

Service Level Agreement (SLA) for Data Center & System Administration Services

Related Policies, Procedures, or Standards:

600-1 VSC Acceptable Use Policy

429 VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment

Help Desk Services SLA

1 General Overview

This is an SLA between IT Shared Services and the member institutions of the Vermont State Colleges (VSC). This agreement outlines the data center services offered and is intended to document procedures and set service level expectations for these services. Service level commitments are specified. The agreement is effective as of the Effective Date set forth and will continue until revised or terminated.

For the purposes of this SLA, “customer” is defined collectively as the Community College of Vermont, Vermont State University, Workforce Development, and the Chancellor’s Office, plus any other Vermont State Colleges (VSC) entity whose inclusion may be negotiated. The “end-user” is defined as faculty, staff, student, guest, or any other user of this service.

2 Service Description

2.1 Service Scope

The scope of this SLA is for the hosting, management, maintenance, administration, day-to-day support, and procurement of servers and systems to support the business needs of the Vermont State Colleges.

Data Center & System Administration services include:

- Hosting of physical servers and virtual servers;
- Coordination of cloud services;
- Data storage management;
- Data backup and recovery for authorized servers;
- Server administration and security;
- Active Directory (AD) administration;
- Coordination with vendor partners who provide data center services.

2.2 End-User Requirements to Use the Service

- Utilize the Service Points outlined in the Help Desk Services SLA to report technical issues and incidents;
- Utilize ServiceDesk to submit request;
- Comply with the VSC Acceptable Use Policy;

- Comply with VSC Data Security Policies;
- Comply with VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment.

2.3 Boundaries of Service Features and Functions

- Assist in server specification and procurement;
- Assist in evaluating cloud service providers;
- Support and assistance with physical server and virtual server environments;
- Maintain and support central backup solution;
- Funding to be negotiated per service requested;
- Communicate planned maintenance for systems and services;
- Support for cloud-based systems and services will be dependent upon vendor SLAs and service contracts;
- Support of some authorized disparate applications and systems will be limited to best efforts. IT Shared Services is working towards a more consolidated server environment over the next two years.

2.4 Service Level Performance

- Will utilize trained IT staff and contracted assistance;
- Service and host scans will be performed monthly.

3 Roles and Responsibilities

3.1 Shared Services IT Responsibilities in Support of the Service

- Publish hours of operation;
- Publish Service Points information;
- Provide friendly, courteous, and efficient service;
- Develop business processes in alignment with industry best practices;
- Continuously evaluate and improve services for all end-users;
- Actively communicate of any situation in which resolution of a request or incident requires an expense, process modification, or end-user training;
- Adhere to established maintenance windows;
- Promptly refer any inquiries/complaints to the appropriate responsible team;

3.2 Customer Responsibilities in Support of the Service

- Comply with the SLA and follow process for escalation if services are not met.
- Unless otherwise agreed, direct application support is customer responsibility.
- Follow security standards for application configuration. Prompt response to any issues discovered by system administrators and/or VSC Cyber Security team.

4 Hours of Coverage and Escalation

4.1 Hours of Coverage

- Managed services are monitored via automated services.
- Support services via IT Shared Services Helpdesk as starting point.
- Managed services are available 24x7. Support is during posted business hours.
- Off-hours support will need to be pre-arranged.

4.2 Service Exceptions to Coverage

No exceptions listed.

4.3 Escalation and Exceptions

If you are not satisfied with the performance of the service or incident/request process, please contact the Service Owner or Service Manager.

IT Shared Services Contacts:

Service Owner	Name: Charles Bombard Title: Director of Enterprise IT Infrastructure Phone: 802-654-0665 Email: charles.bombard@vsc.edu
Service Manager	Name: Michael Martel Title: Manager of Data Center and System Administration Phone: 802-224-3010 Email: michael.martel@vsc.edu

To request exceptions to defined service levels based on exceptional business needs, please email cio@vsc.edu. The Office of the CIO/IT Shared Services will respond to the message within 5 business days and escalate any mutually agreed upon exceptions for review, approval, and funding, if necessary.

5 Service Requests

A Service Request is defined as a request for information, advice, or for access to a service.

5.1 Service Request Submission

Service Requests can be submitted by creating a support ticket in [ServiceDesk](#).

5.2 Service Request Response

For all requests, IT Shared Services' objective is to acknowledge and assign requests within 12-24 business hours of receipt. IT Shared Services' goal is to fulfill requests within seven (7) business days; however, this may be impacted by factors including:

- Requests requiring new purchases;
- Requests involving vendor assistance;
- Requests impacting multiple functions or processes;

- Requests that impact a large number of users.
- Requests that require end-user feedback for resolution, and the timeliness of that feedback.

Campus priorities may require exceptions during certain times of the Academic year.

6 Incidents

An incident is defined as any interruption in the normal functioning of a service or system.

6.1 Incident Report

Incidents can be reported by creating a support ticket in [ServiceDesk](#) or any of the other Helpdesk service points.

6.2 Incident Response

It is the goal of IT Shared Services to respond to incidents as quickly as possible.

Given that complete resolution of an incident may require equipment replacement, repair, or vendor assistance, technicians may prioritize restoring functionality to reduce the impact to end users.

Level of Incident	Response Time*	Resolution Time**	Functionality Restored**	Communication
L5: No Error – Equipment is functional, user needs support	Within 60 minutes	5-10 minutes	Time of resolution	
L4: Minor Error- Equipment/software needs minor service	Within 60 minutes	1-4 hours	Time of resolution	Users will be notified if needed
L3: Device/System Failure – Specific device or system is not working; reimage/repair/replacement required	Within 60 minutes	1-3 business days	1-3 business days	Users will be notified, and alternative equipment provided (if appropriate)
L2: Equipment Failure: Multiple device/system failures	Within 60 minutes	1-4 weeks	1-4 weeks	Users will be notified, and alternative equipment

				provided (if appropriate)
L1: Complex Failure: Failure of a specialized or complex system or space	Within 60 minutes	1-4 weeks	1-4 weeks	Users will be notified. Alternative equipment will be provided, or a room change coordinated if necessary

* Response time is dependent on the immediate availability of technicians.

** Resolution time and restoration of functionality is dependent on severity of incident, availability of replacement equipment, need for vendor assistance and existing vendor support agreements, access to rooms and equipment, inclement weather, etc.

*** Resolution time for hosted applications and services is dependent on hosting agreement for application(s), SLAs, and service contracts.

6.3 Prioritization

All reported incidents receive a priority number based on the impact and urgency of the service interruption. Impact is determined based on the number of people/departments/buildings that are affected by the interruption or outage. Life-Safety issues are taken into consideration for assessing and assigning priorities. Urgency is based on the acceptable delay to restore the service. Urgency can be critical or high and is determined based on the nature of the service outage.

IT Shared Services may prioritize incoming incident requests as L1 or L2 priority if it meets one or more of the following criteria:

- Significant number of people affected;
- The level to which work is impaired for individuals;
- Academic and Administrative Calendar deadlines;
- Significant impact on the delivery of instruction;
- Significant risk to safety, law, rule, or policy compliance.

7 Maintenance and Service Changes

The Maintenance Window for Data Center & System Administration can be found on the IT Shared Services website.

IT Shared Services reserves the right to modify the maintenance window.

8 Performance and Review

8.1 System Performance and Availability

Service performance and availability reports will be provided with the release of the annual report.

8.2 SLA Reviews

IT Shared Services is responsible for facilitating 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. This SLA contains the complete agreement between the parties and shall not be changed, amended, or altered except in writing and signed by each party.

Signatures

Revision History

Date	Revision	Revised By	Signature
12/21/2022	Original Draft	Gayle Malinowski	
1/16/2025	Revised	Gayle Malinowski	<i>GM</i>