ENTREPRISE APPLICATION DEVELOPMENT & DELIVERY:
SERVICE LEVEL AGREEMENT (SLA)

GENERAL

INTRODUCTION

This is an SLA between the Enterprise Application Development and Delivery service and all clients of this service.

The Enterprise Application Development & Delivery service provides large-scale software solutions to integrate and support key business functions and processes that are widely distributed across the University through a single software architecture. These solutions are critical to the operation of the overall institution. This service typically involves a large financial investment in software, infrastructure, and staffing to buy/build, operate, and support. Enterprise applications usually require a year or more to implement the software solution, involving cross-organization collaboration, teamwork, and significant data and system integrations.

There are two parts of the Enterprise Application Development and Delivery service: 1) Application Development and 2) Application Delivery.

Application Development consists of large scale efforts, as well as enhancements which are smaller sized efforts. Large scale efforts are managed separately as projects and will follow ISC’s Project Management Office standards. Enhancements will be managed through a Statement of Work.

Application Delivery is the ongoing support and maintenance of the application. This is inclusive of infrastructure, application software license, small enhancements required to support cyclical processing and compliance, and user support.

This SLA and any specific documents augmenting this SLA will be reviewed with clients on an annual basis.

CLIENT RESPONSIBILITY

There are a few requirements for Client organizations who own the business process for which an enterprise application supports. A sampling of client responsibilities are outlined below.

- Provide a primary point of contact who is authorized to prioritize support and service requests related to the enterprise application
- Review and approve software changes to enterprise application in a mutually agreed upon timeframe
- Provide end-user support and a communication plan for communicating to the end user community
- Administer end-user application access and training, as required, as well as access to data generated by the application
- Responsible to prioritize and communicate Regulatory change (e.g. compliance, federal, state and local government, research)

REPORTING AND REVIEW

Two enterprise application development and delivery service planning meetings will be held each year.

For ongoing support and maintenance of applications and Statements of Work, communications will occur with client representatives on regular and agreed upon intervals. Tasks include prioritizing requests and resource planning.
For projects, Project Managers will provide project status reports to stakeholders (Sponsors, Owners, Team Members, etc.) as defined in the Project Communication Plan.

**SERVICE SUPPORT**

**SERVICE HOURS**

Normal Business Hours are Monday-Friday – 9:00-5:00. Support outside of these hours is defined in the Client specific SLA document.

On-Call Support available for regular operational activities of the enterprise application outside of normal business hours Monday – Friday, weekends and holidays.

**SERVICE TARGETS**

Service Targets are to be defined and agreed upon with the clients.

- Upon release of a new operating system (OS) version or deployment of a new server, all servers will be put on an 18 month refresh cycle.
- Upon release of a new database version or deployment of a new database, all databases will be put on a 24 month refresh cycle. This means that planning for a refresh or Database upgrade is to begin at 24 months after deployment with a completion date of 12 months for any server targeted for refresh.
- Critical security patches will be applied in production following successful testing at the earliest window to be arranged with client, not to exceed one week.
- Hardware and software maintenance (corrective and adaptive) to be applied within normal patching window or as needed to address high profile issues.
- Scheduled quarterly security patches to be applied to applications in compliance with the Office of Information Security
- This service will be invoiced on a monthly basis.

**SUPPORT & SERVICE REQUESTS**

End user support is addressed in the Client’s business process support plan.

Operational support of the Client’s enterprise applications is provided by an Enterprise Application support team via the submission of a support ticket, an email, or telephone call by designated staff within a Client organization.

Service Requests are submitted via a ticket by designated staff within a Client organization.

Both operational support requests and service requests will be responded to within 48 hours unless designated otherwise and agreed to by the Client.

Support and service requests may be dependent on vendor responsiveness. Vendor Relationship Management responsibilities are outlined in the client-specific documents associated with this service.
CONTACT POINTS & ESCALATION

The Governance and Communication Plan of each project defines the process to escalate project issues.

For instances where there is an application production emergency during both business and non-business hours, designated staff within a Client organization is to call the designated hot-line telephone number. Client will receive a response within 30 minutes or less.

For instances where a support or service request requires escalation, designated staff within a client organization is to contact the support team Manager or Director.

SERVICE DELIVERY

AVAILABILITY

This is a demand-based service. Requests for Enterprise Application Development & Deployment service is dependent upon availability of staff. Contract and FTE options are available.

CAPACITY ASSUMPTIONS

Resource capacity will be determined during the annual planning cycle. Effort exceeding capacity will require alternate arrangements to be discussed with Clients.

CONTINUITY & SECURITY

Most of the enterprise applications are for mission critical systems. The continuity and security of those systems will be managed jointly with ISC, Client Organization and Vendors, as applicable and reviewed annually, by the organizations that support them.

Annually the following artifacts will be reviewed and updated accordingly: enterprise application inventory, list of authorized Client staff designated to submit requests, list of Client staff authorized to approve software changes, and Client, vendor and technical contact information.

RATES

Support and maintenance of the application will be billed at a flat rate, agreed to in advance with the client organization.

For projects or statements of work, the service is a direct bill based on time and materials. Please contact ISC Client Care for rates.