support Services</th>
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<tbody>
<tr>
<td><strong>Application Software Installation</strong></td>
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**Service Goal:**
- **On-Site Response for Mission Critical Applications** – 85% of customers requesting on-site installation of mission critical software applications in a supported office will be contacted by one our technicians within **8 business hours** of submission of the service request to arrange that site visit. Installation of most software applications can normally be completed within **4 business hours** of commencement of work.
- **On-Site Response for Non-Mission Critical Applications** – 90% of customers requesting on-site installation of non-mission critical software applications in a supported office will be contacted by one our technicians within **5 business days** of submission of the service request to arrange that site visit. Installation of most software applications can normally be completed within **4 business hours** of commencement of work.
- **In-House Response for Mission Critical Applications** – 85% of customers dropping their computer off for installation of mission critical software applications can expect
installation to begin within **8 business hours** of check-in. Installation of most software applications can normally be completed within **4 business hours** of commencement of work.

- **In-House Response for Non-Mission Critical Applications** – 90% of customers dropping their computer off for installation of non-mission critical software applications can expect installation to begin within **4 business days** of check-in. Installation of most software applications can normally be completed within **4 business hours** of commencement of work.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and is based on time to first response after submission of a service request or drop-off of equipment for service.

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<tr>
<th>Service Level Agreement 36: Spyware &amp; Adware Scanning/Removal</th>
<th>Support Services</th>
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</table>

**Service Goal:**
- **Assistance Via the Telephone** – Our telephone support technicians will provide immediate assistance when possible, guiding the customer through installation of a spyware scanner and initiation of a scan.
- **On-Site Response to Supported Offices** – When necessary one of our technicians will contact the customer within **5 business days** of submission of the service request to arrange a site visit. The spyware removal process is normally completed within **8 business hours** of commencement of work.
- **In-House Response for Equipment Dropped Off for Service** – We will begin work on equipment checked in for spyware scanning within **4 business days** of check-in. The spyware removal process is normally completed within **8 business hours** of commencement of work.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and is based on time to first response after submission of a service request or drop-off of equipment for service.

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<tr>
<th>Service Level Agreement 37: Password Reset Requests</th>
<th>Support Services</th>
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**Service Goal:**
- **Assistance Via the Telephone** – Our telephone support technicians will provide assistance as needed with applying for password resets via the Web. For security, password resets cannot be performed immediately for people contacting us by telephone.
- **Walk-Up Password Reset Requests** – Our technicians will immediately reset forgotten passwords for customers coming to our office and presenting either a USF ID card or drivers license with a picture.

**Service Measurement:**
The service level guarantee will be measured by USF Health IT and is based on time to completion after departmental approval.
Service Level Agreement 38:  
Student Support

Support Services

Service Goal:  
There are two broad groups of students, those who are mandated to have computers and those who are not. Within those two groups, there are those students who have purchased our recommended brand, Dell, and those who have not; thus there are four possible student scenarios.

ALL STUDENTS
• May call the Support Desk line for assistance with connectivity and software related problems during normal and extended business hours.
• May visit our walk-up window for password resets or account related problems during normal business hours.
• May check their computer in for USF Health Network setup. (add to domain, ePO, PatchLink, McAfee, etc.)
• May make an appointment with the Student Support Specialist for hardware/software troubleshooting. Software troubleshooting is limited to academic related applications and virus scanning.

ALL STUDENTS WITH DELL COMPUTERS
• May check their computer in for hardware troubleshooting and warranty repair. (Student must have purchased the recommended next day on-site warranty service plan.)

MANDATED STUDENTS (COM MD and PT programs)
With Dell Computers
• May borrow a loaner laptop (subject to availability) while their laptop is being repaired. (Student must have purchased the recommended next day on-site warranty service plan.)
• May check their computer in for software troubleshooting (academic related applications) virus scanning and occasional spyware removal. Students with repeated spyware and virus infestations will be asked to make an appointment with the Student Support Specialist who will train them to clean their own machine and counsel them in safer computing practices.
• May check their computer in for full format/reinstall. The student must provide us with original Windows and application software disks.

With Non-Dell Computers
• May borrow a loaner laptop (subject to availability with priority given to students with Dells) one day at a time while their computer is out for warranty repairs.
• May make an appointment with the Student Support Specialist for assistance with spyware removal. The same policies will apply to students as faculty and staff with regard to the amount of effort that can be expended. If our standard spyware removal tools cannot clean the infestation, we will recommend they take the computer to the USF Computer Store for a full format and reinstall.
Objectives:
To establish service levels that provide the users of teleconferencing the best response based on equipment and personnel availability.

Assumed Resources:
- FTE senior video technician, 2.0 FTE video technicians
- teleconferencing-equipped rooms or available portable equipment as requested during normal business hours

Definition of Terms:

Customer: Persons possessing HSCNET computer accounts.
Regular Business Hours: Monday through Friday 8AM to 5PM.
Out of Hours: Time prior to 8AM and after 5PM or on weekends.
Available Equipment: Teleconferencing equipment that is permanently installed in a class or conference room or portable equipment that can be temporarily placed in a meeting facility.

Service Level Agreement 39: Teleconferencing

Service Requests

Service Goal
We will contact the customer within 24 hours of the request submission 95% of the time. If the requirements can’t be met, we will offer the customer alternatives (i.e. rescheduling, media center support, etc.) The customer should make all room reservations based on equipment, network and personnel requirements. The reservation will require a 30 minute window prior to the scheduled start time for setup and a 15 minute window following the conference for takedown. If onsite support or collaboration is required the customer should make this known.

Service Measurements
Service goals will be measured on a monthly basis through a service level monitoring system.
Service Level Agreement 40: Teleconferencing

Trouble Reporting and Response

Service Goal
During regular business hours the teleconferencing technician will respond to a trouble call within 15 minutes 95% of the time. The technician will resolve the problem within 15 minutes 90% of the time. Should the problem not be repairable within 15 minutes, the technician will work with the customer to reschedule or use an acceptable alternative method of communication. If on-site support has been requested, the technician will handle the problem immediately. Technicians will be available to handle trouble calls during regular business hours (8AM to 5PM) or before or after hours by prior arrangement.

Service Measurements
Service goals will be measured on a monthly basis through a service level monitoring system.

Service Level Agreement 41: Teleconferencing

Video Streaming Services

Service Goal
We will contact the customer within 24 hours of the request submission 95% of the time. Equipment and personnel requirements will be determined with the customer at least 48 hours prior to the streaming event 90% of the time. Streams will be made available within 24 hours of the event 90% of the time. The customer should reserve the facilities needed to stream the conference or lecture requested. The technician will work with the customer to determine streaming accessibility and support requirements. Accessibility will be to a customers' website, via link name, for Blackboard or to IPOD/PDA via appropriate web services. Streams have a resolution of 320X240.

Service Measurements
Service goals will be measured on a monthly basis through a service level monitoring system.