VIRTUAL DESKTOP: SERVICE LEVEL AGREEMENT (SLA)

GENERAL

INTRODUCTION

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

The Virtual Desktop service hosts a desktop operating system within a virtual machine running on a centralized server. This allows IT organizations to rapidly deploy and maintain Windows desktops and Applications by providing a unique toolset that streamlines desktop and application deployment. The service offers two main solutions; redundant, the ability to split workloads between multiple sites and highly available, guaranteed capacity at both locations for all workloads.

Penn Virtual Desktop is available for faculty, staff and students. End Users may be physically located anywhere with an internet connection.

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

REPORTING AND REVIEW

Quarterly progress reports will be posted to the Get Help: Announcements section of ISC web site. The report will contain details on how the service met its target availability, number of incidents or the number of outages and capacity details of the service.

Client specific reporting is under development. We expect to have it available by the first annual review of this SLA. Until then, Client-specific reporting is available upon request.

SERVICE SUPPORT

SERVICE HOURS

The service is available for access 24x7. Onsite support is available M-F between 08:00am – 05:00pm EST.

Maintenance of the server and hardware components that require service downtime is done on Sundays from 6:00am-noon EST as required. Maintenance of server and hardware components that do not require service downtime may be done at any time so long as the maintenance does not require an interruption in end-user service.

Users of the service will be notified one week before maintenance tasks that require service interruption and a follow up notification will be issued the day before and the day of the scheduled maintenance. Notifications will also be sent once maintenance work is complete.

Emergency Maintenance will be performed during the hours of 12:00am - 3:00am on any day as needed. Users will be notified as soon as ISC is aware of the need for emergency maintenance.

SERVICE TARGETS

An incident is defined as anything that impacts fewer than 5 users. E.g. Hung session, password issues, specific application not functioning properly:

- 80% of incidents should be resolved within one business day; e.g. If submit a request at 3:00pm on a Friday, it should be completed by 3:00pm on Monday.
An outage is defined as anything that impacts 5 or more users.

- 80% of outages should be resolved within 12 hours (both during business hours and off-hours).

Outage notifications will be sent to VDI-Notify as soon as possible or within one hour of being reported. Post triage, hourly updates will be provided.

Should resolution exceed these windows, updates will be sent to the specific client(s) impacted.

Normal Login Conditions: Performance of the service is dependent on network speeds and conditions. If an end-user is connecting from an off-campus network or from a slow-link on campus, we cannot guarantee performance.

**SUPPORT & SERVICE REQUESTS**

Currently, both incidents and requests are made by contacting the service team via email.

- tonyn@upenn.edu, dons@upenn.edu, cbujak@upenn.edu

Routine service requests that only involve minor changes that do not require CAB requests or the maintenance windows (ex: updating the master image) should be responded to but not necessarily resolved within 1.5 business days. This represents the maximum expected response time, with the average time being less.

Non-routine service requests (for example, a request for a configuration change that requires significant testing) can take up to 3 business days unless the change management process (CAB) needs to be invoked or the request requires use of the standard maintenance windows. CAB reviews change requests on Tuesdays. The CAB process provides best date/time for work to be completed.

Features/Enhancements: The service will operate on n-1 versions of the software. The service team will regularly review product updates to identify if/when we are able to incorporate them into the service. Clients are able to request updates to software via Remedy tickets.

If preferred, clients also have the option of utilizing ISC Client Care to submit requests related to this service.

Please note that this service will work to transition to ISC’s standard incident handling and service request fulfillment processes in the coming year.

**CONTACT POINTS & ESCALATION**

For any issues related to the service and/or the service levels, please contact:

Service Manager - Don Shappelle - dons@upenn.edu

Service Owner - Tony White – tonyn@upenn.edu

**SERVICE DELIVERY**

**AVAILABILITY**

The target availability level includes a maximum total of 5 hours down time per month, including patching and other maintenance as well as problem resolution.

A tiered support model is being developed to align with the service offerings. This should be available during the first quarter of 2018.
Standard login time should be approximately 45 seconds and should not exceed 90 seconds.

**CAPACITY ASSUMPTIONS/TRANSACTION RESPONSE TIMES**

This SLA assumes that there are no more than 1000 concurrent users; we can accommodate 5% growth per year without having to renegotiate and expand the service.

**CONTINUITY & SECURITY**

This service is classified as mission critical for the University. Its design is redundant and has the option of high availability.

Support for regulated data types is available and requires additional consultation with the service team.

Mission continuity and business continuity plans are in progress for this service.

The following Penn policies apply but are not limited to the Penn Virtual Desktop service:

- [Policy on Acceptable Use of Electronic Resources](#)
- [Computer Security Policy](#)
- [University Privacy Policies](#)

**RATES**

This service is directly billed based on usage.

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