Service Level Agreement (SLA) for Network Administration

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

Keywords/Categories: network, internet, wifi

1 General Overview

This is an SLA between IT Shared Services and the member institutions of the Vermont State Colleges system. This agreement outlines the network services offered and is intended to document procedures for support of data networking 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.

Service Description

1.1 Service Scope

The scope of this service is to provide network access services to the member institutions of the Vermont State Colleges (VSC) system. This agreement covers the key activities that underpin the provision of the Network Services service.

Network Services features include:

- Wired network connectivity;
- Wireless network connectivity;
- Remote access via Virtual Private Network (VPN), as needed for job function;
- Perimeter security services;
- Wide Area Network (WAN) connectivity.

1.2 End-User Requirements to Use the Service

- End-users will utilize the HelpDesk for tier 1 triage of incidents and service requests;
- Use of non-VSC IT supported network equipment (switches, routers, hubs, wireless access points) is prohibited;
- Use VSC Account to authenticate access to the wireless service, when required;
- Comply with the VSC Acceptable Use Policy; and

- Refrain from bypassing or circumventing security measures.

1.3 Boundaries of Service Features and Functions

- Funding for major updates will be negotiated on a service-by-service basis;
- Wireless coverage is constrained by funding, institutional priorities, and environmental factors;
- Connectivity speeds will be dependent on distance, network host, and shared network load;
- Existing environmental and power infrastructure;
- Accessibility/connectivity to external services that are outside of our control;
- 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;
- IT Shared Services is not responsible for supporting connectivity in home environments;
- Non-university organizations and entities such as commercial university subsidiaries or partnerships are not eligible under this agreement.

1.4 Service Level Performance

- Scheduled maintenance windows;
- Actively monitor the network infrastructure for events affecting the service;
- Uptime for service is at 99.9%, dependent on exclusions in Section IV below.

2 Roles and Responsibilities

2.1 IT Shared Services Responsibilities in Support of the Service

- Seek to provide a solution when adequate wireless coverage and/or funding is limited or unavailable;
- Deactivate hosts and/or Departments when infection or violation of security policies are identified;
- Proactive network benchmarking and monitoring;
- On-going research and evaluation efforts, with results leading to campus network design evolution;
- Backup connectivity for redundancy;
- Support services via IT Shared Services HelpDesk;
- Prompt referral of any inquiries/complaints to the appropriate responsible team;
- Continuous effort to develop and improve services for all service users;
- Meet response times associated with the priority assigned to incidents and Service Requests;
- Adhere to established Maintenance windows; and
- Actively communicate if a situation requires additional resources currently not allocated or available and will discuss any additional billing/charges.

2.2 Customer Responsibilities in Support of the Service

- IT governance group(s) to collaborate with IT Shared Services on the service framework to satisfy the Vermont State Colleges business requirements;
- Comply with the SLA and follow the process for escalation if services are not being met.

3   Hours of Coverage and Escalation

3.1   Hours of Coverage

Network Services are available 24 hours a day 7 days a week except for periods of planned maintenance. Service hours are Monday-Friday, 8:00 AM to 5:00 PM, and monitoring or incident response is not available outside of those hours.

3.2   Service Exceptions to Coverage

Catastrophic events such as floods, fires, storms, chemical contamination, accidents or interruptions to transportation, and vendor infrastructure incidents.

3.3   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: Charlie Bombard Title: Director of Enterprise IT Infrastructure Phone: 802-654-0665 Email: charles.bombard@vsc.edu
Service Manager	Name: Shawn Umansky Title: Manager of Network Services Email: shawn.umansky@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.

4   Service Requests

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

4.1   Service Request Submission

Service Requests can be submitted by creating a support ticket in ServiceDesk.

4.2   Service Request Response

For all requests, IT Shared Services' objective is to acknowledge and assign requests within twelve (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 for new service locations;
- Requests requiring the purchase of new equipment or equipment replacement;
- Requests involving vendor assistance;
- Requests impacting multiple functions or processes;
- Requests that impact a large number of users.

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

5   Incidents

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

5.1   Incident Report

Incidents can be reported by creating a support ticket in ServiceDesk or by calling during business hours.

5.2   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 needs minor adjustment	Within 60 minutes	1-4 hours	Time of resolution	Users will be notified if needed
L3: Device Failure – Specific device is not working; repair/replaceme nt required	Within 60 minutes	1-3 business days	1-3 business days	Users will be notified, and alternative equipment provided
L2: Equipment Failure: Multiple device failures	Within 60 minutes	1-4 weeks	1-4 weeks	Users will be notified, and alternative equipment provided
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 the severity of the incident, availability of replacement equipment, need for vendor assistance, etc.

5.3   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; and
- Significant risk to safety, law, rule, or policy compliance.

6   Maintenance and Service Changes

The Maintenance Window for Network Services can be found https://support.vsc.edu.

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

7   Performance and Review

7.1   System Performance and Availability

Reporting Service Performance and Availability reports will be provided with the release of the annual report.

7.2   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	Meg Walz	
1/16/2025	Revised	Gayle Malinowski	*HM*