

Telephone Service Level Agreement

Between Center for Information Systems (CfIS), Contracted Telephone Partner (Spectrum Solutions as of July, 2009), and CfIS customers.

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Overview:

The purpose of this service level agreement is to establish the level of collaboration and service, responsibilities, and obligations related to telephone provided by Center for Information Systems (CfIS).

All parties understand that this is a general agreement and that circumstances not anticipated by this service level agreement may arise. Discrepancies in terminology and responsibilities of involved parties will be revised and decided upon by the Director of Center for Information Systems and the Administrative Computing Advisory Group (ACAG).

Nothing in this agreement supersedes or alters existing SCSU policies or any applicable legislation.

Covered Areas:

Telephone services described in this document include those provided to St Cloud State University and St Cloud Technical & Community College. No other individuals or entities are covered by this service level agreement (SLA).

Hours of Operation

During the school year and winter break, the Center for Information staff will provide support from 8 am until 4:30 pm Monday-Friday. During designated "summer hours" period support will be provided from 7:30 am until 4 pm, Monday-Friday. Telephone support partner (Spectrum Solutions as of the time this document is written) provides support during the same hours.

Support is not provided when college is administratively closed, on weekends, and on contractually designated holidays (including but not limited to Veterans Day). Arrangements have to be made in advance for support outside of normal support times. A 1-800 emergency support number is shared with the Maintenance Department and Public Safety. The Maintenance Department should be contacted at 320-308-3166 should there be urgent telephone outage outside of stated support hours. Non-emergency overtime, afterhours, and holiday support may result in a chargeback to the requesting area.

Methods of Contact

The Administrative HelpDesk acts as a central point of contact for all technical support, including hardware and software questions, installations, and troubleshooting. Staff may submit requests online, by sending e-mail to CfisTeleTicket@stcloudstate.edu, or by calling 320-308-5510 (on campus, dial 85510). Please note that due to staffing limitations phone support may not be immediately available at all times. If Center for Information Staff are not available, the phone call will be routed and logged by the Campus Helpdesk. The logged information will be visible to Center for Information Staff as soon as they become available. To ensure timely response and resolution, users are asked to contact the helpdesk prior to calling individual support staff.

Response Commitments

These commitments apply only during regular support hours. Support calls will be logged within 4 hours of receipt. The user will be contacted within 24 hours of receipt. Resolution times will depend on the particular problem. Urgent calls placed by telephone will be logged and users will be contacted within 20 minutes of receipt during normal business hours. At present time, two full-time staff members are available to provide support. Backup support by student help and other IT staff may be available but is not guaranteed. Vacations, inclement weather, emergencies, and availability of other IT and maintenance staff may increase typical response and resolution times. Users will be advised of such delays.

Responsibilities of Users

Users

- Are encouraged to explore local sources of support. For example, it may be helpful to ask coworkers if they are experiencing the same problem, unplug the telephone and plug it back in, etc.
- Are requested to contact the helpdesk using one of the contact methods above instead of contacting the technicians directly.
- Will provide specific information to include which user is affected, specific error messages, etc. Incomplete or missing information will delay resolution.
- Are highly encouraged to consult with our technology support staff before procuring new telephone equipment or software. Non-standard equipment and software require more time and effort to support and may not work with our systems. The Center has a supply of IP and cordless analog telephones for sale.
- Are requested to contact the Center when planning facility construction or renovation.
- Will allow CfIS technicians timely access to software and hardware components.
- Will report to CfIS or the campus security coordinator any cases of security incidents, for example if a sensitive file is emailed or State equipment is lost.
- Contact the helpdesk to move, change, or reconfigure any primary components covered by this agreement (for example telephone number changes).
- Assume full liability for consequences arising from the use of hardware and /or software that is not provisioned for support under this SLA (please refer to the Support section below).

- Will safeguard long distance calling codes and prevent unauthorized access to telephones. This is especially important for telephones that are enabled for international calling as those can result in exceptionally high telephone bills that will be charged back to the owner department.
- Evaluate and communicate to CfIS the level and quality of service provided.
- Are responsible for payment of any applicable support, equipment, software, and local and long distance costs.
- Are highly encouraged to utilize campus voicemail to ensure receipt of campus emergency notifications via voicemail and to take advantage of Web access to voicemail.

Services Provided by Center for Information Systems

- Telephone selection, procurement, and troubleshooting
- Processing of warranty claims on digital and VoIP phones
- Routing of requests for new telephone connections and moves
- Voicemail setup and reset
- Communication of requirements for new telephone local service, long distance, and partner contracts
- Procurement of telephone equipment and support (requests for proposals, purchase orders, etc.)
- Basic advertisement of main campus phone numbers such as in the White & Yellow Pages directory
- Processing of telephone related charges to departments
- Maintenance of telephone number inventory in the integrated student record system (ISRS)
- Facility telephone communications planning

Services Provided by Telephone Support Partner (Spectrum Solutions)

- Telephone line moves and changes
- Telephone equipment installation, upgrades, and troubleshooting
- Voicemail setup and reset
- Communication of requirements for new telephone service, and partner support contracts
- PRI (primary rate interface) line evaluation and maintenance
- Participation in building design in relation to telephone equipment
- Assistance with equipment maintenance contracts
- Communication of data backup, backup power, and any other facility needs.
- Establishment of standard telephone models

Services not Provided

- Server Support
- Network Support
- Voicemail recovery from devices other than University Servers
- Repair of analog telephones. Such sets are replaced at the customer's cost.

Hardware and Software Support

- Three types of user telephone sets are available: analog, digital, and Voice Over IP (VoIP). The Center supports certain models of all three types (please refer to <http://huskynet.stcloudstate.edu/telephone/default.asp>) for more information
- Analog sets represent the least expensive telephones based on older but still often used technologies. Most users find the voice quality of these sets acceptable but features such as digital displays lacking.
- Digital sets are based on newer through more expensive technologies and come with excellent voice quality and rich features that include digital displays and related functions.
- VoIP telephones resemble digital sets but utilize data network connections, similar to those used by computers. They are the most expensive of the three types but can be used where no existing phone lines are available.

- Hardware and software support is divided into fully supported, minimally supported, and not supported
 - Fully supported equipment and software include only equipment and software licensed and purchased through the Center for Information Systems staff. They include but are not limited to standard configurations of desktop telephones and CallPilot Desktop Messaging.
 - Minimally supported equipment includes certain cellular telephones and other mobile voice and data communication devices. Support for them will be limited. Support for such equipment will be provided in collaboration with CfIS desktop support staff. Cellular phone contract support is provided by Business Services.
 - Not supported equipment and software include all other programs and equipment not available as a standard configuration available through CfIS. Such technologies will not be supported. For more information, please contact CfIS helpdesk.
- Support will be provided in the most efficient manner as determined by Center for Information Systems staff. It may be provided remotely using desktop tools, via the telephone, or in person.
- Equipment and software will be installed in a secure manner and set up to maximize security.
- New lines into offices and buildings are limited by the existing telephone wiring and equipment. Occasionally no lines may be available in a particular location. In such situations, the customer will be advised to procure a digital VoIP (Voice over IP) telephone. Such telephones cost more than analog or other digital phones but resemble small computers and allow for telephone service in hard-to-reach locations.

Liaison with Campus Computing Units and Vendors

When needed, CfIS will act as a technical liaison with campus computing units and approved telephony vendors. For example, CfIS will work with Avaya to evaluate new telephone technologies. CfIS will not normally act as liaison for issues that are not of a technical nature (such as placing or picking up orders for software or equipment, resolving billing issues, etc.)

Replacement Cycle

No replacement cycle has been established with regard to customer telephone equipment. Telephony is evolving at a fast pace, making it difficult to predict future models. Telephone replacement is done at the customer's expense.

Telephony server equipment will be upgraded to comply with vendor support timelines. Customers will be advised of changes affecting their use of the telephone services.

Duration of this Agreement:

This agreement becomes effective as of the date it is signed. It will be reviewed annually by the signatories below. Contractor responsibilities are further outlined in a separate contract.

Administrative Computing Advisory Group Representative

Date

Center for Information Systems Director

Date

V.P. for Administrative Affairs

Date