Service Level Agreement for [Department] for [Service/Support]

This service level agreement (SLA) between the Office of Information Technology (OIT), and [customer] establishes a commitment for OIT support for [service(s)]. [Service name] is classified by OIT as a [Tolerant/Sensitive/Essential/Critical][[1]](#footnote-1) service. This document describes the services provided, financial impact (if any), processes for reporting issues and making requests, and responsibilities of the department and OIT.

# Executive Summary

This summary provides high-level information regarding services and support, the agreement period, cost, and contacts. For detail, see the appropriate sections later in the document.

## Services and Support

Supported services include [list supported services/applications/servers]:

* [Service name(s)]
* [Application name(s)]
* [Database(s)]
* [Server name(s)]

## Agreement Period

This agreement is in effect from [date] to [date]. Subsequent agreements will be in effect for the Duke fiscal year (July 1 to June 30). Agreements should be reviewed each year, or when either the department or OIT deems it necessary, whichever comes sooner.

## Cost

The total cost of services for the current fiscal year [dates] is $xxx.xx. See *Financial Impact* [or reference an appendix] for detail.

# Service Details

OIT supports the system components as listed above (see *Services and Support*). [Add more detail here, e.g. number of servers/app/database, or reference an appendix.]

OIT is responsible for maintenance and support of all Duke network connectivity and switches, virtual servers, physical servers, and on-campus fiber optic and copper cable related to [service name].

## Exclusions

[State any services that are not supported under this agreement, especially services a customer might assume are included, for example, enhancements to databases or applications, or services/support provided by a third party.]

## OIT Monitoring and Support

OIT provides monitoring for OIT-hosted server operating systems and databases. [If customer requests additional monitoring of particular application services, state so here.]

Service Operations Center (SOC) and Systems Infrastructure (SI) Support

The OIT Service Operations Center (SOC) performs 24 x 7 monitoring of the OS for all of service-related servers [reference an appendix if applicable]. Monitoring details can be found in the Service Book at [URL]. The SOC will notify the service owner [email address] of any alarms/alerts received on the servers. If unable to resolve an OS-related issue, the SOC may assign it to the Systems Infrastructure (SI) team for resolution. SI will respond to issues on servers that it supports 24 x 7 accordingly.

[If the SOC is monitoring any application services, list them here.] The application servers have the following services monitored:

* [Service 1]
* [Service 2]

In case of an alarm on these services, the SOC will notify the service owner and restart the service.

Database Services (DS) Monitoring

OIT’s Database Services uses Oracle Enterprise Manager (OEM) to monitor the service database. OEM sends alerts to the database administrators’ (DBA) team via e-mail. After hours, OEM sends SMS message alerts to the DBA on call.

# Third Party Support

[If a third party application or service is associated with the OIT service provided, describe how/whether the customer should/should not interact with the provider; otherwise, omit this section and make mention of the third party support in the *Exclusions* section, above. Describe the relationship between OIT and the provider, if any. Provide contact information for the provider if appropriate.]

# Reporting Issues

[Note: Some customers may have ITIL privileges in Support@Duke that allow them to submit detailed incidents and be assigned to them. Depending on the customer’s privileges, use either the green or blue language below.]

[If the customer **does not have** **a Support@Duke Assignment Group** comprised of ITIL users, use green sample language:]

Before reporting an issue to OIT, customer should rule out issues with system components under their control (if any). Once reported, OIT and customer may collaborate to resolve an issue.

[If the customer **has a Support@Duke Assignment Group** comprised of ITIL users, use blue sample language:]

Customer/service owner] has enhanced (“ITIL-user”) privileges in Support@Duke, allowing them to submit detailed incidents and requests to OIT. The Support@Duke group is [group name]. As necessary, OIT will assign incidents to this group for resolution. Customer will monitor their Support@Duke queue and help resolve issues according to this SLA. If desired, OIT will provide Support@Duke training to customer at no charge.

## During Business Hours

During normal business hours (8am-5pm, M-F), if the customer experiences an issue and has taken steps to rule out root causes under their control, they should report the incident to OIT, indicating that appropriate measures have been taken to identify the issue. Issues may be reported using the methods below.

For non-urgent issues (OIT response within 8 hours of reported issue):

* **Create a ticket** in Support@Duke. Visit <https://duke.service-now.com>. Under *Can We Help You?* Click *Create a New Incident.* Under *Urgency,* select the appropriate level (Low, Medium, High). In the *Details* box, describe the issue and request that the ticket be assigned to the group *Systems-Dept. Applications-OIT.*
* **Call the OIT Service Desk** at 919-684-2200; the Service Desk will create an incident in Support@Duke.
* **Send email to** [**help@oit.duke.edu**](mailto:help@oit.duke.edu). The email will automatically create a ticket containing the contents of the email. If you know which support group the ticket should be assigned to, indicate this in the email.

**OR:**

* **Visit Support@Duke** (<https://duke.service-now.com>) and create a new incident. If the customer is not sure of the group to assign the incident to, the *Service Desk-OIT* group should be used as a default.
* **Call the OIT Service Desk** at 919-684-2200; the Service Desk will create an incident in Support@Duke.
* **Send email to** [**help@oit.duke.edu**](mailto:help@oit.duke.edu). The email will automatically create a ticket containing the contents of the email. If you know which support group the ticket should be assigned to, indicate this in the email.

For urgent issues (OIT response within 1 hour of reported issue):

**Call the OIT Service Desk** at 919-684-2200. Advise the Service Desk to assign the ticket **Widespread Impact** and **High Urgency** (automatically assigns the ticket a **Priority** of **Critical**)**.**

For urgent issues, customer should create an incident in Support@Duke and assign it a **High Urgency** and **Widespread Impact** (automatically assigns the ticket a **Priority** of **Critical**)**.** See *Response Time,* below.

## After Hours

After hours is defined as 5pm-8am, Monday through Friday; all day Saturday and Sunday; and all day on university holidays.

For non-urgent issues: Submit a Support@Duke incident or send email to the Service Desk as above.

For urgent issues: Call the OIT Service Desk at 919-684-2200, select the option for reporting a critical issue/service interruption, and leave a voice mail message. This creates a ticket with a **Priority** of **Critical.** The OIT Service Operations Center (SOC) will listen to the message and assign it to the appropriate support group. OIT will respond within one hour.

For urgent issues: Submit a **Critical Priority** incident or call the SOC at 919-660-7015.

## Response Time

OIT responds to incidents according to the **Priority** assigned to the ticket in Support@Duke. Priority is automatically assigned as a result of the issue’s assigned **Urgency** and **Impact:**

* **Low or Moderate Priority:** Assigned group responds within 8 hours (8a-5p, M-F)
* **High or Critical Priority:** Assigned group responds within 1 hour (24x7)

|  |  |  |  |
| --- | --- | --- | --- |
|  | Urgency | | |
| Impact | High | Medium | Low |
| Widespread | Critical | High | Moderate |
| Workgroup | High | Moderate | Low |
| Individual | Moderate | Low | Low |

## Reporting

[Note: If the customer is has an ITIL role in Support@Duke, they can run their own reports. Otherwise, OIT can run them upon request. Use either the green or blue language below.]

Upon request and at no charge, OIT can provide customer with periodic Support@Duke reports related to service incidents and requests. To request a report, customer should contact the OIT contact for this SLA.

As a Support@Duke ITIL-user, customer may run reports against their assignment group or particular configuration item(s) [list CIs if desired]. OIT can provide training on Support@Duke reports.

# Service Enhancements

Service enhancements are requests for planned changes in service or functionality, and are managed as requests as opposed incidents/issues. Enhancements typically apply to software applications, but may apply to interfaces between systems. The customer is welcome to submit requests for enhancements, with the understanding that these may warrant a separate project and funding proposal. Customer should request changes or enhancements to the current environment by contacting the OIT contact for this SLA.

# Financial Impact

The table below presents detail regarding the financial impact to [department] for the services provided. [Describe how these costs will be collected from the department by OIT. Make changes to the table as desired. Alternatively or in addition, provide detail in an appendix.]

|  |  |  |  |
| --- | --- | --- | --- |
| Service (examples) | Support | Billing Period | Amount/Rate |
| Web hosting | 24 x 7 or 8 – 5/M-F | Quarterly/Annually | $xxx.xx |
| VM hosting | 24 x 7 or 8 – 5/M-F | Quarterly/Annually | $xxx.xx |
| Add’l storage (# of GB) | N/A | Quarterly/Annually | $xxx.xx |
| Application changes/enhancements | Hourly labor | Ad hoc | $xxx.xx |

# Responsibilities

Both the customer and OIT are involved in the successful resolution of issues. By following standard issue-reporting processes and providing timely and comprehensive information, the customer can help ensure that OIT has the information required to resolve the issue in a timely fashion.

## Customer Responsibilities

The customer agrees to:

* Follow procedures for reporting issues and requesting support as described.
* Provide a timely response to OIT when issues are being investigated/resolved.
* Engage OIT contact when/if a change in this agreement is desired.
* [List other responsibilities as appropriate for this SLA.]

## OIT Responsibilities

OIT agrees to:

* Meet or exceed response times associated with the urgency/priority associated with reported customer issues.
* Maintain operational support for the services covered under this SLA. Communicate to customer any expected change in support processes.
* Coordinate scheduled and unscheduled maintenance (downtime) with the customer in order to minimize interruptions to the business and services.
* Attend and participate in meetings with the customer regarding services and support as requested.
* Coordinate with other internal OIT units to [add or remove these as appropriate]:
* Maintain enterprise-level operating system and application software licenses.
* Manage software updates (releases and patches) for enterprise OS and applications and coordinate updates with the customer.
* Escalate customer issues to appropriate second- and third-level support (beyond the Service Desk) when necessary.
* Perform preventive maintenance on system hardware.
* Perform scheduled backups and coordinate data recovery when needed.
* Monitor system utilization and performance; report and resolve issues.
* [List other responsibilities as appropriate for this SLA.]

# Signatures

By signing below, the customer and OIT agree to the terms of this agreement. To submit the signed agreement, scan and email it to the OIT contact below.

|  |  |
| --- | --- |
| Customer | OIT |
| [Name, Title]  [Department]  [Email]  [Telephone] | [Name, Title]  [OIT Unit]  [Email]  [Telephone] |
| Signature | Signature |
| Date | Date |

Appendix [X] – Support Escalations and Response Times

*If more detail regarding escalations and response time is required, use this optional appendix to describe service levels the customer should expect. Sample verbiage is provided; edit as appropriate.*

# Escalations

If the Service Desk is unable to resolve the customer’s issue, they will assign the incident (in Support@Duke) to the customer’s local IT support group. If local IT support unable to resolve the request, they will assign the incident to the Tier 2 support [for example, OIT Collaborative Services] for additional troubleshooting. If Tier 2 is unable to resolve the issue, they will assign the incident to Tier 3 support (for example, OIT Enterprise Internet Services) for additional troubleshooting. If applicable, Tier 3 support may engage a vendor to resolve the issue.

If the assigned support group is able to solve the issue, with the exception of Tier 3, they will resolve the incident. If the issue is resolved at Tier 3, the Tier 3 group will reassign the ticket back to Tier 2 support; Tier 2 will contact the customer and resolve the incident.

# Response Times

Customer response times are based on incident **Priority,** which is pre-configured in Support@Duke.

OIT Tier 2 groups will respond to Tier 1 based on the priority assigned to the incident, as follows:

* 4 Low/3 Moderate: Within 8 hours (Monday – Friday, 8 – 5PM)
* 2 High/1 Critical: Within 1 hour (24x7)

1. Explain what the service designation means to the customer in terms of downtime recovery targets and 24x7/8-5 support. [↑](#footnote-ref-1)