HIREIT: SERVICE LEVEL AGREEMENT (SLA)

GENERAL

INTRODUCTION

This is an SLA between the HIREIT service and all clients of this service.

Service Description:

HIREIT offers three tiers of IT support services on a monthly subscription basis: Key, Extended, and Leadership. Through our Field Services offering, HIREIT also provides ad-hoc services for other University clients who require supplemental IT Services billed on an hourly basis. Full descriptions of each of these tiers and the included service offerings can be found here: https://www.isc.upenn.edu/HIREIT-Service-Tiers-%26-Features-and-Service-Tier-Comparison-Guide

This SLA will be reviewed with clients on an annual basis.

REPORTING AND REVIEW

As part of the fulfillment of this SLA and provisioning of the service, the following reports will be provided:

<table>
<thead>
<tr>
<th>Report</th>
<th>Contents</th>
<th>Frequency</th>
<th>Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly Client Report</td>
<td>List of all open, pending, and recently resolved tickets for the client organization.</td>
<td>Weekly on Monday</td>
<td>E-mail</td>
</tr>
<tr>
<td>Quarterly Metrics</td>
<td>A quarterly report of all metrics for the client organization that includes number of incidents and time to resolution.</td>
<td>Quarterly</td>
<td>E-mail</td>
</tr>
</tbody>
</table>

- The client will provide the names and email addresses of the individuals who should receive these reports.

CLIENT RESPONSIBILITIES

- All requests should be sent via the Support help channels listed below.
- Requests for onboarding new hires or office moves should be sent via the onboarding request form within the specified timeframe in order to ensure readiness on the staff member’s first day.
- Yearly collaboration and planning meeting with ISC HIREIT that includes: inventories, IP addresses, etc.
- Provide a local contact (or contacts) to receive communications and provide information to ISC HIREIT.
- Follow University Information Security policies. http://www.upenn.edu/computing/policy/#security
- Maintain ISC’s Endpoint Management software on machine images (currently BigFix).

SERVICE SUPPORT

SERVICE HOURS

- The service operates during the following hours: General office hours are Monday to Friday 8 AM – 6 PM.
- ISC HIREIT will be closed when the University is closed.
- Patches will be sent weekly on Thursday evening to all machines.
SERVICE TARGETS

The following are the agreed service level targets for Key Services:

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Description</th>
<th>Initial Response Within</th>
<th>Meaningful Response Within</th>
<th>Resolution Target &amp; Communication</th>
</tr>
</thead>
</table>
| Normal       | Individual hardware or software support, network issues, account issues, and printing problems | Immediate 8 AM – 6 PM through monitoring of email & phone distribution and automatic ticket generation via Web form | 1 business day | 50% resolved by Tier 1 within 4 hours  
65% resolved within 1 day  
80% resolved within 2 days  
Communication with status updates daily |
| Urgent       | Technical issues that impede time-sensitive work                              | Immediate 8 AM – 6 PM through monitoring of phone or through call distribution call-back feature | 4 business hours | Resolution or short-term workaround within 4 hours  
50% resolved within 4 hours  
65% resolved within 1 day  
80% resolved within 2 days  
First day, status updates after 4 hours  
Regular communication with status updates |
| Service request | Technology consultation, general questions, office moves, orders              | Immediate 8 AM – 6 PM through monitoring of email & phone distribution and automatic ticket generation via Web form | 1 business day | Regular communication with status updates as needed |

- Three attempts will be made to contact the requestor. If there has been no response after three attempts, the ticket will be closed. If the requestor responds after the ticket has been closed, the ticket will be reopened.
- At least one attempt will be a phone call.

Please note, once an issue is escalated beyond HireIT to another department in ISC, the request is subject to the processes outlined in the ISC Incident Management and Request Fulfillment Processes SLA and the relevant ISC service SLA.  
https://upenn.box.com/v/ISCServDeskIncidentRequest

SUPPORT & SERVICE REQUESTS

Support requests should be submitted via:
Email: hireit@isc.upenn.edu
Phone: (215) 746-5000
Webform: www.isc.upenn.edu/HireIT

CONTACT POINTS & ESCALATION

- ISC HireIT commits to inform the client, if there is an issue fulfilling the contents of this SLA or if an issue is anticipated.
- Should this occur, a root cause analysis will be performed. Actionable items will be identified for remediation and shared with the client.
Any process improvements planned or implemented as a result will be shared with the client.

Key Services:

| First Contact                              | Client contact for ISC HireIT | Escalations should be funneled through the Client's designated IT Contact |
| Second Contact                             | First Point of Escalation within ISC HireIT | Operations Managers |
| Third Contact                              | Issues not resolved on the first point of escalation | Director |

Extended Services:

| First Contact                              | First Point of Escalation within ISC HireIT | Operations Managers |
| Second Contact                             | Issues not resolved on the first point of escalation | Director |

Leadership Services:

| First Contact                              | Issues not resolved in a timely manner | Director |

**SERVICE DELIVERY**

**CAPACITY ASSUMPTIONS**

Service capacity is dependent upon demand.

**CONTINUITY & SECURITY**

ISC HireIT follows Information Security policies and best practices for protecting Penn Data.

The Client is expected to participate in:

- Endpoint management (currently BigFix)
- Weekly patching
- Laptop encryption

HireIT will provide training for new and changed Information Security standards.

**RATES**

This service is funded through Direct Billing.

Rates for this service are posted on the ISC web site at https://www.isc.upenn.edu/hireit-rates