# Overview

IT Services (ITS) is a support unit serving Campus Planning, Facilities and Safety and Finance and Resource Management. ITS provides direct technical support to workstation users, indirect technical support through server and network administration, business-focused technology consulting, and non-technical support through activities such as software licensing coordination and project support. In order to fulfill this broad mission, ITS has established a Service Partner Agreement (SPA) with supported departments specific to the provision of Service Desk, Desktop Support and System Administration. The SPA describes:

* Scope of Services
* Roles and Responsibilities
* Support Objectives
* Contact Information/Business Hours

The purpose of this document is to enable agreement between IT Services and supported units regarding:

* Partner & Provider Expectations
* Resolution of Partner Problems
* Operations Management
* Communication

This document is intended as an overview. If you have more detailed questions or concerns about anything written here, please talk to us. Our team is eager to hear from you so please contact any of the following staff:

* Michele Platten, Executive Director
	+ 752-4323
	+ mhplatten@ucdavis.edu
* Jeff Barrett, Associate Director
	+ 752-9190
	+ jtbarrett@ucdavis.edu
* Michael Sierra, Service Manager
	+ 754-6186
	+ mwsierra@ucdavis.edu

# Scope of Services

The scope of this agreement includes direct technical support (Service Desk, Desktop Support) and indirect technical support (System Administration) as described below. Technical support is provided by a trained professional staff of workstation technicians and server administrators.

##

## Service Desk

A Service Desk is a primary IT service within the discipline of IT service management. This is intended to provide a single point of contact to meet the communication needs of both partners and IT Services employees. Core Service Desk functions include:

* Incident and Request Management:
	+ Life-cycle management of all service requests, typically via a service management system such as Service Now
	+ Triage, resolve, and if needed, escalate incidents and change requests submitted by partners
* Communication:
	+ Keep partners informed and up to date with the latest IT information

## Desktop Support

The Desktop Support service provides software, hardware, and operating system support for user workstations (primarily desktop and laptop computers). Core Desktop Support functions include:

* Workstation acquisition and replacement:
	+ Workstation hardware is replaced on an ITS-coordinated, 4-year hardware replacement cycle.
	+ Hardware replacement costs are funded by business units.
	+ Equipment specifications and costs are available at http://cfoit.ucdavis.edu/services/itpurchasing/
* Workstation configuration and maintenance:
	+ Workstations are members of the campus Active Directory (uConnect).
	+ Workstations are managed in compliance with requirements established by the UC Davis Cyber Safety policy and industry best practices.
	+ Workstation operations include patch management and upgrades to installed software.
	+ Administrative access to workstations is restricted to ITS technicians only.
* Support of E-mail and collaboration tools through the uConnect Cloud (Office365) service.
* Installation and configuration of core administrative productivity software:
	+ MS Office 2010/2013 (Outlook, Word, Excel, PowerPoint, Visio, and Project)
	+ MS Lync
	+ MS Forefront
* Installation and configuration of non-core software by specific request:
	+ Adobe Creative Suite
	+ Autodesk
	+ Citrix XenApp
	+ Other software specific to line of business applications for the department
* Software for supported workstations is purchased by IT Services, but funded by business units, with the following exceptions:
	+ MCCA (Microsoft Consolidated Campus Agreement)
	+ BigFix (TEM)
	+ Adobe Acrobat Pro
	+ Malwarebytes Enterprise
* Data storage:
	+ Private ‘home’ folder for each workstation user
	+ Limited access ‘group’ folders for business units.
* Network printers:
	+ Deployment of network printers
	+ Creation and administration of network print queues
	+ Coordination with third party vendor for hardware break fixes
* Equipment loans:
	+ Laptop and Desktop computers are available upon request for short term use (subject to availability).
* Mobile devices (smartphones and tablet computers):
	+ Connection to the uConnect Cloud service for use of e-mail and collaboration tools.

## System Administration

The System Administration service is responsible for the architecture, configuration, upkeep, security, and reliable operation of multi-user computer systems and other IT infrastructure components, such as servers, network storage, and firewalls. Core System Administration functions include:

* Business application services:
	+ IT strategic planning and consultation
	+ System architecture, solution design, and technical implementation
	+ Application, database and web hosting
	+ System maintenance and support services
* IT liaison and vendor management:
	+ Coordinate IT service delivery across multiple on- and off-campus providers
	+ Assist business units with product and vendor selection
	+ Align vendor efforts with business unit requirements, initiatives, and future plans
	+ Securely manage appropriate vendor access to business systems
* IT infrastructure management:
	+ Design, implement and maintain shared IT services and infrastructure
	+ Manage ITS computing sites and IT colocation facilities
	+ Provide and administer virtual and physical servers
	+ Manage enterprise data storage (database and network file services)
	+ Ensure security and IT policy compliance for managed systems and data
* Network connectivity:
	+ Manage internet connectivity from the desktop to the campus network
	+ Deploy, configure and maintain network firewalls
	+ Provide secure remote access services, including terminal servers (both general purpose and line-of-business) and Virtual Private Network (VPN)
* Business continuity and disaster recovery:
	+ Service monitoring, performance management and incident response
	+ Application and data backup, recovery, and fail-over services
	*Note: individual user workstations are not backed up, and should not be used for local data storage.*

# Estimated Cost

For 2014-15 IT Services is supported through two distinct mechanisms and fund types. General Funds allocated from the Vice Chancellor’s office supports services provided to core-funded activities. Support provided to non-core activities is paid for by the partner based upon a pro-rata distribution of expenses based upon the level of non-core activity in each unit.

# Support Objectives

## Priority Classification Matrix

Service requests will be classified based upon the required response, using a priority scheme defined in terms of business impact. In the table below, both general descriptions and examples of real incidents are provided to help illustrate the types of events that define each priority level.

|  |  |  |
| --- | --- | --- |
| **Priority** | **Description** | **Example** |
| **1** | **Incident - University Mission-Critical*** Entire site loss or denial of service
* Mission-critical core application not functional
 | * Complete loss of environmental alarm monitoring system
* Central system infected by virus with rapid infection of desktops imminent
 |
| **2** | **Incident - Business Unit Critical** * Department loss or denial of service
* Business unit core application not functional
 | * Complete loss of departmental transaction database
* Police department unable to access incident management system
 |
| **3** | **Incident - Business Unit Process Efficiency*** Department experiencing intermittent service or degradation in quality
* Single critical user experiencing loss of functionality
 | * Facilities able to access Maximo but experiencing slow response time when printing work orders
* Department head unable to access email
 |
| **4** | **Incident - User Process Efficiency*** Individual user experiencing problems
 | * Bug affecting a single user, but able to process transactions
* Single user unable to access email
* User unable to print to network printer
 |

## Operational Objectives – Incident Response

Using these descriptions, IT Services and supported organizations have agreed to the following operational objectives to ensure a high level of customer success:

|  |  |  |
| --- | --- | --- |
| **Priority**  | **Restoration Time** | **Update Time** (method based on incident requirements) |
| **1** | 4 Hours | * 30 minutes initially
* After initial status update, as per the next expected update
 |
| **2** | 10 Business Hours | * 30 minutes initially
* After initial status update, as per the next expected update
 |
| **3** | 3 Business Days | * Initial update within 2 hours after acknowledgement
* Additional status updates, as per the next expected update
 |
| **4** | 4 Business Days | * Initial update within 1 business day after acknowledgement
* Additional status updates, as per the next expected update
 |

## Operational Objectives – Service Requests

Service or change requests are requests for modifications required in any part of the Services, Service management systems or underlying systems and components. Unlike an incident, nothing is broken or degraded. Service requests are fulfilled in the order that they are received unless there is a specific business driver or impact identified by the requestor.

Below are examples of common service requests and the expected fulfillment times associated with each.

* **Desktop computer purchase & deployment** - 15 business days\*

\*Our procurement process is dependent on both our purchasing partners (SSC) and vendors to fulfill each request. Once computers are onsite, we typically have them imaged, tested and deployed within 5-6 business days (barring any extenuating circumstances).

* **Software purchase & installation** – 6 business days
* **New user account creation** –2 business days

# Service Partner Management

In order to understand how well IT Services is adhering to its partner service commitments, reporting and analysis will be conducted and shared with the Service Partner Management Team that is comprised of the IT Services Director, Associate Director, Service Manager, and individual administrative unit managers. Individual administrative manager membership will rotate annually. The goal of service partner management is to manage and improve the service provided to administrative units.

IT Services agrees to meet established operational objectives. If IT Services is unable to meet those requirements, additional resources may need to be identified or the Service Partner Management Team may be called upon to help with prioritization. It may be necessary to bring in senior IT Services and administrative unit managers to change the priority of a support group in order to obtain the objectives. The goal is to provide the best possible service to customers.

The following reports will be provided to the Service Partner Management Team on a monthly basis:

|  |  |
| --- | --- |
| **Report** | **Description** |
| Number of Open Calls | A summary report will be provided that shows the number of open calls by ITS |
| Aging Ticket Report | A detailed item report will be provided that shows all open tickets with issue description by ITS sorted by age. |
| Service Level Compliance | A detailed item report will be provided by ITS that lists all tickets with issue description exceeding service level objectives |

# Contact Information

Service Desk Phone (530) 752-1222

Email: cfoithelp@ucdavis.edu

Web: cfoit.ucdavis.edu

## Normal Business Hours

Monday – Friday

7:30am – 5pm

## After Hours Support

IT Services also provides after hours (24x7) support for critical services, as identified in consultation with CPFS and FRM leadership. For those units receiving such support, additional after hours contact information is provided separately.

# Partner Responsibilities

* Service Requests
* Submit routine service requests using designated ITSM tool (ServiceNow).
* Submit emergency service requests by calling 752-1222.
* Respond to IT Services staff inquires in a professional and timely manner.
* Notify IT Services staff in advance of scheduled actions and events with IT needs (e.g., new employee onboarding or requests to move computer equipment).
* Data Management
* Store data in appropriate locations (i.e., network file service and managed line-of-business systems, not end-user workstations or removable devices.)
* Designate departmental data stewards responsible for the following:
	+ Specifying who should have access to departmental data, and informing IT Services of any changes
	+ Identifying data subject to special handling, such as PII (personally identifiable information) and data covered by HIPAA, FERPA, etc.
* Security
* Comply with campus and departmental IT security policies and best practices.
* Complete annual IT security awareness training.
* Request enhanced technical rights only where mandatory to perform university functions (i.e., “least privilege”).
* Do not bypass security practices (e.g., by using remote access workarounds)
* Notify ITS of suspected security breaches (e.g., compromised accounts/passwords, viruses, malware, etc.)
* General
* Identify technology-related business needs, and engage with IT Services at the outset of any IT-related initiative (e.g., changes to line-of-business systems, development or purchase of new systems, etc.)
* Allocate appropriate funds to replace workstation hardware on schedule.