

# Service Level Agreement (SLA) for End-User Hardware/Endpoint Management 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

Software 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 end-user computer hardware and endpoint management services offered and is intended to document procedures for those services 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 service is for the procurement, deployment, and support services of the desktop computers, laptops, tablets, printers, audio-visual equipment, and other related peripherals owned or leased by the Vermont State Colleges (VSC). IT Shared Services negotiates vendor hardware contracts at discounted prices. IT Shared Services purchases standardized systems that have been vetted for compatibility with VSC systems and software, support VSC business requirements, and comply with data security policies.

End-User Hardware Service features include:

- Planning and procurement of all computer hardware and peripherals;
- Asset management of computer hardware and peripherals;
- Deployment of standardized VSC licensed software loads;
- Installation and/or delivery of computer hardware and peripherals;
- Recommendations for hardware based on end-user needs;
- Endpoint security;
- Hardware and software troubleshooting;
- Operating system and application patching and updates;

## 2.2 End-User Requirements to Use the Service

- Submit requests for hardware via ServiceDesk;
- Customers requiring non-standard equipment must submit their request via ServiceDesk, and describe the business reason for that need;
- Utilize the Service Points outlined in the Help Desk Services SLA to report technical issues and incidents;
- IT hardware purchases made outside of IT Shared Services are prohibited, per the VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment;
- Comply with Work From Home (WFH) policies;
- Comply with VSC Acceptable Use Policy and VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment.

## 2.3 Boundaries of Service Features and Functions

- This agreement applies to hardware owned or leased by the Vermont State Colleges, including hardware used in classrooms, computer labs, and other common use areas, as well as those used by employees;
- This agreement does not apply to personally owned equipment;
- This agreement applies to grant funded purchases;
- Physical installation and delivery services by IT Shared Services staff are restricted to VSC campus locations only;
- Software licensing, procurement, and services are covered under the Software Services SLA;
- Some specialized peripheral equipment, such as specialized scientific instruments and dynamic lab technology may be exempted from this process;
- This agreement does not include servers. Servers will be covered under a separate SLA;
- Disparity in some services exists due to disparate historical investments. These disparities will be addressed over time with the funding set aside by the Board of Trustees;
- Support staffing is by region. There is no specific FTE on each campus for help desk support.

## 2.4 Service Level Performance

# 3 Roles and Responsibilities

## 3.1 IT Shared Services Responsibilities in Support of the Service

- Provide technical and software support for the hardware covered in accordance with the Help Desk Services SLA and Software Services SLA;
- Regularly negotiate vendor hardware contracts and agreements for the VSC;
- Maintain an inventory of covered hardware;

- Provide planning and procurement services, such as RFP development, in compliance with VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment;
- Provide friendly, courteous, and efficient service;
- Continuously evaluate and improve services for all end-users;
- Promptly refer any inquiries/complaints to the appropriate responsible team.

### 3.2 Customer Responsibilities in Support of the Service

- Upon request of IT Shared Services, provide staff resources to participate in development of RFPs, and evaluate responses;
- Upon request, provide staff resources to evaluate potential hardware solutions and provide timely feedback;
- Responsible for the cost of the hardware and applicable maintenance contracts;
- Comply with the VSC Acceptable Use Policy;
- Comply with the VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment;
- IT Strategic Advisory Committee to collaborate with IT Shared Services on the service framework to satisfy the Vermont State Colleges business requirements;
- Comply with the SLA and follow process for escalation if services are not being met.

## 4 Hours of Coverage and Escalation

### 4.1 Hours of Coverage

Please refer to Help Desk Services SLA.

### 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: Jason Ryan Title: Director of Technical Support Services Phone: 802-626-6210 Email: jason.ryan@vsc.edu
Service Manager	Name: Steve Bohnyak Title: Manager of Endpoint Systems Phone: 802-728-1227 Email: steve.bohnyak@vsc.edu

To request exceptions to defined service levels based on exceptional business needs, please email [cio@vsc.edu](mailto: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) days; however, this may be impacted by factors including:

- Requests requiring new purchases;
- Requests involving academic spaces;
- Requests that impact a large number of users.

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 the other Service Point options.

### 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.

<b>Level of Incident</b>	<b>Response Time*</b>	<b>Resolution Time**</b>	<b>Functionality Restored</b>	<b>Communication</b>
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 is dependent on severity of incident, availability of replacement equipment, accessibility of rooms and equipment, need for vendor assistance, inclement weather, etc.

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 End-User Hardware/Endpoint Management Services can be found on the IT Shared Services website.

Shared Services IT 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	
01/16/2025	Revised	Gayle Malinowski	<i>GM</i>