MASTER SERVICE LEVEL AGREEMENT (MSLA)

Charles Darwin University

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1.04	10 August 2011	Updated KPIs	Zubair Naqvi

TABLE OF CONTENTS

Overview

The Information Technology Management & Support division (ITMS) is responsible for a range of information, network and communication technologies at Charles Darwin University (CDU).

This Master Service Level Agreement (MSLA) describes core services provided directly to clients, including services in relation to desktop support, and details ITMS and client responsibilities in delivering these services. Core services are those expected to be provided within the allocated University ITMS budget. Please note that core services reflect the current needs of clients and will be revised over time in response to changing requirements. Services not included or variations to services in the service catalogue attached to this document as appendices are considered outside core services. These will be covered by subsequent and separate service level agreements (Extended Service level Agreements). The resource and financial impact of providing specialist services will be addressed during Operation Level Agreement negotiations.

1.0 Master Service Level Agreement

1.1 Statement of Intent

The aim of this MSLA is to provide a basis for close cooperation between ITMS and all clients (staff, students and business units) within CDU for IT related support services to be provided by ITMS. This will ensure timely and efficient support service availability to the clients and students at CDU. The objectives of this agreement are detailed in Section 1.2.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

This MSLA will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new devices and services into the support portfolio (Service Catalogue) provided by ITMS as an appendix to this document.

1.2 Objective of Master Service Level Agreement

- To create an environment that is conducive to a cooperative relationship between CDU and ITMS to ensure the effective support of clients.

- To document the responsibilities of all parties in the Agreement.

- To ensure that ITMS achieves the provision of a high quality of service for clients within CDU*.*

- To define the commencement of the agreement, its initial term and the provision for reviews.

- To define in detail the service to be delivered by ITMS and the level of service that can be expected by clients, thereby reducing the risk of misunderstandings.

- To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data.

- To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels.

- To provide for all parties to the MSLA, a single, easily referenced document which caters for all objectives as listed above.

1.3   Period of Agreement

This Agreement will commence on the date following the acceptance by all parties and will continue until terminated.

1.4   Agreement Review Procedure

This Agreement can be reviewed at a mutually agreed date.   The review will cover services provided, service levels and procedures. Changes to this Agreement must be approved by all parties involved.

1.5   Representatives

ITMS nominates the Service Level Manager as being responsible for the monitoring and maintenance of the Master Service Level Agreement:

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1.6   Reference Documents

All reference documents relevant to this MSLA are attached as appendices to this document.

1.7   Service Level Monitoring

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information on the service provided can be made available to customers and support areas.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by ITMS.

Service level monitoring will be performed by ITMSon a daily basis and reports produced and reviewed on a monthly basis. Quarterly reports will be produced and forwarded to the IT Governance Committee for monitoring

Service level monitoring and reporting is performed on response times to incidents, as specified in Section 3.5 of this agreement.

1.8   Complaints

All complaints relating to the operation of the ITMS service, including:

- Expected level of support;
- Actual support offered and that delivered; and
- Personnel responsible for providing or administering support,

should be directed to the Manager of the area responsible within ITMS.

Any other complaint relating to the content of this document or if either ITMS or the client believe that expectations of service levels as agreed to in this document are not being met, the issue should be brought to the notice of the IT Governance Committee for investigation and resolution. The intent is to ensure thorough, timely and open resolution of all such problems.

2.0 ITMS Service Desk

2.1 Service Desk

The Service Desk is the single point of contact for all computer, telephone, voicemail, problems, information or service requests for clients. The Service Desk can assist with a wide variety of technology questions, problems and requests. Whenever possible, the Service Desk staff will attempt to talk through a solution while clients are on the phone. If this is not possible, a client 'request for service' will be logged into the Service Desk tracking system and an ITMS staff member will be assigned to provide further help.

2.2 Scope

Information Technology Management and Support services are provided through the ITMS Service Desk unit. This support unit is committed to delivering quality customer service and technical solutions in support of campus-wide technology.

Note: This service level agreement is subject to modifications in response to changes in technology services and support needs.

2.3 Customer Service Statement

The ITMS Service Desk is committed to delivering quality customer service by:

• Striving to ensure client satisfaction;
• Responding to requests for support within published time frames;
• Interacting with the CDU community in a respectful and courteous manner;
• Requesting feedback for opportunities for improvement;
• Continuously working to improve the quality of service; and
• Regularly reviewing and monitoring established performance indicators.

2.4 Key Performance Indicator Targets for Service Desk

- ➢ 80% Client Satisfaction
- ➢ 80% Calls Answered Within 30 Seconds
- ➢ 80% First Contact Resolution Rate
- ➢ 80% Jobs Resolved within 24 Hours
- ➢ 10% Jobs Resolved within 72 Hours
- ➢ 5% Jobs Resolved within 5 Business days
- ➢ 5% Jobs Resolved within 10 Business days

ITMS will monitor actual service desk performance against the targets as listed above – internally on a monthly basis and on a quarterly basis to the IT Governance Committee for the first 12 months of the Agreement being in place and thereafter as deemed appropriate by the Committee.

Any action/solution taken by the IT Governance Committee will reflect the nature of the issue. The IT Governance Committee will also monitor compliance by ITMS of any action requested by the Committee.

Key Performance Indicators targets and actual outcomes for the Service Desk will be regularly published on the ITMS web pages.

3.0 ITMS Responsibilities

3.1 General responsibilities:

ITMS has the following general responsibilities under this agreement:

> ➢ Create and add appropriate documentation to the **Charles Darwin University Information Technology Management and Support** (ITMS) Intranet site to address client issues;
>
> ➢ Conduct business in a courteous and professional manner with its clients;
>
> ➢ Provide Level-1 support, including creating problem tickets and work orders and assigning responsibility to the appropriate Level-2 ITMS resource;
>
> ➢ Utilise appropriate internal ITMS group to provide Level-2 server, network, and infrastructure support services;
>
> ➢ Obtain client's approval before ticket closure;
>
> ➢ Once a support request has been submitted, ITMS will make a staff member available to work with the client;
>
> ➢ Attempt to resolve problems over the phone on the first call;
>
> ➢ Provide all necessary and requested documentation, information, and knowledge capital to client, prior to the start of support of a new functionality;
>
> ➢ Meet response times associated with the priority assigned to client issues;

➢ Ensure staff are appropriately trained and currency of training is maintained; and

➢ Maintain adequate escalation procedures with third-party contractors.

3.2   Service Desk responsibilities:

➢ Log and track all client requests for service through the Service Desk System.

3.3   Data Communications responsibilities:

➢ Communicate in writing (e-mail) with client regarding issues involving downtime or maintenance.

3.4   Hours of Operation

ITMS Help/Support Service for Casuarina and Palmerston campus will operate daily from 0800 hrs to 1800 hrs . and 0800 hrs to 1730 hrs on Fridays except on public holidays where alternative arrangements will be made and publicised. For Alice Springs campus, ITMS Help/Support Service will be available 0800 hrs to 1630 hrs weekdays (excluding public holidays).

The table below identifies the hours that each service is normally operational:

Service	Operational Hours
Customer Environment	
Customer Services	University Hours
MOE & Lab Development Services	University Hours
Training Services	University Hours
Undergraduate Computing Labs	Student Hours
Access Management	24x7
Email / Calendaring	24x7
Print Services	24x7
Staff File & Print Services	24x7
Student File Services	24x7
Business Applications	
Business Systems Support	University Hours
Financial Systems	24x7
General Business Applications	24x7
Human Resource Systems	24x7
Online Learning & Online Student Systems	24x7

Web Services (Public Facing - Internet)	24x7
Web Services (Internal facing -Intranet)	24x7
Underlying Infrastructure	
Communication & Video Conferencing Services	University Hours
Data Storage Management	24x7
Network Services & Peripherals	24x7
Telephony Systems	24x7

24x7 indicates the system is intended to be available at all times.

University Hours are 0800 hrs – 1800 hrs Monday – Thursday
0800 hrs – 17:30 Fridays

Student Hours are 0700 hrs – 0000 hrs Monday - Sunday.

Emergency After Hours Support

Emergency support is applicable to system-wide outages affecting 24 x 7 systems.

1800 hrs – 2100 hrs weekdays (excluding public holidays)

0900 hrs – 1600 hrs weekends and public holidays

3.5   Response Times to Incidents

Table 3.5 shows the priority assigned to incidents according to the perceived importance of the reported situation. An incident refers to an IT fault or error. Incidents are given a priority rating between 1 and 7 with Priority 1 as the highest priority. The Incident priority is determined by the Service Desk staff member assessing impact and urgency:

Table 3.5 - Response Priority

Priority	*Impact*	*Critical*	*High*	*Medium*	*Low*
Urgency					
Critical		P1	P2	P3	P4
High		P2	P3	P4	P5
Medium		P3	P4	P5	P6
Low		P4	P5	P6	P7

The "priority" of the assignment refers to the initial telephone response to the customer as per Section 3.6 of this document. The support level refers to the *Service Catalogue (attached as appendix)* for support available as defined in Section 3.7 of this document.

The following factors are considered when assessing the priority of the request:

> ➢ Number of clients affected by the incident;
> ➢ Single Client OR Floor / Workgroup OR Building / Building Group OR Whole Campus; and
> ➢ Business Impact of the Incident on the University
>> • Low – minimal impact OR Medium
>> • Minor impact OR Urgent
>> • High impact OR Critical
>> • Extremely high impact.

A general guide to this is as follows:

Priority	Area of Effect
P1	University-wide critical systems fault
P2	Single critical system fault
P3	Team or business unit system fault, no workaround
P4	Team or business unit system fault, with workaround
P5	Individual client fault, no workaround
P6	Individual client fault, with workaround
P7	Incident with minimal impact

Some examples of incident priorities are in the table below for reference:

P1   Functions e.g. Complete Network Failure.

P2   A single critical business system fails e.g. e-mail system. Less critical application fails or critical business system is unavailable to a business unit, building, or floor. e.g. Staff Online unavailable or network failure to a building floor.

P3   Less critical incidents affecting a team or business unit with workaround options available. e.g. business unit cannot print to local printer but can print to another printer; customer requires a file to be restored from backup.

P4   A single database down.

P5   Single clientclient experiencing a fault, or minor system incident. e.g. Desktop system requires reimaging for an individual; poor internet performance for a group.

P6   Single clientclient experiencing a fault or minor system incident with workaround options.

e.g. Individual client's internet explorer doesn't work but alternative browser does; nuisance for a small team; visual errors on systems, group policy that delays login but still allows login.

P7   Individual cosmetic fault that does not impede productivity. e.g. icons don't display correctly on one machine.

3.6   Priority Level Response Times

Table 3.6 shows the required initial telephone response times for the individual priority ratings. All times indicated represent telephone response time during specified working hours of 0800 hrs to 1800hrs Monday to Friday, unless otherwise indicated in this document, or otherwise agreed upon by ITMS and CDU.

The indicated telephone response time represents the maximum delay between an incident/request being reported to ITMS and an ITMS representative acknowledging the incident by logging a call in the ITMS service system and providing the client with either a solution or details of the proposed action to be taken in respect of the particular incident/request.

Table 3.6 - Priority Level Response Times

Priority	Time to Respond	Estimated Time to Resolve
P1	10 minutes	80% of calls resolved in 1 hour
P2	10 minutes	80% of calls resolved in 2 hours
P3	30 minutes	80% of calls resolved in 4 hours
P4	60 minutes	80% of calls resolved in 24 hours
P5	60 minutes	80% of calls resolved in 48 hours
P6	24 hours	80% of calls resolved in 7 days
P7	7 days	80% of calls resolved in 20 days

Response time indicates average time between detection, (either through a service call or IT detection) and diagnosis – determining what the problem is and that an ITMS staff member has started working on it or has been assigned it.

Resolution is the application of either a solution to the incident or a functional work-around.

NOTE: The use of non-standard software (non-MOE), non-standard hardware (not preferred supplier), or the incorrect use of an administration account, will void resolution times above.

3.7   Support Available

This table shows the support available for each service in production as per the service catalogue. The service catalogue is produced by ITMS as the standard services offered to CDU clients (see 5.3 Appendix 'D').

Table 3.7 - Support Available

Support Level	Support Available
Production	Full Internal Support Available for all the services in production by ITMS.
	Internally Conducted Training courses available upon request.
	High Priority
Archived	Service no longer supported
	No Internally Conducted Training Available
	No Internal Support Available

Support services provided by ITMS for products/services not contained in the Service Catalogue document or those listed as "Archived" will be limited, subject to additional costs and resources.

3.8   Service Requests (SR)

The term Service Request (SR) refers to common client requests such as installations, additions and changes, for example:

➢   Software installation requests including new applications;

➢   Data port activation requests;

➢ New computer setup requests; and

➢ Requests for a visitor IT account to be created

All service requests are pre-assigned a priority from 1 through to 4 to give clients a realistic expectation regarding the completion time for the request. It is recommended, where possible, that clients log their Service Requests as early as possible prior to the required date.

Service Requests Key Performance Indicators

The following table outlines the Key Performance Indicator Targets for Service Requests:

Table 3.7 Key Performance Indicator Targets

Priority	Time to Respond	Estimated Time to Resolve
P1	10 minutes	80% of calls resolved in 1 hour
P2	10 minutes	80% of calls resolved in 2 hours
P3	30 minutes	80% of calls resolved in 4 hours
P4	60 minutes	80% of calls resolved in 24 hours
P5	60 minutes	80% of calls resolved in 48 hours
P6	24 hours	80% of calls resolved in 7 days
P7	7 days	80% of calls resolved in 20 days

Response time indicates average time between submission of request and confirmation receipt.

Resolution is the successful completion of the service request.

NOTE: Some Service Requests may have process implications, technical challenges, or funding restrictions that need to be evaluated before resources can be allocated to that request. For example, new software to be added to the student Managed Operating Environment (MOE); upgrades to existing standard software; creation of a network shared drive.

3.9   Custom Requests (CR)

Custom Requests (CR) refers to an IT request that does not fall into the Incident or Service Request categories. These requests are typically low volume but of high business importance for our clients. Examples of Custom Requests are as follows:

➢   Commissioning a new server or service;

➢   Project management assistance;

➢   Designing or building reporting sets for an application; and

➢   Creation of storage areas for a new business unit.

Custom Requests Key Performance Indicators

ITMS manages Custom Requests on a case-by-case basis as each request is unique. As a result it is not possible to define standard resolution times for CR. ITMS will respond to and discuss such requests, within 48 hours of receiving the request.

Priority	Time to Respond	Estimated Time to Resolve
6	24 hours	To be negotiated with customer

3.10 Escalation Process

Clients wishing to follow up on an Incident, Service or Custom request they have made, should contact the Service Desk by phone. The following procedures should be used as a guide:

1. Contact the Service Desk with your job number on-hand and ask them to follow up on the request for you.

2. If you require further escalation, contact the Service Desk and ask to speak to the Manager of Client Services.

3. If you require further escalation after contacting the Manager of Client Services, contact the Service Desk and ask to speak with the Service Level Manager, ITMS.

3.11 IT Service Continuity and Security

ITMS uses a comprehensive monitoring system to pre-empt system outages and notify support staff of emergent situations that may evolve into service disruptions. This system coupled with appropriate change management will on occasions result in 'planned outages' to mitigate or remove the likelihood of service disruptions.

Planned Outages

Pre approved and scheduled time periods when IT services will be unavailable to enable essential maintenance and upgrades of IT hardware and software to occur. These maintenance periods are usually planned well in advance and ITMS will always inform clients likely to be affected or, schedule these events for outside 'normal service hours'.

On rare occasions an emergency outage may be required and ITMS will endeavour to provide as much notice as realistically possible.

Examples of reasons for planned outages may be as follows:

Scheduled:

➢   Monthly patching of server operating systems;

➢   Upgrading server hardware; or

➢   Major software releases to enable new functionality in an application

Emergency:

➢ Unpredicted levels of system use requires rapid storage expansion to defer a system crash; or

➢ Critical security patch is released to reduce a known vulnerability.

Disaster Recovery and Service Recovery Objectives

ITMS has a comprehensive and practical disaster recovery process in place for all critical IT services. ITMS recovers lost or corrupt data by restoring data from the previous night's backup, which is run each business night. ITMS maintains the data centre facility to best possible standards at Casuarina.

Data Security and System Integrity

ITMS maintains servers, storage and network devices to the highest feasible standards in security. ITMS endeavours to strike a balance between security measures and business functionality, but on occasions there may be perceived conflicts in this area. ITMS is always open to discussions and to advise clients on protecting corporate information.

3.12 IT Governance

ITMS will enforce the Operational Aspects of IT Governance as agreed by the Information Technology Governance Committee. These operational aspects include:

➢ Ensuring chains of responsibility, authority, and communication are in place and being utilised correctly; and

➢ Ensuring measurement, policy, standards, and control mechanisms are in place to enable people to carry out their roles and responsibilities.

3.13 ITMS Website

The ITMS web pages contain information and links to relevant IT related forms, policies, procedures and guidelines: http://www.cdu.edu.au/itms/index.html

➢ IT Forms

➢ Policies

➢ Procedures

➢ Key Performance Indicator Targets

➢ Client Guides

➢ System Availability Status

➢ Outages, Changes and Upgrades.

4.0 Customer Responsibilities

Customer responsibilities

Customers agree to:

> ➤ Be familiar with the University policies and procedures for governing the acceptable use of information and communication technologies and adhere to same;
> ➤ Follow appropriate notification procedures;
> ➤ For emergent issues, call the CDU ITMS Service Desk at (08) 8946 6600;
> ➤ Determine appropriate support issue priority (low, medium, high or urgent) in cooperation with Service Desk;
> ➤ Request and schedule special services (for example, installation of new equipment, after-hours support) well in advance of need; and
> ➤ Be willing and available to provide critical information within 1 hour of logging a request with the CDU Service Desk for any urgent matters.

5.0   Appendix A: Definitions

Support Request

For the purposes of this agreement, a *Support Request* is generally defined as a request for support to fix a defect in an existing device or a request for support that involves functionality of the stated device.

Work Order

For the purposes of this agreement, a *Work Order* is generally defined as any request to make modifications to the functionality of an existing system or any request to add functionality to an existing system. Such requests are only covered under this agreement if under five (5) days of effort.

Levels of Support

Only two levels of support are provided under this agreement. These levels, which are integrated into the ITMS support process, are defined as follows: *Standard Coverage* and *After-Hours Coverage*. After-Hours service is provided at an extra cost.

This 24 hour support is provided by the ITMS Service Desk when it receives the Support Request from clients. This represents generalist support. If this level of support cannot resolve the problem, the Support Request is passed to the ITMS Level-2 supports, which is then passed to the support specialists.

Support Requests are taken by the Service Desk as follows:

Service Desks	Hours	Phone Contact
Standard Coverage	0800 hrs – 1800 hrs Monday – Thursday (0800hrs – 1730hrs Fridays). After hours, leave a voice message for a return call the following business day.	CDU ITMS (08) 89466600
After-Hours Coverage	1800hrs - 0700 seven days a week	CDU ITMS (08)89466600

5.1 *Appendix B:* Key Contacts

Key Contacts

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5.2 Appendix C: Signatures of approval

Signatures of approval

By signing below, all parties agree to the terms and conditions described in this Agreement.

The Terms and Conditions will apply for (check the required box only):

☐ Services – As per Appendix D Service Catalogue
☐ Extra Services not included in the Service Catalogue – Separate SLA required
☐ Hours of Coverage – As per this MSLA

Director, Information Technology Management & Support - Charles Darwin University:

Name:...

    Position: ....

    Signature: ....

Date:

Executive Director, Corporate Services - Charles Darwin University:

Name:..

    Position: ....

    Signature: ....

Date:

5.3   *Appendix D:* Service Catalogue Attached