**Boston University**

**Information Services & Technology**

**<Service Name>**

**<Operational or Service> Level Agreement**

****

**<Date>**

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# Introduction

This document outlines the <Service Level Agreement (SLA) or Operational Level Agreement (OLA)> between <Information Services & Technology (IS&T) if SLA or group within IS&T if OLA> and the <Client Representative (CR) > for the delivery and support of <Service Name>. The purpose of this agreement is to:

1. Clearly articulate the capabilities of the service.

2. Align expectations.

3. Provide a vehicle for relationship building and a focus for communication.

# Roles

## Clients

The clients of the <Service Name> are <brief description of the consumers of the service>. These are the people who consume, or use the service.

## Unit Client Representatives

The unit client representatives are the people within university units or organizations responsible for representing their unit’s interest in the service to the Service Owner and within the Service Stakeholder Group. They are the Service Owner’s contact for service related discussions within a given unit and are responsible for reviewing, negotiating and agreeing to this <Service Level Agreement or Operational Level Agreement> on behalf of the clients they represent.

Unit Client Representatives for this Agreement:

<Name, Title, Email Address, Unit>

<Name, Title, Email Address, Unit>

<Name, Title, Email Address, Unit>

<Name, Title, Email Address, Unit>…

## Enterprise Client Representative

The enterprise client representative is the actual client signatory of an agreement and acts on the behalf of the Services Stakeholders Group as well as the relevant Governance Committee. <Name, Title>, as the <Role> is the enterprise client representative for this agreement.

<Enterprise Client Representative name>

<Title>

<Street Address>

<email address>

<office phone>

## Service Stakeholder Group

The Services Stakeholder Group is the body responsible for reviewing, negotiating and agreeing to this <Service Level Agreement or Operational Level Agreement> on behalf of their clients.

<GroupName> serves as the Service Stakeholder Group for this service.

# Client Location

<Enter text here – see comment for examples.>

# Service Provider

The organization accountable for service delivery is BU Information Services & Technology (IS&T).

# Service Owner

The service owner is the person accountable for the end to end delivery of the service, and the strategic direction of the service as well as acting as a point of escalation for operational issues related to the service.

<IS&T Service Owner Name>

<Title>

<Street Address>

<email address>

<office phone>

# Service Description

<Brief Description>

Further description of services can be found on the [IS&T Service Site, TechWeb](http://www.bu.edu/tech/apps/enterprise-applications/document-management/) . <Full URL>

## Services Included

Functionality included in this service:

* <Feature 1>
* <Feature 2>
* <Feature 3>

## Services Excluded

Items and functional areas that are outside the scope of this agreement include:

* <Item 1>
* <Item 2>
* <Item 3>

# Service Level Targets

## Availability

### Service Availability Hours

Excluding maintenance during Service Change Windows (see Service Change Windows section below), the Agreed Service is expected to be available <ZZ> hours/day, <MM> day/week, <NN> days/year.

### Availability Target

The target service availability for the <Service Name> Service is <X.XX> maximum hours of unplanned downtime per year, or <YY.Y%> of the Service Availability Hours (<ZZ> hours/day \* <NN> days/ year = <BBBB> available hours per year).

<to be completed  >



## Performance

While a service may be available for a certain specified amount of time, it’s also important to monitor how well that service is performing. Service Performance ensures the service is performing in a manner aligned with agreed expectations.

|  |  |  |  |
| --- | --- | --- | --- |
| Performance Metric | Performance Threshold | Description | Measureable and Reportable |
| <name of metric> | <x seconds, minutes, hours, as approp> | <clear description of this performance measurement> | <Yes or No> |
| <name of metric> | <x seconds, minutes, hours, as approp> | <clear description of this performance measurement> |  |

## Capacity

<Insert appropriate text here>

# Backup, Data Retention & Restore

<Insert text here>

# Service Continuity

In the event of a Service disruption caused by a significant event which incapacitates the data center thereby rendering the Service unavailable, recovery will be as described below. Note - smaller Service outages are tracked and managed through the Availability process described above.

|  |  |  |
| --- | --- | --- |
| Recovery Time Objective (RTO) | <XX hours> | The time by which the service must be **recovered** after a disaster is declared by senior management.  <describe what this time includes> |
| Recovery Point Objective (RPO) | <YY hours> | The acceptable amount of data loss measured in time, e.g. an RPO of 1 hour means that any data that was created or updated less than 1 hour prior to the disaster event may not be recoverable. |

Service Continuity testing is documented in Appendix A<Letter>.

# Support

## Priority Scheme

IS&T support service delivery prioritization schema is based on specific situational urgency and impact as defined in the IS&T Priority Matrix found at <http://www.bu.edu/tech/service/incident-management/managing-tickets/priority-matrix/>

## Support Target

The target compliance rate for meeting the response and resolution times defined in the IS&T Priority Matrix is 80%.

## Requesting Support

Clients may request support or review the status of their requests via the web self-service option, phone, email, or by visiting the Service Desk.

Clients should call the Service Desk (617-353-4357 or 3-HELP) for any critical incident. When the Service Desk is closed, the voice mail system will prompt the client with the option to have someone paged for emergencies and an Incident Coordinator will be contacted by the voice mail system. The on-call Incident Coordinator will then begin the P1 Communication process which consists of a message to the TechStatus email list, posting updates on [www.bu.edu/tech/news/](http://www.bu.edu/tech/news/), and hosting a conference bridge for team communication.

**Service Desk Contact Information**

Web self-service <http://www.bu.edu/tech/>

Phone (617) 353-4357

Email [ithelp@bu.edu](mailto:ithelp@bu.edu)

|  |  |  |
| --- | --- | --- |
| **IS&T Service Desk Hours (except holidays)** | | |
| Location | Hours | Note |
| IT Help Center - 533 Commonwealth Ave | **Academic Year**  Monday-Thursday 9AM-9PM  Friday 9AM-6PM  **Summer**  Monday-Thursday 9AM-7PM  Friday 9AM-6PM |  |
| IT Help Center - Mugar Library | **Academic Year**  Monday-Thursday 8AM-Midnight  Friday-Saturday 8AM-11PM  Sunday 10AM-Midnight  **Summer**  Monday-Thursday 8AM-11PM  Friday-Saturday 8AM-5PM  Sunday 10AM-11PM | Subject to change with Library circulation desk schedule, typically a shorter schedule during Intersession. |

## Client Support Issues

Support requests which have not been responded to in a timely manner (in accord with the priority matrix referenced above) may be reported to the IS&T IT Help Center Service Desk Manager at 617 353 4357.

# Change Management

Change Management is the process of recording, evaluating, approving, planning, and overseeing the implementation of a Change in a controlled and efficient manner. IS&T employs a formal change management process that improves communication, decreases downtime, and provides high quality service. IS&T’s change management policy can be found at [www.bu.edu/tech/service/change/policies/](http://www.bu.edu/tech/service/change/policies/).

## Change Restriction Dates

There are two types of change restriction dates based on scope: Enterprise Change Restriction and Service Change Restriction.

### Enterprise Change Restriction Dates

A period of time associated with a critical University event or process where requested changes to **all IS&T services** are subject to additional review before approval. This is to protect the integrity of all IS&T services supporting the event or process. The Change Advisory Board (CAB) or Emergency Change Advisory Board (ECAB) reviews and provides the approval for changes requested during these periods based on input from the service owner. These dates can be viewed at <http://www.bu.edu/tech/service/change/enterprise-restriction-dates/>.

### Service Change Restriction Dates

A period of time where requested changes to **a specific IS&T service** are subject to additional review before approval. This is to protect the integrity of the service prior to or during specific business events or processes. The Change Advisory Board (CAB) or Emergency Change Advisory Board (ECAB) reviews and provides the approval for changes requested during these periods based on input from the service owners[, in consultation with client representatives.].

<Event or process – dd/mm/yy – dd/mm/yy>

<Event or process - dd/mm/yy – dd/mm/yy >

<Etc.>

## Service Change Windows

IS&T must perform maintenance work required to keep a service running optimally. This work may require service outages which will normally occur during the IS&T change window, listed at [www.bu.edu/tech/service/change/windows/](http://www.bu.edu/tech/service/change/windows/).

Change management guidelines, defined in [www.bu.edu/tech/service/change/policies](http://www.bu.edu/tech/service/change/policies), allow for the business to request changes be made outside of the IS&T Change Windows when required.

Planned service outages will be communicated in accordance with Change Management Guidelines. Those changes will be communicated at the beginning of the work week for the coming week via the [techstatus@bu.edu](mailto:techstatus@bu.edu) email list. Notification of urgent changes will be communicated to the same list in a timely manner.

# Security and Legal Considerations

## Security

1. IS&T is responsible for the maintenance and update of the hardware, software and applications of the systems on which this service runs.
2. IS&T will monitor network intrusion detection systems, manage the firewalls, and manage physical security to the Data Centers housing the Service.
3. IS&T will conduct regular security reviews of the Service to help maintain system integrity and to detect security anomalies.
4. IS&T will administer security and user access for the Service.
5. IS&T is responsible for defining the security roles and accounts with input criteria from the Client Representative.
6. IS&T will configure the system to require clients to authenticate with Kerberos password in order to make use of the service.  Further, in accordance with the [BU Data Protection Standards](http://www.bu.edu/tech/policies/info-security/), IS&T will configure the system to require any user with access to data that BU has classified as ‘Restricted Use’ to use two factors to authenticate.
7. IS&T is responsible for maintaining the security compliance for the Service per relevant regulatory requirements. This responsibility is limited to the security of the service and systems themselves; it does not extend to processes, nor does it cover the actions of an individual.  For example, if a person prints a document containing Restricted Use data and someone else not authorized to see that data picks up the print out, that violation is the responsibility of the individual.

## Approved level of security

This system has been reviewed by BU Information Security and has been approved to support and may contain information up to the follow level of classification.

**☑** Public     🞏 Internal      Confidential       Restricted Use      PCI

# Responsibilities

## IS&T Responsibilities

* IS&T will monitor vendor updates, e.g. patches, maintenance packs, tools upgrades, and implement those updates where appropriate. <include per service as appropriate>
* IS&T is responsible for developing the IT Service Continuity Plan based on the requirements in the Business Continuity Plan.
* <any responsibilities pertaining to the specific service>

## Unit Client Representative Responsibilities

* Unit Client representative is responsible for gaining all appropriate approvals for access to the information specified and providing copies of those approvals to IS&T upon request.  For details on the approval process, see the [Data Management Guide](http://www.bu.edu/tech/policies/info-security/1-2-b-data-management-guide/).
* Unit Client Representative will notify the IS&T Service Owner listed in this agreement at least two (2) weeks in advance of a critical business event when additional service requirements above and beyond the usual criticality expectations are required. IS&T will attempt to accommodate articulated needs.
* If available, Unit Client Representative is responsible for the Business Continuity Plan and will provide it to the Business Continuity Administrator within IS&T.
* <any assumptions that pertain to the specific service – e.g. for blackboard, “Additional licenses and/or refreshed or additional hardware above what is listed in scope will require new funding.”>

## Service Stakeholder Group Responsibilities

* Service Stakeholder Group is responsible to specify for IS&T the level of data protection that the service may be required to support. See the [BU Data Protection Standards](http://www.bu.edu/infosec/policies/data-protection-standards/) for more detail.

 Public      Internal      Confidential       Restricted Use      PCI

* Submission of requests for new functionality or service enhancements to be managed through IS&T’s Project Management process (see [www.bu.edu/tech/apps/project-manage/project-management](http://www.bu.edu/tech/apps/project-manage/project-management) )
* Provide the IS&T Change Manager with a yearly calendar outlining critical service events and activities.
* <any assumptions that pertain to the specific service – e.g. for blackboard, “Additional licenses and/or refreshed or additional hardware above what is listed in scope will require new funding.”>

## Enterprise Client Representative Responsibilities

* Enterprise Client Representative will ensure Agreement execution is being complete on behalf of both the relevant governance committee and service stakeholder group.

## Client Responsibilities

* Client will report service incidents upon learning about them via the contact information outlined above. This will provide IS&T the best opportunity to resolve issues as quickly as possible. Provide a clear description of the issue, including a repeatable example if possible, and indicate if alternatives are available.
* When completing support requests, clients will supply all required information.
* <any other Service specific client responsibilities>

# Costs

# Term

This agreement will become effective on <start date> and continue indefinitely.

# Service and Agreement Review

## Service Level Reporting and Review

IS&T will gather information on services provided, through monitoring on regular intervals and will consolidate the results into reports that are shared with the client representative at a minimum twice a year during Service Review meetings. Reports will articulate availability, performance and incidents. Clients will also have access to monthly metrics on line at [www.bu.edu/tech](http://www.bu.edu/tech).

Service Level Reports may include:

* Support statistics
  + Incident Reports
    - Number Resolved, Average and Median Resolution Time
    - Average and Median Incident Resolution Time by Priority
  + Service Request Reports:
    - Number Resolved, Average and Median Resolution Time
    - Average and Median Incident Resolution Time by Priority
* Client Satisfaction Reports
* Availability Report
* System Performance Reports
* Usage vs. Capacity Reports
* Disaster Recovery Testing Report

## <OLA or SLA> Review and Revision

In addition to service reviews, the entire <OLA or SLA> will be reviewed annually.

However, when the need for amendments arises during the year, the Agreement may be amended as agreed by both IS&T and the Client Representatives. (Agreed amendments to be described in the Revision Log below).

## Agreement Revision History

|  |  |  |
| --- | --- | --- |
| Date | Who | Description of Change |
|  |  |  |
|  |  |  |
|  |  |  |

# Approvals

Executive Client Representative: <Name>

E-mail: [<email>](mailto:psmokows@bu.edu) Phone:

Copy of email confirming agreement

IS&T Service Owner: <Name>

E-mail: [<email>](mailto:kweeden@bu.edu) Phone:

Copy of email confirming agreement

VP Information Services & Technology: Tracy Schroeder

E-mail: [tas@bu.edu](mailto:tas@bu.edu) Phone: 617 353 1155

Copy of email confirming agreement

# Appendices

1. **Service Review Meeting Content**

The goal of the Service Review Meeting is to provide a forum for a service centric open discussion between the Service Provider and Client Representative. Topics to be covered include:

* Any topics the Client Representative would like to discuss
* Metrics review
* Service issues and any specific SLA breaches
* Changes in service rrequirements

Service Owners will schedule the first Service Review Meeting upon execution of the Agreement at an interval agreed, typically six months after the Agreement is executed.