



ITS Campus Technology Services/Help Desk Operational Level Agreement (OLA) for new applications and service planning

Support is often an essential part of providing an IT-based service or application. If you are planning or considerably changing an IT-based service or application, ITS Campus Technology Services can partner with you to help provide the best possible end-user experience. Please review the following Operational Level Agreement for guidance on the most effective way to involve ITS Campus Technology Services in your project. Consider working with us if you are considering or need any of the following assistance:

- The ITS Help Desk to answer questions.
- DSPs support of the service or application (including setup on client's computers and continuing assistance) as part of their ongoing client support.
- Help ensure the service or application will run properly on Yale's computers and is compatible with existing University applications and services.
- Help package, create installers or otherwise deploying client side software.
- Use of a knowledgebase to store, catalog, search and present documentation about the service for your staff or end-users.
- Tools to track and manage (including escalations and hand-offs) end-user incidents and problems.

1. Introduction

- a. *Parties to The Agreement:* Yale ITS Campus Technology Services and _____ (hereafter referred to as the client).
- b. *Brief description of the Agreement:* Campus Technology Services provides end-user support for Yale's IT infrastructure, applications and services. This agreement outlines the role of Campus Technology Services in planning and roll-out of new infrastructure, applications and services to ensure the best possible end-user experience.
- c. *Start Date* [/ /] *End Date* [/ /] *Next Review Date* [/ /]
- d. *Scope of Agreement and Eligibility:* This SLA seeks to provide all parties with a mutual understanding of support expectations and to define specifics of the agreement between Campus Technology Services and the client. All new IT infrastructure components, applications and services are eligible for Campus Technology Services's services.

2. Description of service

1. Campus Technology Services will participate in new infrastructure, application and service planning and rollouts as follows:
 - a. Estimating Campus Technology Services resource requirements during planning, rollout and ongoing support to assist in scoping and budget development.
 - b. Serving on project planning teams.
 - c. Developing and documenting processes and workflows for the support function, including escalations and hand-offs among Campus Technology Services team functional owner and technical teams.
 - d. Developing and documenting tools to manage the service.

2. End-user support is defined as:
 - a. Provision of support infrastructure, including knowledgebase, tools to manage incidents and problems (including escalations and hand-offs), account provisioning and management, metrics on support (magnitude, resolution, quality, etc), end-user-facing Web-based documentation.
 - b. Participation during roll-out, including testing for compatibility with University computers, applications and services; installation on clients' computers; etc.
 - c. Help Desk, Desktop Support and Client Accounts assistance to end-users.
 - d. In collaboration with the functional owner and other relevant partners (e.g., The Learning Center, vendors, etc), assist in the development, QA and maintenance of documentation for support providers and end-users.
3. All requests for Campus Technology Services's assistance should be made during the project scoping phase.
4. Campus Technology Services will identify end-user problems and notify the client in a timely manner. See Section 5 for further information.
5. Campus Technology Services will maintain procedures to monitor and verify our performance and end-user satisfaction as described in Section 5.
6. Campus Technology Services will provide client with a lead contact for support coordination, problem resolution, change management, suggestions and complaints.

3. Reliability

1. Campus Technology Services will work with the client to ensure service requirements for business operations are met.

4. Hours of operation

1. Campus Technology Services project and planning staff will be available during regular University working hours (8:30 a.m. - 5:00 p.m.) on normal workdays unless other service arrangements have been made.
2. Help Desk support for infrastructure, applications and services will follow existing Help Desk hours of operation (Monday-Friday, 7:00 a.m. – 6:00 p.m.)
3. All support includes coverage for planned vacations and other staff absences.
4. Campus Technology Services reserves the right to assign and reassign staff at their discretion.

5. Performance measures

1. Campus Technology Services will track relevant support metrics and key performance indicators defined during project planning, including client satisfaction, actual support costs, response and resolution times, and incident volume, to be reviewed as per Section 8.

6. End user support

Service priorities and resolution

1. Incident prioritization is the mutual responsibility of the end-user and Campus Technology Services.
2. Absent specific prioritization and other considerations, Campus Technology Services will respond to requests for assistance in the general order that they are received.

Resolution targets

Service	Definition	Resolution target
Desktop Support: Normal	Routine end-user incidents and problems.	Within 5 business days
Desktop Support: Emergency	Incidents and problems preventing end-users from accomplishing mission critical work	Within 8 business hours
Desktop Support: Clinical	Problems that impact patients being seen	Within 4 business hours
Help Desk	Incidents the Help Desk can resolve without external escalation	Within 8 business hours

- Campus Technology Services's ability to resolve incidents within the target times is dependent in some cases on other tiers of support, end-user availability and infrastructure that may be outside our control.

7. Client responsibilities

The client commits to:

- Contacting Campus Technology Services when developing the initial statement of scope and project plan to ensure Campus Technology Services plays an appropriate role during development as well as roll-out.
- Including funding for Campus Technology Services resources in project budgets and working with Campus Technology Services to estimate resource requirements and costs.
- Contributing content to the ITS Knowledgebase necessary to support end-users of the new infrastructure, application or service. Maintaining that content as needed, including but not limited to at least annual content reviews.
- Providing Campus Technology Services with reliable access to content experts when Campus Technology Services staff need to escalation incidents or problems.
- Using tools and processes developed for escalations and hand-offs.

8. Review and escalation

- Campus Technology Services and the client will review this partnership at regular intervals, to be defined in advance, consisting of:
 - Campus Technology Services performance measures
 - Discussion of any issues affecting the partnership
 - Client response and satisfaction.
- Questions regarding this agreement and these services should be directed to the Senior Director of Campus Technology Services.

9. Summary of charges

Service planning	Cost FY 20xx
Training of support staff (e.g., Help Desk, DSPs, Client Accounts)	
Process and SOP (standard operating procedure) development	
Desktop technical integration and testing	
Account provisioning planning and implementation	
Knowledgebase development	

