

# Service Level Agreement (SLA) for Software 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

VSC Third-Party Data Security Requirements

Help Desk Services SLA

End-User Hardware/Endpoint Management 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 software licensing and distribution 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 procurement, licensing, security vetting, deployment, and support services of all authorized software licensed by the Vermont State Colleges (VSC). IT Shared Services negotiates software contracts at discounted prices to the VSC for VSC-owned or leased computers. Some contracts include software at no cost to students and employees. Software is vetted to meet VSC business needs and comply with data security requirements.

Software Service features include:

- Planning, procurement, and licensing of all software, including cloud-based applications, mobile device apps, and virtual desktop (VDI) environments;
- Recommendations for software that best meets VSC business needs;
- Vetting of software for compliance with data security policies and best practices;
- Deployment of software to VSC-owned devices;
- Deployment of software patches and updates to VSC-owned devices;
- Software troubleshooting for VSC-owned devices;

- Management of software licenses and access;
- Limited support for installation of licensed software on personally owned devices;

## 2.2 End-User Requirements to Use the Service

- Submit requests for software to [ServiceDesk](#);
- Utilize the Service Points outlined in the Help Desk Services SLA to report technical issues and incidents;
- Purchasing or subscribing to software without the authorization of IT Shared Services is prohibited per the VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment;
- Installing unauthorized software on VSC-owned or leased devices is prohibited per the VSC Acceptable Use Policy;
- Responsible for adhering to license agreements;
- Provide hardware devices capable of installing and running the required software applications;
- 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

- Administrative rights are required to install software on most computers;
- Requests for new software should be made with as much lead-time as possible. This is to account for third-party security vetting, possible RFP requirements, testing, and possible complications with other systems;
- Software available in computer labs may change depending on renewal of campus license agreements;
- Depending on the vendor license agreement, software may need to be renewed annually;
- Depending on the vendor license agreement, IT Shared Services may not be able offer technical support;
- Support for VSC-owned licenses installed on personally owned devices is limited;
- This agreement applies to grant funded purchases;
- 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

IT Shared Services responsibilities and/or requirements in support of this SLA include:

- Deployment of software to VSC-owned devices;
- Deployment of software patches and updates to VSC-owned devices;
- Web access to include service catalog;
- Self-help resources for VSC-licensed software that may be installed on personally owned devices;
- Negotiate vendor software contracts for the VSC;
- Manage software licensing for the VSC;
- Technical support services as outlined in the Help Desk Services SLA;
- 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

Customer responsibilities and/or requirements in support of this SLA include:

- Utilize ServiceDesk for software requests;
- 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 software solutions and provide timely feedback;
- Provide VSC-owned hardware capable of running necessary software;
- Comply with the VSC Acceptable Use Policy;
- Comply with the VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment to ensure purchases are properly approved and procured;
- 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

This section intentionally left blank.

### 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: <a href="mailto:jason.ryan@vsc.edu">jason.ryan@vsc.edu</a>
Service Manager	Name: Steve Bohnyak Title: Manager of Endpoint Systems Phone: 802-728-1227 Email: <a href="mailto:steve.bohnyak@vsc.edu">steve.bohnyak@vsc.edu</a>

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 thirty (30) days; however, this may be impacted by factors including:

- New purchases requiring vetting;
- Requests involving academic spaces;
- Requests that impact a large number of users;
- Requests requiring system integrations.

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, need for vendor assistance, 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 Software Services 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	

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