I&TS – Rhodes University SLA

The purpose of this document is to define the service requirements and reasonable response times required by the University and in doing so to provide a template for Information and Technology Services to provide these services. Where services can be provided remotely this is indicated as preferable, with the implicit proviso that should an event be unsuccessfully dealt with within the agreed time through remote services, a physical response will be provided.

A guiding principle of this document is that services should be provided to the University so that the teaching and learning activities of the University are not interrupted. The background to this document is the need to inform staff both in the units of the Division and elsewhere in the University of reasonable expectations.

Budget

Underpinning the SLA is the reality of the budget and what can reasonably be provided given the resources in the Division. The assumption is that the organogram as approved at staffing committee is considered filled and that service delivery is based on the full organogram. Vacancies will from time to time affect the service delivery and staffing should be considered a priority in order to deliver stable, cost effective, reliable, user-friendly solutions. Budget is managed tightly and the best technology may not always be within reach of I&TS and the University. Balancing the budget and fit for purpose go hand in hand in enabling the University with a solid ICT infrastructure and systems that operate on such infrastructure.

Review of SLA

Due to the rapid changes in technology, the SLA should be reviewed every two years or earlier, if necessary at the discretion of the Director I&TS. When reviewed, consideration should be given to the service and response time and not how this is achieved. Staff resources within I&TS may determine the how (for example, whether more than one person is required to deal with various aspects of IT) and at all times should aim to ensure that there is continuity and depth in the service provided.

Applicable Policies

The following policies and guidelines should be read in conjunction with the SLA.

- *Acceptable Use Policy and associated Guidelines*
- *Centralised Database Policy*
- *Emergency Access to ICT Accounts*
- *Copyright & Takedown*
- *Guideline to Hardware and Software Support Services.*

Organogram and Responsibility of Sections

The Division is made up of 4 major sections: Support Services, IT Operations, MIS and Application Development. Details of expectations regarding service delivery from each section differ. In some cases, resolution may require the services of more than one section and the delivery times and mode may differ in specific cases.

University Staff Support

<table>
<tr><th>Details of Service:</th><th>Service Standards</th><th>Customer Responsibilities</th></tr>
<tr>
<td>

Resolution of IT related problems or where the problem is unresolvable an informed explanation and guidance on alternate solutions. These include networking problems, software problems.
Point of contact for all staff, accessible by phone or email via the online ticket logging service.
Initial telephonic support is provided with optional remote assistance allowing the support consultant to assume control of the user computer remotely. Failing resolution over the phone, via a visit to the user's office.
All requests/incidents require correspondence with the requestor on the ticket logging system and all solutions will be recorded on the ticket prior to resolution.
Self-Help resources and information, as updated and maintained on the I&TS web site.

Objectives:

To ensure business continuity with an excellent level of service to the University core
Applicable to:
All academic and support staff within the University

Exclusions:

Individual Students rather than a service offered to students
Software/Hardware/Networking not on the relevant supported lists available on the I&TS web page

</td>
<td>
Availability:

The online ticket logging service is available 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (8am to 5pm Monday – Friday).
Standby is provided for network problems on weekends and public holidays (including shutdown). Network failure should be reported to CPU in the first instance. CPU will contact the standby technician who will attempt to resolve the problem. Should the problem be outside of a network technician ability he/she will escalate to the Network Architect. There is no standby provision for the Network Architect and any attempt to resolve issues over weekends and public holidays is done on a good will basis and is not a requirement of the job.
Technicians will attempt to make an appointment via the ticketing system to ensure that record is kept of the process, however, technicians must not rely on this as the only method of contact and should attempt to reach individuals until the ticket is resolved

Constraints:

External constraints (e.g. Awaiting support from 3rd party vendor) when there is a need to source replacement parts or specialist skills
Availability of suitably skilled staff. No standby is available for Network Architect and Specialist Technical staff unless previously arranged for certain times of the year eg. Registration weekend and/or conferences whereby a standby allowance is built into the conference fee
Support level of product/software. For example MIS and App Development, as well as specialist project support require a resolution time that is relevant to the request

<table>
<tr><th>Service Request</th><th>Targets (Incident Response and Resolution)</th></tr>
</table>
</td>
<td>
To Access the Service:

Log a ticket by sending an email to support@ru.ac.za or by calling 8288 if unable to log a ticket if unable to log a ticket

Fault Reporting:

Support requests must include accurate and complete information about the customer and the problem or request. Specific requests for individuals should be avoided but details of the area that usually deal with such requests eg. MIS, Networks is helpful
Customers must co-operate with I&TS to resolve incidents, including providing diagnostic information, performing troubleshooting steps over the phone and providing access to equipment and premises. Details of the asset number of equipment being used may be required.
Customers must respond to I&TS' attempts to contact them by phone or email whenever possible within the first working day of logging the support request.

</td>
</tr>
</table>

Request Support via Email:	● Request is logged and incident ticket number is immediately emailed to the user. ● Responded to by consultant within 1 working day. ● Resolution at best effort should be within 1 working day of response to the request. ● For incidents that take longer to resolve, the reasons for such will be communicated accordingly on the online ticketing system (Same day response to requestors, resolution within 1 working day if possible. If not communication to be sent to requestor daily until resolution).	
Request Support via Telephone:	● Request is responded to during the phone call ● Longer requests are handled as per Request via Email.	

University Student Support

<table>
<tr>
<th>Details of Service:</th>
<th>Service Standards</th>
<th>Customer Responsibilities</th>
</tr>
<tr>
<td>

Resolution of IT related problems or where the problem is unresolvable an informed explanation and guidance on alternate solutions. These include networking problems, software problems.

Objectives:

To ensure students are assisted with BYO devices

Applicable to:
All registered students of the University on or off campus

Exclusions:

Students that are not registered
Software/Hardware/Networking not on the relevant supported lists available on the I&TS web page

</td>
<td>
Availability:

The student online ticket logging service is available 24 Hours a day, 7 days a week, however direct support response times are only applicable at certain times and are closely linked to the opening times of the Library as well as trends of peak and off-peak times
Standby is provided for network problems on weekends and public holidays (including shutdown). Network failure should be reported to CPU in the first instance. CPU will contact the standby technician who will attempt to resolve the problem. Should the problem be outside of a network technician ability he/she will escalate to the Network Architect. There is no standby provision for the Network Architect and any attempt to resolve issues over weekends and public holidays is done on a good will basis and is not a requirement of the job. Students should not report individual access problems in this way, only global network issues
The Student Helpdesk Technicians will attempt to resolve the problem and escalate to the I&TS Division under certain conditions

Constraints:

BYO devices are not all compatible on the Rhodes network
Availability of suitably skilled staff. No standby is available for Network Architect and Specialist Technical staff unless previously arranged for certain times of the year eg. Registration weekend and/or conferences whereby a standby allowance is built into the conference fee

<table>
<tr><th>Service Request</th><th>Targets (Incident Response and Resolution)</th></tr>
</table>
</td>
<td>
To Access the Service:

Log a ticket by sending an email to studentsupport@ru.ac.za
if unable to log a ticket if unable to log a ticket visit the Help Desk at the circulation desk of the Main Library

</td>
</tr>
</table>

Request Support via Email:	● Request is logged and incident ticket number is immediately emailed to the user. ● Responded to by consultant within 1 working day. ● Resolution at best effort should be within 1 working day of response to the request. ● For incidents that take longer to resolve, the reasons for such will be communicated accordingly on the online ticketing system (Same day response to requestors, resolution within 1 working day if possible. If not communication to be sent to requestor daily until resolution).	
Request Support via Telephone:	● Request is responded to during the phone call ● Longer requests are handled as per Request via Email.	

Hardware Support

Details of Service:

- Resolution of IT related hardware faults (Computers, monitors), including servicing and maintenance of printers to all RU equipment with an asset number.

Objectives:

- To ensure business continuity with an excellent level of service to the core activities of the University

Applicable to:

- All academic and support staff of the University in possession of an asset

Exclusions:

- This excludes printers supplied by Xerox and printers not purchased through the Buyers Office.
- This excludes all equipment not purchased through the Buyers Office.
- This excludes equipment not purchased through the preferred suppliers of equipment.
- Students are not subject to

Service Standards

Availability:

- The online ticket logging service is available 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (8am to 5pm Monday – Friday).
- Xerox technicians are available Monday to Friday.

Constraints:

- External constraints (e.g. waiting for parts) and warranty restrictions
- Availability of suitably skilled staff
- Level of support for particular device
- In most cases the equipment will need to be brought in to the Division and the I&TS Courier is available to do so subject to scheduling.
- Some Lab support is done in situ

Service Request	Targets (Incident Response and Resolution)
Request Support via Email:	• Request is logged and incident ticket number is immediately emailed to the user. • Responded to by consultant within 1 working day. • Resolution target is within 1 working day but for incidents that take longer to resolve, the reasons for such will be communicated accordingly on the online ticketing system.
Request Support via Telephone:	• Hardware is usually not supported via the telephone

Customer Responsibilities

To Access the Service:

- Log a ticket during office hours by sending an email or by calling 8288 if unable to log a ticket and sending the faulty hardware to the I&TS Service Desk whenever applicable.
- For Xerox machines email xerox@ru.ac.za or you can log a ticket into support@ru.ac.za and cc xerox@ru.ac.za in the ticket.

Fault Reporting:

- Support requests must include accurate and complete information about the customer and the problem or request.
- Customers must co-operate with I&TS to resolve incidents, including providing diagnostic information, performing troubleshooting steps over the phone and providing access to equipment and premises.
- Customers must respond to I&TS' attempts to contact them by phone or email whenever possible within the first working day of logging the support request.

Applicable Policies:

- Guideline to Hardware and Software Support Services.

Other:

- Costs for courier fees for equipment to non-preferred suppliers.

Additional Requirements:

- Staff and students who are unable to print should be re-directed onto another of the central printers if the problem is not immediately resolvable.
- All issues must be reported by creating a ticket in the support@ru.ac.za queue.

Computer Lab Support

Details of Service:

- Recommendation of hardware specification for the purchase of hardware (including laptops and desktop computers) for both Mac and Microsoft operating systems in all ITSC approved labs
- Imaging implementation – I&TS responsible for creating a lab image on a biannual basis (January and June) on recommended hardware only. Software specific to a departments teaching program must be provided by the department and thoroughly tested by the department
- Provision of 20 lab assistants to check on the labs and supply paper to the printers daily

Objectives:

- Ensure availability of "lab" computers during term for the purpose of teaching, learning and research.

Applicable to:

- Users of computer "lab" equipment.

Exclusions:

- Non computer related faults (e.g. space reconfiguration, electrical faults, Projector faults or other specialized equipment). These are dealt with by the Facilities Office, Registrars Division

Service Standards

Availability:

- The online ticket logging service is available 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (8am to 5pm Monday – Friday).
- During examinations there is a special schedule for support that ensures the labs are ready for the start of each exam done in the lab

Constraints:

- External constraints such as shortage of hardware when purchasing the bulk order of machines.

Service Request	Requirements (Incident Response and Resolution)
Managing the Computer Labs and Seminar Rooms.	● Images deployed onto computers during first imaging window of the December Shutdown period. ● Images deployed onto computers during second imaging window by no later than 1 week before the start of the Second Semester. ● Faulty lab computers to be reported and swapped with spares wherever possible
Reported Faults	● Reported faults with computers to be responded to on the same day during term.

Customer Responsibilities

Requests for Software:

- All requests for software are to be submitted via the ticketing system by emailing support@ru.ac.za
- These requests are to be received by no later than the 1st of November for the first imaging window period and no later than the 15th of June for the second imaging window period.
- Customer is required to include relevant Software Licensing Information as well as provision of installation media for all Software Requests.
- Software installations are tested by the academic department.

Fault Reporting:

- Students are to report "lab" computer faults to the lab technicians, who will open a support request with I&TS and create a ticket with the online ticketing system which is maintained by the I&TS Division.

Additional Requirements:

- Ad-Hoc software requests which require re-imaging of labs that are not requested during the specified biannual imaging windows will only be provided when staffing capacity within the I&TS division allows for this at best effort only
- Multi-user computers are subject to additional authentication requirements and network constraints to ensure accountability of users

Server Support

<table>
<tr><th>Details of Service:</th><th>Service Standards</th><th>Customer Responsibilities</th></tr>
<tr>
<td>

Hosting of physical servers and other rack mounted devices in a University data center
Provision of virtual servers on the University's centralised virtual infrastructure (cost-recovered)
Remote hands
Advice on server hardware purchases
Limited technical support for some server operating systems

Objectives:

To provide managed hosting in a tier 1 data centre.

Exclusions:

Problems with specialized software

</td>
<td>
Availability:

Servers are normally intended to be available 24x7x365, excluding scheduled maintenance periods.
Remote hands and physical access to datacenters is only available during normal office hours (8am to 5pm Monday to Friday).
Advice and technical support for operating system problems that fall outside of the RU standard is only available on a best-effort basis, and can only be provided when staff capacity within I&TS allows it.
The online ticket logging service is available 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (8am to 5pm Monday to Friday)

Constraints:

This service is only available to duly authorized technical staff; end users should direct their requests via their technical staff
Power, network, cooling and rack space (see note about planning)
Availability of suitably skilled staff

<table>
<tr><th>● Service Request</th><th>Targets (Incident Response and Resolution)</th></tr>
<tr><td>Request Support via Email or phone</td><td>● Response within one working day of low impact fault report during normal office hours affecting an individual
● Response to a high impact fault affecting multiple individuals within one working hour of receiving notification.</td></tr>
<tr><td>After Hours Support</td><td>● No after-hours support is provided.
● Standby may be negotiated in advance within the parameters of the University's standby protocol. However this is subject to staff availability, and will normally incur additional costs.</td></tr>
</table>
</td>
<td>
To Access the Service:

Log a ticket during office hours by sending an email to support@ru.ac.za, stipulating all the requirements. Server availability to be tested by customer at least 1 working day before the start of each term, in particular at the start of the first term.
Identify the appointed technical staff (perhaps a student on contract) on an annual basis.

Fault Reporting:

Support requests must include accurate and complete information about the customer and the problem or request.
Customers must co-operate with I&TS to resolve incidents, including providing diagnostic information, performing troubleshooting steps over the phone and providing access to equipment and premises.
Customers must respond to I&TS' attempts to contact them by phone or email whenever possible within the first working day of logging the support request.

</td>
</tr>
</table>

Additional Requirements:

- Computers hosted outside a University data centre are, for network access control purposes, a workstation. They are subject to the same restrictions and Internet quota as any other desktop computer. In addition, the network in such areas is not engineered to support services with high availability requirements.
- After hours physical access to the data centre can be arranged in advance for particular individuals, subject to those individuals complying with audit and access control requirements.
- Physical hosting requirements need to be discussed well in advance of placing a hardware order, both to ensure compatibility with the University's network, storage, and hosting infrastructure and to take into consideration the availability of adequate power, cooling, and rack space.
- Understanding the road-map and potential future requirements helps with long-term planning for the University's data centres. Thus technical staff are strongly encouraged to keep open lines of communications with the I&TS Lead Systems Administrator and other operational staff.

MIS Support

<table>
<tr><th>Details of Service:</th><th>Service Standards</th><th>Customer Responsibilities</th></tr>
<tr>
<td>

Support for the University Financial system and VIP/Premier HR
Provision of management information including enrolment plans and grant information.
HEMIS staff, student and space data submissions to DHET
Support for integration between Protea and other systems including ARCHIBUS, VIP, E-Wallet, In-Tend, DevmanKidz
Back-end business logic support for all Protea applications

Objectives:

To provide audited data that is consistent across various reports and legislative requirements

Exclusions:

Administrative queries that are available in other Divisions such as Registrars Division for student headcount data, Financial information that is available as standard reporting from the Financial system on Protea

</td>
<td>
Availability:

The online ticket logging service is available 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (8am to 5pm Monday to Friday)
Response to tickets within 1 working day but not resolved within 1 working day. Atypical queries will require some development time as well as testing
Special service response times are agreed up front eg. Project “go-live” implementations, Registration, VIP/Premier HR upgrades

<table>
<tr><th>Service Request</th><th>Targets (Incident Response and Resolution)</th></tr>
<tr><td>Request Support via Email or phone</td><td>• Response within 1 working day
• Resolution time dependent on type of query and response required</td></tr>
<tr><td>After Hours Support</td><td>• No after-hours support is provided unless agreed ahead of schedule</td></tr>
</table>
</td>
<td>
To Access the Service:

Log a ticket during office hours by sending an email to support@ru.ac.za, stipulating all the requirements.

Fault Reporting:

Support requests must include accurate and complete information about the customer and the problem or request. Identifying the system and the report or update screen by name is helpful, as well as how the user accesses the report/screen
Customers must co-operate with I&TS to resolve incidents, including providing diagnostic information, performing troubleshooting steps over the phone and providing access to equipment and premises.
Customers must respond to I&TS’ attempts to contact them by phone or email whenever possible within the first working day of logging the support request.

</td>
</tr>
</table>

Application Development Support

<table>
<tr>
<th>Details of Service:</th>
<th>Service Standards</th>
<th>Customer Responsibilities</th>
</tr>
<tr>
<td>

Development and support for the University internally developed systems on Protea using GUI C# and web front ends

Objectives:

To modernize and use technology effectively within the University

Exclusions:

Administrative queries that are available in other Divisions such as Registrars Division for student headcount data, Financial information that is available as standard reporting from the Financial system on Protea
Financial System of Protea. This is supported by MIS

</td>
<td>
Availability:

The online ticket logging service is available 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (8am to 5pm Monday to Friday)
Response to tickets within 1 working day but not resolved within 1 working day.
Special service response times are agreed up front eg. Project “go-live” implementations, Registration

<table>
<tr><th>● Service Request</th><th>Targets (Incident Response and Resolution)</th></tr>
<tr><td>Request Support via Email or phone</td><td>Response within 1 working day
Resolution time dependent on type of query and response required ie. new systems are prioritized according to University priorities and not on request</td></tr>
<tr><td>After Hours Support</td><td>No after-hours support is provided unless agreed ahead of schedule</td></tr>
</table>
</td>
<td>
To Access the Service:

Log a ticket during office hours by sending an email to support@ru.ac.za, stipulating all the requirements.

Fault Reporting:

Support requests must include accurate and complete information about the customer and the problem or request. Identifying the system and the report or update screen by name is helpful, as well as how the user accesses the report/screen
Customers must co-operate with I&TS to resolve incidents, including providing diagnostic information, performing troubleshooting steps over the phone and providing access to equipment and premises.
Customers must respond to I&TS’ attempts to contact them by phone or email whenever possible within the first working day of logging the support request.

</td>
</tr>
</table>