

Service Level Agreement (SLA) for Telephone 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 telephone 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 service is to provide enterprise telephony services that support the business operations of the Vermont State Colleges (VSC).

Telephone services include:

- Telephone services via IP (SIP, VoIP) or analog-Mitel connected only;
- Deployment and support for VSC-owned or leased telephone hardware and software, including soft phones and other VSC supplied solutions for remote workers;
- Voicemail, auto attendants, automatic call distribution (ACD);
- Five-digit dialing within the VSC, long distance, local, and toll-free services;
- Documentation on the features of end-user telephone hardware, software, voicemail, etc.;
- E911 database maintenance.

2.2 End-User Requirements to Use the Service

- Submit requests for telephony services via ServiceDesk;
- Utilize the Service Points outlined in the Help Desk Services SLA to report technical issues and incidents;

- Consult with IT Shared Services prior to moving phones, as accurate location information is critical for E911;
- 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 does not apply to mobile phones and cellular services;
- This agreement applies only to telephone services and devices purchased by the VSC;
- Support for analog services, such as fax lines, may be limited;
- This agreement does not apply to analog or POTS telephone lines that are serviced by Facilities, such as those connected to fire alarms, elevators, blue lights, etc.;
- Some services may require third-party vendor involvement.

2.4 Service Level Performance

- IT Shared Services will monitor the voice infrastructure for events affecting the service. Monitoring includes, and is not limited to, up/down status, interface errors and utilization;
- Management to contract terms and oversight of vendor provided telecommunication connectivity;
- Targeted uptime for service is 99.9%.

3 Roles and Responsibilities

3.1 IT Shared Services Responsibilities in Support of the Service

- Procurement and deployment of VSC-owned or leased end-user telephone devices;
- Facilitate day-to-day requests, such as moves, adds, or changes (MAC);
- Maintain, support, and troubleshoot telephone services;
- E911 database maintenance;
- System maintenance and back-up;
- Maintain vendor support contracts;
- Communicate and coordinate with vendors for necessary services;
- Basic up/down system monitoring;
- Friendly, courteous, and efficient service;
- Support services via IT Shared Services Help Desk;
- Prompt referral of any inquiries/complaints to the appropriate responsible team;
- Continuous effort to develop and improve services for all users;
- Adhere to established maintenance windows.

3.2 Customer Responsibilities in Support of the Service

- Utilize ServiceDesk for software requests;
- 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 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 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: Charlie Bombard Title: Director of Enterprise IT Infrastructure Phone: 802-654-0665 Email: charles.bombard@ccv.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.

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 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.

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 by calling during business hours.

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.

<i>Level of Incident</i>	<i>Response Time*</i>	<i>Resolution Time**</i>	<i>Functionality Restored**</i>	<i>Communication</i>
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/replacement 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 and restoration of functionality is dependent on the severity of the incident, availability of replacement equipment, need for vendor assistance and existing support contracts, 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.

Shared Services IT 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 Telephone 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	<i>GM</i>