# MASTER SERVICE LEVEL AGREEMENT (MSLA)

## Charles Darwin University

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# Overview

The Digital Technology Solutions (DTS) is responsible for a range of information, network and communication technologies at Charles Darwin University (CDU).

This Master Service Level Agreement (MSLA) describes core services provided directly to clients, including services in relation to desktop support, and details DTS and client responsibilities in delivering these services. Core services are those expected to be provided within the allocated University DTS budget. Please note that core services reflect the current needs of clients and will be revised over time in response to changing requirements. Services not included or with variations to them will be covered by subsequent and separate service level agreements (Extended Service level Agreements). The resource and financial impact of providing specialist services will be addressed during Operation Level Agreement negotiations.

# 1.0 Master Service Level Agreement

## 1.1 Statement of Intent

The aim of this MSLA is to provide a basis for close cooperation between DTS and all clients (staff, students, business units and partners) for IT related support services to be provided by DTS. This will ensure timely and efficient support service availability to the clients and students at CDU. The objectives of this agreement are detailed in Section 1.2.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

This MSLA will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new devices and services into the support portfolio.

## 1.2 Objective of Master Service Level Agreement

- To create an environment that is conducive to a cooperative relationship between CDU and DTS to ensure the effective support of clients.
- To document responsibilities of parties in the Agreement.
- To ensure that DTS achieves the provides a high quality of service for clients.
- To define the commencement of the agreement, its initial term and the provision for reviews.

- To define in detail the service to be delivered by DTS and the level of service that can be expected by clients, thereby reducing the risk of misunderstandings

- To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data.

- To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels.

- To provide for all parties to the MSLA, a single, easily referenced document which caters for all objectives as listed above.

### *1.3 Period of Agreement*

This Agreement will commence on the date following the acceptance by all parties and will continue until terminated.

### *1.4 Agreement Review Procedure*

This Agreement can be reviewed at a mutually agreed date. The review will cover services provided, service levels and procedures. Changes to this Agreement must be approved by all parties involved.

### *1.5 Representatives*

DTS nominates the Service Level Manager as being responsible for the monitoring and maintenance of the Master Service Level Agreement:

Peter Reichstein
Digital Partner Business Solutions
Digital Technology Solutions

Charles Darwin University

Purple 3

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### *1.6 Reference Documents*

All reference documents relevant to this MSLA are attached as appendices to this document.

### *1.7 Service Level Monitoring*

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information on the service provided can be made available to customers and support areas.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by DTS.

Service level monitoring will be performed by DTS on a daily basis and reports produced and reviewed on a monthly basis.

Service level monitoring and reporting is performed on response times to incidents, as specified in Section 3.5 of this agreement.

### *1.8 Complaints*

All complaints relating to the operation of the DTS service should be directed to the Manager of the area responsiblewithin DTS, including:

- Expected level of support, actual support offered and delivered.
- Personnel responsible for providing or administering support.

Any other complaint relating to the content of this document or, if either DTS or the client believe that expectations of service levels as agreed to in this document are not being met, should be brought to the notice of the Service Level Manager for investigation and resolution. The intent is to ensure thorough, timely and open resolution of all such problems.

## *2.0 DTS Service Desk*

### *2.1 Service Desk*

The Service Desk is the single point of contact for all computer, telephony, network, storage, issues, information or service requests for clients. The Service Desk can assist with a wide variety of technology questions, issues and requests. Whenever possible, the Service Desk staff will attempt to talk through a solution while clients are on the phone. If this is not possible, a client “Incident or Request Ticket" will be logged in the LogIT system and an DTS staff member will be assigned to provide further help.

### *2.2 Scope*

Digital Technology Solution services are provided through the DTS Service Desk unit. This support unit is committed to delivering quality customer service and technical solutions to support technologies across our campuses and supported organisations.

**Note**: This service level agreement is subject to modifications in response to changes in technology services and support needs.

### *2.3 Customer Service Statement*

The DTS Service Desk is committed to delivering quality customer service by:

• Striving to ensure client satisfaction.
• Responding to requests for support adhering to our target time frames.
• Interacting with the CDU community in a respectful and courteous manner.
• Requesting feedback for opportunities for improvement.
• Continuously working to improve the quality of service.
• Regularly reviewing and monitoring established performance indicators.

### *2.4 Key Performance Indicator Targets for Service Desk*

- 80% Client Satisfaction
- 80% Calls Answered Within 30 Seconds
- 80% First Contact Resolution Rate
- 80% Jobs Resolved within 24 Hours
- 10% Jobs Resolved within 72 Hours
- 5% Jobs Resolved within 5 Business days
- 5% Jobs Resolved within 10 Business days

## *3.0 DTS Responsibilities*

### *3.1 General responsibilities:*

DTS has the following general responsibilities under this agreement:

- Create and add appropriate documentation to the **Charles Darwin University, Gital Technology Solutions** (DTS) site to address client issues;
- Conduct business in a courteous and professional manner with its clients.
- Provide Level-1 support, including creating Incident, Request and problem tickets and, where applicable, assigning

responsibility to the appropriate Level-2 DTS resource.

- Utilise appropriate internal DTS group to provide Level-2 Server, Network, Application and Infrastructure support services.
- Obtain client's approval before ticket closure.
- Once a support request has been submitted, DTS will make a staff member available to work with the client.
- Attempt to resolve issues over the phone at the first point of contact.
- Provide all necessary and requested documentation, information, and knowledge capital to client, prior to the start of support of a new service.
- Meet response times associated with the priority assigned to client issues.
- Ensure staff are appropriately trained and currency of training is maintained.
- Maintain adequate escalation procedures with third-party contractors and Vendors.

### *3.2 Service Desk responsibilities:*

- Log and track all client issues and requests for service through the Service Desk System.

### *3.3 Data Communications responsibilities:*

- Communicate in writing (e-mail), or other such appropriate methods, with client regarding issues involving downtime or maintenance.

### *3.4 Hours of Operation*

Phone support available(Australian Central Standard Time (ACST):

- 0730 hrs - 1800 hrs Monday – Thursday
- 0730 hrs to 1730 hrs on Fridays

Face to face support at the following campuses, except on public holidays:

- Alice Springs, Casuarina, Darwin Waterfront: 0830 to 1600 Mon-Fri (NT Time Australian Central Standard Time (ACST)

- Sydney : 0900 to 1700 (Australian Eastern Daylight Time (AEDT)

**Emergency After Hours Support**

**T:** 8946 6600

Emergency support is applicable to CDU systems expected to be operating 24 x 7 and are used by all users.

- 1800 hrs – 2100 hrs weekdays (excluding public holidays)
- 0900 hrs – 1600 hrs weekends and public holidays

The table below identifies the hours that each service is normally operational:

| Service | Operational Hours |
|---|---|
| **Customer Environment** | |
| Customer Services | University Hours |
| MOE & Lab Development Services | University Hours |
| Training Services | University Hours |
| Undergraduate Computing Labs | Student Hours |
| Access Management | 24x7 |
| Email / Calendaring | 24x7 |
| Print Services | 24x7 |
| Staff File & Print Services | 24x7 |
| Student File Services | 24x7 |
| **Business Applications** | |
| Business Systems Support | University Hours |
| Financial Systems | 24x7 |
| General Business Applications | 24x7 |
| Human Resource Systems | 24x7 |
| Online Learning & Online Student Systems | 24x7 |
| Web Services (Public Facing - Internet) | 24x7 |
| Web Services (Internal facing -Intranet) | 24x7 |
| **Underlying Infrastructure** | |
| Communication & Video Conferencing Services | University Hours |
| Data Storage Management | 24x7 |
| Network Services & Peripherals | 24x7 |
| Telephony Systems | 24x7 |

24x7 indicates the system is intended to be available at all times.

### *3.5 Response Times to Incidents*

Table 3.5 shows the priority assigned to incidents according to the perceived importance of the reported situation. An incident refers to an IT fault or error. Incidents are given a priority rating between 1 and 5 with Priority 1 as the highest priority. The Incident priority is determined by the Service Desk staff member assessing impact and urgency:

**Table 3.5 - Response Priority**

| **Priority** | **Impact** | High | Medium | Low |
|---|---|---|---|---|
| **Urgency** | | | | |
| High | | P1 | P2 | P3 |
| Medium | | P2 | P3 | P4 |
| Low | | P3 | P4 | P5 |

| | | Impact | | |
|---|---|---|---|---|
| | | High | Medium | Low |
| Urgency | High | P1 | P2 | P3 |
| | Medium | P2 | P3 | P4 |
| | Low | P3 | P4 | P5 |

The “priority” of the assignment refers to the initial response to the customer as per Section 3.6 of this document.

The following factors are considered when assessing the priority of the request:

- Number of clients affected by the incident;
- Single Client OR Floor / Workgroup OR Building / Building Group OR Whole Campus; and
- Business Impact of the Incident on the University:
  - Low – minimal impact OR Medium
  - Minor impact OR Urgent
  - High impact OR Critical
  - Extremely high impact

A general guide to this is as follows:

| **Priority** | **Area of Effect** |
|---|---|
| P1 | University-wide critical systems fault that affects many services |
| P2 | Single critical system fault that affects a single Service or degrades multiple Services |
| P3 | Team or Business unit system fault that degrades a single Service |
| P4 | Individual Client fault or request for service |

| | |
|---|---|
| P5 | Incident or request with minimal impact |

Some examples of incident priorities are below for reference:

**P1** Functions e.g. Complete Network Failure.

**P2** A single critical business system fails e.g. e-mail system. Less critical application fails or critical business system is unavailable to a business unit, building, or floor.

- e.g. Staff Online unavailable or network failure to a building floor.

**P3** Less critical incidents affecting a team or business unit with workaround options available. e.g. business unit cannot print to local printer but can print to another printer; customer requires a file to be restored from backup.

**P4** A single database down, local printer outage single client experiencing a fault, or minor system incident. e.g. Desktop system requires reimaging for an individual; poor internet performance for a group.

**P5** Single client experiencing a fault or minor system incident with workaround options.

- e.g. Individual client's web browser doesn't work but alternative browser does; nuisance for a small team; visual errors on systems, Individual cosmetic fault that does not impede productivity. e.g. icons don't display correctly on one machine.

### *3.6 Priority Level Response Times*

Table 3.6 shows the required initial telephone response times for the individual priority ratings. All times indicated represent telephone response time during DTS Hours of operation, unless otherwise indicated in this document, or otherwise agreed upon by DTS and CDU.

The indicated response time represents the maximum delay between an incident/request being reported to DTS and an DTS representative acknowledging the incident and providing the client with either a solution or details of the proposed action to be taken in respect of the particular incident/request.

**Table 3.6 - Priority Level Response Times**

| Priority | Time to Respond | Estimated Time to Resolve |
|---|---|---|
| P1 | 15 minutes | 80% of calls resolved in 1 hour |
| P2 | 15 minutes | 80% of calls resolved in 4 hours |
| P3 | 4 Hours | 80% of calls resolved in 8 hours |
| P4 | 8 Hours | 80% of calls resolved in 36 hours |
| P5 | 24 hours | 80% of calls resolved in 5 Working days |

Response time indicates average time between detection, (either through a service call or IT detection) and diagnosis – determining what the problem is and that an

DTS staff member has started working on it or has been assigned it.

Resolution is the application of either a solution to the incident or a functional work-around.

**NOTE:** The use of non-standard software, non-standard hardware (not preferred supplier), or the incorrect use of an administration account, will void resolution times above.

### *3.7 Service Requests*

The term Service Request refers to common client requests such as installations, additions and changes, for example:

- Software installation requests including new applications;
- Data port activation requests;
- New computer setup requests; and
- Requests for a visitor IT account to be created

It is recommended, where possible, that clients log their Service Requests as early as possible prior to the required date.

**Service Requests Key Performance Indicators**

The following table outlines the Key Performance Indicator Targets for Service Requests:

**Table 3.7 Key Performance Indicator Targets**

| Priority | Time to Respond | Estimated Time to Resolve |
|---|---|---|
| P1 | 15 minutes | 80% of calls resolved in 1 hour |
| P2 | 15 minutes | 80% of calls resolved in 4 hours |
| P3 | 4 Hours | 80% of calls resolved in 8 hours |
| P4 | 8 Hours | 80% of calls resolved in 36 hours |
| P5 | 24 hours | 80% of calls resolved in 5 Working days |

Response time indicates average time between submission of request and confirmation receipt.

Resolution is the successful completion of the service request.

**NOTE:** Some Service Requests may have process implications, technical challenges, or funding restrictions that need to be evaluated before resources can be allocated to that request. For example, new software to be added to the student Managed Operating Environment (MOE); upgrades to existing standard software; creation of a network shared drive.

### *3.8 Custom Requests (CR)*

Custom Requests (CR) refers to an IT request that does not fall into the Incident or Service Request categories. These requests are typically low volume but of high business importance for our clients. Examples of Custom Requests are as follows:

- Commissioning a new server or service;
- Project management assistance;
- Designing or building reporting sets for an application; and
- Creation of storage areas for a new business unit.

**Custom Requests Key Performance Indicators**

DTS manages Custom Requests on a case-by-case basis as each request is unique. As a result it is not possible to define standard resolution times for CR. DTS will respond to and discuss such requests, within 48 hours of receiving the request.

### *3.9 Escalation Process*

Clients wishing to follow up on an Incident, Service or Custom request they have made, can use the following procedures:

1. Use LogIT to update your ticket or Contact the Service Desk, by phone or in person at the Kiosk and ask them to follow up on the request.
2. If you require further escalation, contact the Service Desk and ask to speak to the Service Level Manager(SLM).
3. If you require further escalation after contacting the Service Level Manager, contact the Service Desk and ask for your enquiry to be referred to the Chief Information Officer(CIO).

### *3.10 IT Service Continuity and Security*

DTS uses a comprehensive monitoring system to pre-empt system outages and notify support staff of emergent situations that may evolve into service disruptions. This system coupled with appropriate change management will on occasions result in ”planned outages" to mitigate or remove the likelihood of service disruptions.

**Planned Outages**

Pre-approved and scheduled time periods when IT services will be unavailable to enable essential maintenance and upgrades of IT hardware and software to occur. These maintenance periods are usually planned well in advance and

DTS will always inform clients likely to be affected or, schedule these events for outside “normal service hours".

On rare occasions an emergency outage may be required and DTS will endeavour to provide as much notice as realistically possible.

Examples of reasons for planned outages may be :

**Scheduled**:

- Monthly patching of server operating systems;
- Upgrading server hardware; or
- Major software releases to enable new functionality in an application

**Emergency**:

- Unpredicted levels of system use requires rapid storage expansion to defer a system crash; or
- Critical security patch is released to reduce a known vulnerability.

**Disaster Recovery and Service Recovery Objectives**

DTS has a comprehensive and practical disaster recovery process in place for all critical IT services. DTS recovers lost or corrupt data by restoring data from the previous night’s backup, which is run each business night. DTS maintains the data centre facility to best possible standards at Casuarina.

**Data Security and System Integrity**

DTS maintains servers, storage and network devices to the highest feasible standards in security. DTS endeavours to strike a balance between security measures and business functionality, but on occasions there may be perceived conflicts in this area. DTS is always open to discussions and to advise clients on protecting corporate information.

### *3.11 IT Governance*

The operational aspects include:

- Ensuring chains of responsibility, authority, and communication are in place and being utilised correctly; and
- Ensuring measurement, policy, standards, and control mechanisms are in place to enable people to carry out their roles and responsibilities.

### 3.12 DTS Website

The DTS web pages contain information and links to relevant IT related forms, policies, procedures and guidelines: http://www.cdu.edu.au/DTS/

- IT Forms
- Policies
- Procedures
- Key Performance Indicator Targets
- Client Guides
- System Availability Status
- Outages, Changes and Upgrades.

## 4.0 Customer Responsibilities

**Customer responsibilities**

Customers agree to:

- Be familiar with the University policies and procedures for governing the acceptable use of information and communication technologies and adhere to same;
- Follow appropriate notification procedures;
- For emergent issues, use LogIT or call the CDU DTS Service Desk at (08) 8946 6600;
- Determine appropriate support issue priority in cooperation with Service Desk;
- Request and schedule special services (for example, installation of new equipment, after-hours support) well in advance of need; and
- Be willing and available to provide critical information within 1 hour of logging a request with the CDU Service Desk for any urgent matters.

# 5.0 Appendix A: Definitions

### Support Request

For the purposes of this agreement, a *Support Request* is generally defined as either an **Incident** or a **Request**.

**Incidents** are generally defined as IT equipment, Software or Services that were working and now are not.

**Requests** are generally defined as asking for IT equipment, Software or Services that may be either new or you currently do not have permission or access too.

Using a computer as an example:

This would mean that if you were no longer able to use your work computer because it will not turn on, it would be defined as an **Incident**.

However, if you just started working at CDU and did not have a computer then you would need to have one ordered, it would be defined as a **Request**.

### Levels of Support

**Standard Coverage**: Normal access to service desk support and levels of escalation, including emergency support during business hours.

**After-Hours Coverage**: Allows for Incidents and Requests to be lodged via LogIT, or by phone whereby a message can be left, these will be dealt with on the commencement of the next Standard Coverage day.

**Emergency after hours support** is available via selection on the phone system options but is only to be used for those services considered as critical for coverage outside of Standard Coverage.

Support Requests are taken by the Service Desk as follows:

| Service Desks | Hours | Phone Contact |
|---|---|---|
| Standard Coverage | 0800 hrs – 1800 hrs Monday – Thursday.<br>0800hrs – 1730hrs Fridays.<br>After hours, leave a voice message for a return call the following business day. | CDU DTS<br>(08) 89466600 |
| After-Hours Coverage | 1800hrs - 0700 seven days a week | CDU DTS<br>(08)89466600 |

## 5.1 *Appendix B:* Key Contacts

**Key Contacts**

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## 5.0 *Appendix C:* Signatures of approval

# Signatures of Approval

By signing below, all parties agree to the terms and conditions described in this Agreement.

**Director, Digital Technology Solutions - Charles Darwin University:**

Name:.....

Position:.....

Signature:.....

Date:

**Authorised Representative of Client/Customer:**

Name:.....

Position:.....

Signature:.....

Date: