UNIVERSITY OF SOUTHERN QUEENSLAND

Division ICT Services

Service Level Agreement

NTEU

Service Level Agreement	**2**
Schedule of Costs	**6**

Document Purpose	The purpose of this service level agreement is to establish a clear baseline of service expectation and client responsibility between NTEU and the Division of ICT Services. ***Description of Services*** This service level agreement covers: • Support for the NTEU staff desktop and notebook computing environments • Access to the USQ Network • Phone connection and usage • Internet usage Support services are provided for the location of the NTEU staff on the Toowoomba campus (unless stipulated as a variation in the attachments.)

Document Information

Version	V1.0
Release Date	22/2/07
Release Status	Release
Author(s)	Chris White, Service Delivery Co-ordinator
Owner	Maggie Fryer, Principal Manager Service Delivery
Print Date	13 March 2007
Approved By	Brian Kissell, Chief Technology Officer
Restriction	Internal
Doc. Cat. Table	Client
Type of Document	Service Level Agreement
Document Number	SLA_NTEU_01
Electronic Location and Filename	http://usqindex.usq.edu.au/sites/ictindex/SLAs/NTEU_Feb_07.pdf
Hardcopy Location	Service Delivery Section

Version Control

Version	Date	Author(s)	Summary of Changes
V0.1	7/2/07	Chris White	Draft
V1.0	22/2/07	Maggie Fryer	Release

Error Advisory

To the Reader:

If you encounter any inaccuracies or printing faults in this document please contact the Owner (see Document Information section, above) as soon as possible. The Owner will then initiate the required modifications.

If you are unable to contact the Owner, contact that person's Manager or Supervisor.

Thank you for helping the Division of ICT Services maintain quality documentation.

Service Level Agreement

Introduction	This document details the service levels for each of the support services provided under this SLA as detailed in the schedules attached.
Service Provider	Division of ICT Services
Support Hours & Contact Details	• Technical support is available Monday to Friday 8am-5pm at the Toowoomba campus. • Support requests can be logged with the ICT Service Desk by phone EXT 1900 (07 4631 1900) during the hours 8am–5pm Monday to Friday. When the ICT Data Centre is established, calls can be logged during the hours 7am-7pm Monday to Friday and 8am-4pm Saturday. • Support requests can be logged at any time by e-mail to ICT Service Desk or via the web at http://www.usq.edu.au/ict/staff/request then clicking on the Heat Self Service link. ***Calls logged via the Service Desk will ensure problem escalation in event of service difficulty.***
Telephone Support	• Comprises telephone calls to the ICT Service Desk that are resolved over the phone with no further support required.
Desktop Computing Support	• Computing support for desktop computers, notebook computers, printers and other peripheral devices that rely on the Windows, Macintosh and Linux operating systems. • Installation of new computers along with standard software configuration, printer installations and network connectivity. • Problem diagnosis and resolution of standard hardware, ICT Standard Operating System (SOE), network and standard application software faults. • Reconfiguration of network connectivity for relocated computer equipment (excludes physical relocation of equipment).
Response Time, Resolution Time and Escalations	When an incident occurs the following response times apply. **Internal Priorities set by Service Desk Staff (no escalation path)** **Priority** / **Used for** / **Response/Resolution** 0 / First Point of Contact / Immediate C / Critical / Immediate **External Priorities, set by Service Desk staff or by clients logging jobs (follows escalation path)** **Priority** / **Response** / **Resolution** 1 Urgent / 30 mins / 4 hrs 2 High / 1 hr / 8 hrs 3 Standard / 4 hrs / 2 days 4 Low / 1 day / 5 days • ***Response is defined as "the time allowed to respond to the incident".*** • ***Resolution is defined as the "client has confirmed that the incident has been resolved to their satisfaction".***

The following definitions and matrix will be used to decide the priority.

Deciding the Priority

Impact	**Description**
1	Whole organization, site or multiple site, multiple groups of users affected; critical business process interrupted; or system wide outages to key systems (eg email).
2	Group of users, PVC, DVC or member of VC's office staff, non-critical business system.
3	User(s) affected (other than VC's, DVC's or PVC's office).
4	One user affected (other than VC's, DVC's or PVC's office).
Urgency	**Standard**
1	Process stopped; user(s) cannot work
2	Process affected; user(s) cannot use certain functions
3	Process not affected; user cannot use certain functions
4	Process not affected; change request, new/extra/optimized function

Priority Ratings Matrix

	Impact	**4**	**3**	**2**	**1**
	4	Low (4)	Low (4)	Standard (3)	Standard (3)
Urgency	**3**	Standard (3)	Standard (3)	High (2)	High (2)
	2	High (2)	High (2)	Urgent (1)	Urgent (1)
	1	High (2)	High (2)	Urgent (1)	Urgent (1)

(*) Represents the priority number

Escalation Target Time Frames

Level 1 Urgent and Level 2 High

1 When 65% of the agreed time for resolution has elapsed and the request is unresolved, the Service Delivery Co-ordinator will consult with the assigned solver on progress.

2 When 85% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the Line Manager of the assigned solver.

3 When 100% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the respective Principal Manager.

4 When 115% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the Chief Technology Officer.

Level 3 Standard and Level 4 Low

1 When 70% of the agreed time for resolution has elapsed and the request is unresolved, the Service Delivery Co-ordinator will consult with the assigned solver on progress.

2 When 90% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the Line Manager of the assigned solver.

3 When 100% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the respective Principal Manager.

4 When 115% of such time has elapsed and the request remains unresolved, the Service Delivery Co-ordinator will consult with the Chief Technology Officer.

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Escalation Notification Paths

Escalation Number	Assigned Solver	Line Manager	Principal Manager	Chief Technology Officer
1	Yes	No	No	No
2	Yes	Yes	No	No
3	Yes	Yes	Yes	No
4	Yes	Yes	Yes	Yes

Table 1: HEAT Escalation Paths

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<tr><td>**USQ Network Access**</td><td>

- Continued access to e-mail account nteuusq@usq.edu.au, discussion lists (nteu_l and nteu_campus) and other software.
- Provision of basic phone connection and VoiceMail capability.
- Internet access (any abuses of acceptable use will entail removal of Internet Access until the issue has been resolved).

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<tr><td>**Critical Service Dependencies**</td><td>

The successful operation of this service level agreement depends on effective communication processes between the NTEU and ICT staff.

It is expected that the designated ICT Service Delivery Co-ordinator will be kept informed of planned changes so he is available to contribute expert technical input.

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<tr><td>**Client Responsibilities**</td><td>

- NTEU staff are responsible for the regular backup of data stored on their local computer hard drives.
- NTEU staff will contact the ICT Service Desk to obtain support.
- When reporting faults staff are to provide a detailed description of the problem, including any error messages as well as a detailed description of the impact so that the appropriate priority level can be assigned.
- When advised of the Heat Call number, NTEU staff are to ensure this is recorded and given on any future reference to the call.
- ICT is not responsible for the physical relocation of computing equipment and furniture as part of any office or building relocation other than the movement of equipment as part of the agreed desktop support and/or desktop refresh program.

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<tr><td>**Performance Reporting**</td><td>

Performance reporting on key performance indicators will be provided to the NTEU through the designated Service Delivery Coordinator (see Page 5) at a frequency as detailed in the schedule attached.

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<tr><td>**Quality Assurance**</td><td>

The ICT Service Desk will carry out monthly random sampling on call closures. Annual satisfaction surveys of staff and students will be carried out and data analysed to facilitate continuous improvement of client service.

Sampling and survey data will be made available on the Division of ICT website at http://www.usq.edu.au/ict.

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<tr><td>**Costs**</td><td>See Appendix A.</td></tr>
<tr><td>**Reporting Schedule**</td><td>Quarterly.</td></tr>
<tr><td>**Commencement**</td><td>This Agreement commences as of 1 March 2007.</td></tr>
<tr><td>**Duration/ Renewal**</td><td>This Agreement expires as of 28 February 2008.</td></tr>
<tr><td>**Review Process**</td><td>This Agreement must be reviewed annually on the anniversary of the commencement date by the Service Provider and Service Receiver (for designated contacts, see below).</td></tr>
<tr><td>**Arbitration**</td><td>

The Primary Arbitrator is: Group Manager, Human Resources and Corporate Services.

In the absence of Primary Arbitrator, the Secondary Arbitrator is: General Manager.

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</table>

Agreement Contacts	Name	Title	Telephone	Initials
	Brad Astbury	USQ Branch President	4631 2800	
	Hugh Wilson	Branch Organiser	4631 2616	
	Chris White	Service Delivery Co-ordinator/ Relationship Manager	4631 1820	
	Maggie Fryer	Principal Manager Service Delivery	4631 2478	
	Brian Kissell	Chief Technology Officer	4631 2426	

Accepted and Signed		Division of ICT Services	NTEU
	Service Provider's Date Stamp Here	Signature	Signature
	Name		
	Title		
	Date		

Appendix A

Schedule of Costs

Description	Cost
Telephone Support • Up to and including 10 calls per quarter. • Where number of calls in any quarter exceed 10 in number.	No Charge. Flat fee of $50.00 quarter.
Desktop Support • First and second level support remediation handled by ICT Support Officers.	$100.00 per hour or part thereof, with additional time beyond the initial hour charged at $50.00 per half-hour or part thereof. Each desktop support incident involving onsite attendance by an ICT Support Officer will be required to be signed off by an NTEU representative when completed.
Phone connection and usage • Provision of analogue phone connection with handset and VoiceMail capability. • Usage charges.	No charge. NTEU pay usage charges where these are incurred by the University. NTEU will be provided with a monthly call report.
Internet Access • 1Gb (or part thereof). • If 1Gb allocation is exceeded in any month.	$20.00 per month. Additional flat fee of $20.00.
Charges will apply for each quarter retrospectively and be invoiced to the NTEU at the end of each quarter.	