



# Information Technology Services

Service Level Agreement (SLA) Template

## Service Level Agreement (SLA) Template

### About this template

This template provides a consistent format for all Service Level Agreements (sLAs) between ITS and a recognized customer requesting IT services(s). It addresses responsibilities and procedures for ITS, whose purpose is to provide IT services and support to the UCSC community. The objective of the SLA is to present a clear, concise and measurable description of the services provided.

The SLA template is maintained by ITSM. If you have suggested changes to the template, please contact [name at phone #](#).

### How to use this template

- Save this template under a new name before making any changes.

#### To save the template under a new name

- 1 On the **File** menu, click **Save As**. The **Save As** window opens.
- 2 In the **Save in** box, select the location for the new file.
- 3 Enter a new name in the **File name** box.
- 4 Click **Save**.

- Use only the sections of this document relevant to the SLA being addressed. Delete any non-relevant sections.
- Delete any blue text during final revision. **Blue text** indicates instructional information.
- Replace **pink text** with appropriate relevant text. Pink text also indicates a cross-reference you may need to modify or delete. Reformat pink text to black.
- Do not revise **red text**. Reformat red text to black during final revision.

- Delete the template watermark.

#### To delete the template watermark

- 1 On the **View** menu, click **Header and Footer**. The **Header and Footer** toolbar opens.
- 2 In the document, select the template watermark.
- 3 Press **DELETE**.
- 4 Click **Close** in the **Header and Footer** toolbar.

- Change the header to reflect the appropriate Service Provider.

#### To change the header

- 1 On the **View** menu, click **Header and Footer**. The **Header and Footer** toolbar opens.
- 2 Select and delete the appropriate items from the header.
- 3 In the **Header and Footer** toolbar, click **Close**.

- Generate a new table of contents after final edits are made.

#### To generate a new table of contents

- 1 Right-click in the Contents. A context-sensitive menu appears.
- 2 Select **Update Field**. The **Update Table of Contents** window opens.
- 3 Select **Update entire table**.
- 4 Click **OK**. The Contents is updated.

- Select this instructional page and press **DELETE**.



# Information Technology Services

Service Level Agreement (SLA) Template

**[Service Name]**

**Service Level Agreement (SLA)**

**By**

**ITS**

**For**

**[Client name or Campus, if a globally provided service]**

**Effective Date:**

**Document Owner:**

**Version**

Version	Date	Revision / Description	Author

**Approval**

Approver	Title	Approval Date

**Agreement Termination**

Approver	Title	Termination Date

**Other Agreement Ref.:**

**DRAFT**



# Information Technology Services

## Service Level Agreement (SLA) Template

### Table of Contents

<b>Service Level Agreement (SLA) Template .....</b>	<b>1</b>
<b>1 General Overview .....</b>	<b>4</b>
<b>2 Service Description .....</b>	<b>4</b>
2.1 Service Scope.....	4
2.2 Assumptions.....	4
<b>3 Roles and Responsibilities .....</b>	<b>4</b>
3.1 Parties.....	4
3.2 ITS Responsibilities.....	5
3.3 Customer Responsibilities.....	5
<b>4 Requesting Service.....</b>	<b>5</b>
<b>5 Hours of Coverage, Response Times &amp; Escalation.....</b>	<b>5</b>
5.1 Incidents -- .....	6
5.1.1 Hours of Coverage.....	6
5.1.3 Response .....	6
1.1.1 Prioritization .....	6
5.1.4.....	6
5.1.5 Escalation.....	6
5.2 Standard Service Request.....	6
5.3 Other Requests.....	6
5.4 Service Exceptions to Coverage.....	6
<b>6 Maintenance and Service Changes .....</b>	<b>7</b>
<b>7 Pricing.....</b>	<b>7</b>
7.1 Rates Process .....	7
7.2 Charges.....	7
<b>8 Reporting, Reviewing and Auditing .....</b>	<b>7</b>
<b>9 Appendix A: Associated Policies, Processes and Procedures .....</b>	<b>8</b>



# Information Technology Services

## Service Level Agreement (SLA) Template

### 1 General Overview

This is a Service Level Agreement (“SLA”) between the campus community and the Information Technology Services Division (ITS) to document:

- The technology services ITS provides to the campus
- The general levels of response, availability, and maintenance associated with these services
- The responsibilities of ITS as a provider of these services and of clients receiving services
- Processes for requesting services

This SLA covers the period from [date] to [date] and will be reviewed and revised at the end of this period.

Or

This SLA shall remain valid until revised or terminated.

### 2 Service Description

#### 2.1 Service Scope

*Place the client focused service description here.*

#### 2.2 Assumptions

- Services provided by ITS are clearly documented in the ITS service catalog.
- Major upgrades will be treated as projects outside the scope of this Agreement.
- Funding for major updates will be negotiated on a service-by-service basis.
- Changes to services will be communicated and documented to all stakeholders via [XXX](#).
- Service will be provided in adherence to any related policies, processes and procedures
- Scheduling of all service related requests will be conducted in accordance with service descriptions.

### 3 Roles and Responsibilities

#### 3.1 Parties

*List all relevant contact persons, for example:*

The following Service Owner(s) will be used as the basis of the Agreement and represent the **primary stakeholders** associated with this SLA:

Stakeholder	Title / Role	* Contact Information
<i>Service Owner 1</i>	<i>[Title / Role]</i>	<i>[Contact Information]</i>
<i>Campus/specific client or div</i>	<i>[Title / Role]</i>	<i>If campus, list DLs If Specific client or div, list specific name and DL name for that div or just DL name</i>



# Information Technology Services

## Service Level Agreement (SLA) Template

\*NOTE: Availability is defined in Section 4, Hours of Coverage, Response Time & Escalations. Cell phone numbers are not to be used during working hours unless specified in this section.

### 3.2 ITS Responsibilities

ITS' responsibilities and/or requirements in support of this Agreement include:

*List ITS' responsibilities; these can be categorized by application or specific to service parameters.*

- Meet response times associated with the priority assigned to incidents and service requests.
- Generating quarterly reports on service level performance.
- Appropriate notification to Customer for all scheduled maintenance via the Maintenance Calendar, Service Catalog web page and/or a communication to campus via the ITS Communication Manager
- ITS will implement defined processes to deliver these service levels

### 3.3 Customer Responsibilities

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

*List Customer responsibilities and requirements.*

- Availability of customer representative(s) when resolving a service related incident or request.
- Communicate specific service availability requirements

## 4 Requesting Service

*Clear and unambiguous definitions of how long it will take the parties to respond. For example this section might include the definition of initial response to inquiry; time to review and evaluate; time to perform diagnostics; etc. These times must align with the escalation times as well. This IS the SERVICE LEVEL AGREEMENT BY WHICH WE WILL BE EVALUATED. Quarterly reporting is assumed.*

- 4.1 **Web / IT Request** ([itrequest.ucsc.edu](http://itrequest.ucsc.edu)) By utilizing the web, your request will be automatically associated with your division and visible to technicians.
- 4.2 **Phone** (459-4357 – 459-help) Phone service is available during regular business hours. Messages will be processed \_\_\_\_\_
- 4.3 **Email** ([help@ucsc.edu](mailto:help@ucsc.edu)) Email requests for service will be processed \_\_\_\_\_ during regular business hours.

## 5 Hours of Coverage, Response Times & Escalation

*The intent of this section is to assure delivery of prompt service as agreed, and the acceleration of support for high priority issues.*

*If this service does not use ITRequest or the Help Desk for incidents and problems, please put escalation procedures here.*



# Information Technology Services

## Service Level Agreement (SLA) Template

**5.1 Incidents** --Any interruption in the normal functioning of a service or system is an incident.

### 5.1.1 Hours of Coverage

*5.1.1.1 List specific service availability requirements*

### 5.1.2 Response

*Support center needs to provide definition of response that this associated with a response time and is correlated to a definite value.*

### 5.1.3 Prioritization

ITS will prioritize incoming incident requests as “high” priority if it meets any one of the following criteria:

- Significant number of people affected.
  - Organizational structure is a multiplier for number of people affected.
- Percentage of total tasks that can no longer be performed by individuals.
- Academic and Administrative Calendar deadlines.
- Significant impact on the delivery of instruction.
- Significant or lasting impact on student academic performance.
- Significant risk to safety, law, rule, or policy compliance.

### 5.1.4 Escalation

If you are not satisfied with the level of service on a request: *CRM needs to define method for client escalation*

## 5.2 Standard Service Request

ITS will respond to service requests for services published in the service catalog in accordance with the published service description.

## 5.3 Other Requests

- *Outline how to request the service and expected response and deliver times. Outline working durations and customer/client interactions. This is the service level and service metrics for the service*
- *Provide description of the types of information requests defined by the CRSP project and how client can use that information to make requests*

## 5.4 Service Exceptions to Coverage

*(Insert any special exceptions related to coverage times and dates)*

Exception	Parameters	Coverage
<i>Federal Holidays</i>	<i>N/A</i>	<i>No coverage</i>
<i>Fiscal Year Close</i>	<i>Last business day in May</i>	<i>Additional coverage, 8:00 a.m. to 5:00 pm</i>
<i>Emergency service coverage</i>	<i>Critical business need</i>	<i>Customer may request support by contacting the Help Desk from 8am-5pm or xx from 5pm-8am</i>



# Information Technology Services

## Service Level Agreement (SLA) Template

### 6 Maintenance and Service Changes

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 as published in the maintenance calendar. <<link to maintenance calendar>>

- 6.1 *General statement on Change Management process*
- 6.2 *Define customer responsibilities to communicate business needs that may conflict with scheduled maintenance windows – Need to articulate path*
- 6.3 *Communication to customers around planned outages*
- 6.4 *Communication about emergency maintenance*

*Add additional locations and timeframes as required. For example, standard maintenance, major upgrades/changes,*

### 7 Pricing

- 7.1 **Rates Process**  
*How rates are set*
- 7.2 **Charges**  
*Price references service catalog*

### 8 Reporting, Reviewing and Auditing

*Any agreement requires oversight and reporting, and no agreement runs forever. This section clearly defines the duration of the SLA, when and under what conditions to review the SLA, and when, what and to whom to report. Section 5.2 list Key Performance Indicators upon which reporting will occur.*

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Date of Termination**. The 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 **Designated Review Owner** (“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.

**Designated Review Owner:** *[Document Owner]*  
**Review Period:** *[Review Period]* e.g. “Annually” or “Quarterly”  
**Previous Review Date:** *[Last or Previous Review Date]*  
**Next Review Date:** *[Next Review Date]*

This Agreement will be posted to the following location and will be made accessible to all stakeholders:

**Document Location:** *[SLA Directory and/or Location]*



# Information Technology Services

Service Level Agreement (SLA) Template

## 9 Appendix A: Associated Policies, Processes and Procedures

The following processes are located in the global sla (link). Other processes will be added as the are developed.

### 9.1 Incident Management Process

◇◇◇◇Link for brevity ◇◇◇◇

### 9.2 Maintenance Calendar

◇◇◇◇Link for brevity ◇◇◇◇

### 9.3 Change management Process

◇◇◇◇Link for brevity ◇◇◇◇