

SERVICE LEVEL AGREEMENT OVERVIEW

This SLA refers only to supported systems.

ISSUE MANAGEMENT AND RESOLUTION		SCOPE			
		All UAH campus or PR issue	Multiple or Single department	Single person, room, or office	
URGENCY LEVEL	1	CANNOT WORK Significant disruption or outage to business/teaching-related services. No workaround available.	PRIORITY LEVEL 1	PRIORITY LEVEL 2	PRIORITY LEVEL 3
	2	WORK DEGRADED Moderate disruption to services. Cannot perform a non-critical job function. Workaround available.	PRIORITY LEVEL 2	PRIORITY LEVEL 3	PRIORITY LEVEL 4
	3	WORK SLIGHTLY IMPACTED Minimal impact to services or productivity.	PRIORITY LEVEL 3	PRIORITY LEVEL 4	PRIORITY LEVEL 4

Represents business hours only, Monday–Friday, 8AM–5PM (e.g., a 4-hour response for a Priority Level 2 Incident that is reported at 2PM CT on a Tuesday could continue until 8 AM on Wednesday.)

SUPPORT LEVEL PERFORMANCE		
<i>Priority Level</i>	<i>Response Time</i>	<i>Resolution Target</i>
1 - Emergency	1 Hour	4 Hours
2 - High	4 Hours	2 Business Days
3 - Medium	2 Business Days	3 Business Days
4 - Low	3 Business Days	5 Business Days

OIT may change the priority designation of a submitted case based on evaluation of the ticket and the chart above.

For a list of OIT's CORE SERVICES, please visit the link below:

<https://uah.teamdynamix.com/TDCClient/2075/Portal/Requests/ServiceCatalog>

SERVICE DELIVERY TARGETS

<i>≤ 2 Business Days</i>	<i>5 Business Days</i>	<i>10 Business Days or More</i>
<ul style="list-style-type: none"> ⇒ Account Access (once approved) ⇒ Software Distribution via Chargerware ⇒ Password Reset ⇒ Computer Quotes ⇒ Wired Network registration 	<ul style="list-style-type: none"> ⇒ Desktop Configuration ⇒ Phone installation, move, add, or change ⇒ Wired Network port installation, move, add, or change ⇒ Vulnerability scan and report 	<ul style="list-style-type: none"> ⇒ Security Assessment ⇒ Technical Consulting (contract review, security review, evaluation of third party application, etc.)
<p>Service delivery performance is subject to any vendor and / or contracted services</p>		

UPTIME

<h1>99%</h1>	<ul style="list-style-type: none"> ⇒ LDAP/SSO/AD authentication ⇒ Wired and Wireless Network 	<ul style="list-style-type: none"> ⇒ Banner ⇒ myUAH ⇒ VOIP system
<p>Excludes maintenance windows and scheduled outages. For the purpose of this SLA events that are classified as "force majeure" are not counted against this SLA calculation.</p>		