



IT Technical Support Services
Service Level Agreement
Revision 3.1
August 15, 2009

Prepared by
Information Technology Department

REVISION HISTORY

Revision Number	Date	Description	Prepared by
1.0	Dec. 3, 2002	Initial Draft Document	Lori Pinz
2.0	January 30, 2003	Final Document	Lori Pinz
3.0	October 8, 2008	Revision	Bobby Cuomo
3.1	August 15, 2009	Update	Lori Pinz

TABLE OF CONTENTS

I.	Executive Summary	4
II.	Scope	4
III.	Support Duration	4
IV.	End-User Responsibilities	4
V.	Requesting I.T. Tech Support Services	5
A.	Basic Troubleshooting Steps.....	5
B.	Hours of Operation and Methods of Contact	5
VI.	Tech Support Standards and Policies	6
A.	Work Order Requests.....	6
B.	Computer Hardware and Software Inventory	6
C.	Severity Levels and Response Parameters	6
D.	Support Specifications.....	7
E.	Escalation Policy	7
F.	Repair Work and Repair Costs.....	7
	APPENDIX A – STANDARD PRODUCT AND SERVICES GUIDELINES	9
	APPENDIX B – RESPONSE TIMES	11

Information Technology Department Service Level Agreement

I. Executive Summary

The purpose of this Service Level Agreement (SLA) is to acquaint city employees with the service standards of the Information Technology Department. Items that will be discussed in this document are the hours of operation, contact methods, service and support standards, and departmental goals and end-user responsibilities. It should be used as a reference when requesting technical assistance. This agreement is between the I.T. Department's staff and the employees of the City of Pueblo.

II. Scope

The goal of the I.T. Department is to improve and maintain a high level of customer support by providing consistent, reliable and timely support services. Our commitment to our customers is to provide support in the following areas:

- PC hardware and software purchasing, problems and/or installation
- Networked printer problems or installation
- Network services including Internet/Intranet and Local Area Network support
- Application software solutions, maintenance and support
- Internet/intranet server management
- AS400 server support
- Telecommunication (phone system) support
- Project Management Support
- Consulting and engineering
- Backup and/or disaster recovery
- Web Page development and support
- System development and support
- Training
- Data Retrieval and Reporting
- GIS (Geographic Information System)
- Wireless and Remote Network Access
- Document Management and Imaging
- Audio Visual and Video Conferencing
- General Technical Questions

While our tech support services will attempt to assist with all technology issues, our support and training commitments will focus on the standard products and services listed above. **Please see Appendix A and B for detailed information.**

This agreement will be reviewed periodically for any necessary changes. No modifications to this document can be made without agreement and sign-off from all participants involved.

III. Support Duration

The terms of this SLA shall remain in effect until otherwise negotiated.

IV. End-User Responsibilities

In order to receive services within the parameters committed to by the I.T. Department, we suggest that all end-users adhere to the following guidelines:

- Report all problems to I.T. Tech Support either via phone or by using our on-line services.
Please see section VII – Requesting I.T. Tech Support.
- Report problems in a timely manner
- Familiarize yourself with support problem resolution standards, severity levels and response times
- Provide direct point-of-contact(s) from your department as needed
- Participate, support and commit necessary resources as needed on project requests
- Provide access to computers, printers, software and licensing, and other components
- Provide keys/cipher-lock combinations/passwords (limited basis, only if and when required)
- Maintain proper software licensing as defined in the Technology Communication Policy. Policies can be found at http://pueblo.us/documents/Policies/IT_Technology_Communication_Policy.pdf
- Read and follow the City's technical support policies, service level agreement, standards and practices for purchasing hardware and software, hardware and software support, network security, usage and web support.
- Provide after hour access to computers by shutting down all programs, logging out of Windows and leaving computer powered on. This is needed for automated system administration tasks such as updating virus software files.
- Periodically clean computer equipment, i.e. dust, clean monitor screen, wipe up spills, etc.,

V. Requesting I.T. Tech Support Services

A. Basic Troubleshooting Steps

Before contacting tech support, we recommend some basic troubleshooting steps:

- Reboot, logon and try to recreate the error
 1. To re-boot your computer, select the “Start Button” in the lower left hand corner of your screen.
 2. Select “Shutdown” from the Menu
 3. Select “Shutdown” in the drop down box
 4. Wait 30 seconds and then turn your PC back on using the power button on the computer
- Check all power plugs and make sure power is on
- Check to see if all hardware components are turned on, i.e. Monitor, computer, printer
- Check to see if keyboard is in the proper case, i.e. Caps lock key not on for password issues
- Check that all computer cables are seated properly
- If printer problem, check for printer jams, cables attached, clear print queue, and then turn printer off for 30 seconds and turn back on. Reboot your computer.

B. Hours of Operation and Methods of Contact

I.T. Tech support services can be obtained:

- Monday – Friday
8:00 a.m. – 5:00 p.m. MST (excluding Holidays)
Note: Voice mail and on-line work order requests received after 4:30 p.m. or during closed hours will be addressed on the next business day according to priority level.
- Support can be obtained using the following methods.
 - a) By calling 553 - 2400
 - b) By opening a work order ticket/request on-line by going to <http://city> and selecting Helpdesk Online

VI. Tech Support Standards and Policies

A. Work Order Requests

When contacting I.T. for assistance with any supported products or services, a work order ticket will be opened. The user’s information and detailed description of the problem will be entered. Resolution may be attempted with the support person and the user walking thru some advanced troubleshooting steps. If the issue cannot be resolved, the work order will be assigned a severity level and forwarded to a technician. Computer Hardware and Software Inventory Policies (See Appendix A and B)

B. Computer Hardware and Software Inventory

1. Hardware Policies

The I.T. Department is responsible for purchasing, inventorying, tracking, tagging and disposing of all City owned computer equipment. This includes items such as monitors, CPUs, laptops, palm pilots, printers, Blackberries and scanners. I.T. will not work on any equipment that does not have a City inventory tag attached. Once the equipment is inventoried, the original work order will be worked. At no time should anyone other than the I.T. Department remove the City tag.

2. Software Polices

The I.T. Department will install and support properly licensed and approved software. Only City owned software is installed on City owned machines. The I.T. department will periodically verify software licensing to ensure compliance. If unlicensed software is found, it will be removed from the computer.

C. Severity Levels and Response Parameters

Table 1 (source: I.T. Department)

Problem Requests		
Severity Level	Description	Response Time to Customer**
Emergency	Business Halted –Critical component down, multiple users affected. No work around exists.	2 hrs
High	Business Impacted - Critical component (s) degraded. Multiple or single user affected. No work around exists.	4 hrs
Medium	Multiple, non-critical components down or degraded. Multiple or single users affected. Work-around exists.	1 business day
Low	Non-critical problem or requirement. Little or no impact to business or to users.	1 business day

****NOTE:** Response Time is the time between the receipt of a call or on-line request and the time that an IT Support employee begins working the issue. Due to the wide assortment of problems that can occur, and the tactics needed to resolve them, response time IS NOT defined as the time between the receipt of a call and the problem being resolved. After a technician has had the opportunity to troubleshoot the problem, the technician will give the user an estimated resolution timeframe. It is up to the technician and the user to negotiate and set any necessary deadlines.

The severity levels listed in Table 1 are reserved for problem issues only. Enhancements, upgrades, MACs (moves, adds, and changes), new computer builds, project requests, user configuration and account set-ups will have a response time and priority level discussed/negotiated on a case-by-case basis. **Please see Appendix B for detail request and response times.**

Users can obtain a status of their work orders by calling the Help Desk at 535-2400.

D. Support Specifications

The following support specifications will be utilized by I.T. to assist in providing our customers with the best service possible are:

- Tracking software will be used to record, track and notify users of changes to status.
- I.T. may replace a non-functioning computer, desktop or notebook, with a minimally configured loaner
- If a technician encounters an access problem (physical access to a facility, password protected computer, etc.) corrective action may be held until the issue can be resolved.
- I.T. may capture images from computers and use those images to rebuild computers with hardware or software issues. If non-standard software needs to be installed, the user must contact I.T. tech support to open up a re-installation request.
- I.T. will not save or restore personal items stored on computers, such as music and pictures.
- I.T. Tech Support will facilitate contact and coordinate resolution with all 3rd party vendors.

E. Escalation Policy

I.T. Tech Support acknowledges that the severity level of work order requests can be subjective and uses many factors when assigning the severity level. As a guideline, however, we proactively escalate work orders based on the assigned severity level.

If you wish to have a work order escalated, you should first contact technical support to request an escalation. If you feel that your work order has not been addressed in timely manner or if the service you received is unsatisfactory, please feel free to contact the I.T. Director with any problems or concerns.

F. Repair Work and Repair Costs

- Supported items are covered for repair without additional charge. However, items, which by mutual agreement, may not be covered, are items that have been damaged due to misuse or abuse of equipment. Damage caused by a disaster, such as fire, lightening or flooding, may not be covered for free replacement.
- Repair work will not be performed on property/services that are not owned or leased by the City (for example, a sound card belonging to an individual even if it is in a City-owned computer).
- Participation in a maintenance program (for voice, data network, or computer systems) is all that is necessary for that system to be warranted for repair work. However, your department may be responsible for costs incurred due to misuse/abuse of hardware, software, or infrastructure.
- Repair work on PC's, printers, network equipment etc. that are under warranty, are normally done free of charge. The I.T. Department recommends that a 3-yr. warranty with accidental damage coverage to accompany any computer purchased either through I.T. or by an individual's department. This is recommended to minimize the repair costs.
- Costs for repair work on items out-of-warranty will need to be determined on a case-by-case basis. However, if the cost to repair is greater than the cost to replace (this determination is made on the actual value of the old equipment) or if I.T. deems the equipment obsolete, then I.T. reserves the right to require that new equipment be purchased. The cost of this purchase may not be covered within the I.T. budget.
- Routine cleaning of printers should be performed by the user and is not considered repair work

- Other costs which may not be covered within the I.T. Department's budget are:
 - a) Enhancements to hardware or software systems
 - b) Support costs for non-standard equipment or specialized hardware or software
 - c) Damage due to negligence or abuse
 - d) Inside wiring in cases of construction, remodeling or moving
 - e) Costs for new computers, printers, copiers, fax machines, telephone equipment, and software packages
 - f) Costs for MAC's (moves, adds, and changes) of computers, phones i.e. wiring, jacks, cabling etc.
 - g) Costs for training and training material
 - h) Costs for consumable items for PCs and printers, such as diskettes, tapes, mouse pads and printer cartridges

APPENDIX A – STANDARD PRODUCT AND SERVICES GUIDELINES

Listed below are the standard products supported within the City. Accordingly, the I.T. Department has positioned itself to provide support on any recommended product for the duration of its life cycle. For assistance with purchasing hardware, software, network, wireless, or peripheral items not currently on the standards list a request must be submitted to the I.T. Director.

Application Software

The City's preferred solution is the HTE application software whenever practical. Implementation or enhancement of HTE software needs to be coordinated with the I.T. Department. The I.T. Department maintains and provides support for the City's HTE system, AS400 and other enterprise-wide systems. Departmental systems will only be supported as staffing levels and funding levels allow.

Purchasing Guidelines

The I.T. department is responsible for approving all technology purchases in the City.

Hardware, Peripheral and Software Support

- A. The I.T. Department supported hardware relates to PC monitor, keyboard, CPU case and internal components and network components repairs of malfunctioning PC components.
- B. Support may require, at the I.T. Department's discretion, the installation of remote control software to allow remote assistance, inventory, remote software updating.
- C. The I.T. Department provides support for networked printers and servers
- D. A work order must be opened with I.T. Tech Support prior to moving any computer equipment or peripheral. This is required to assess the connectivity at the new location to ensure a seamless move for the user.

Voice and Data Network Services

The I.T. Department will be responsible for the proper installation, maintenance, and performance of data network components from the faceplate to all network equipment and wiring closets, inclusive of WAN links and equipment; i.e., hubs, bridges, routers, wiring panels, CSU/DSUs, switches, etc. The I.T. Department will be responsible for the proper installation, maintenance, and performance of voice (phone system) components from end to end. Support covers the following areas:

- Repair and maintenance of PBX and key system telephone equipment
- Support for telephone sets
- Repair of internal telephone wiring faults (note: faceplate damage or abnormal cable damage that is fixed or replaced will be billed to your unit.)
- Coordination of repair of local carrier (i.e. QWEST) lines
- Management of lease of voice lines, data lines, fax or modem lines
- Repair of network equipment – routers, hubs, bridges, muxes
- Fixing network line problems (wiring inside the building)
- Coordination of repair of network links (wiring outside the building)
- Voice and data network design as needed
- Internet service (support levels may be dependent upon our Internet Service Provider).

The I.T. Department establishes and administers standards and procedures to ensure a secure perimeter to the City's network. The I.T. Department commits to the following data network performance:

- From any standard-configuration workstation (and monitored customer site), the I.T. Department will make network connectivity available to any authorized access on the City

network 99% of the time a network connection is attempted, as measured in hourly time intervals.

- From a standard-configuration workstation (and monitored customer site), the I.T. Department will provide network response time to any other connected point in the City network to be under 1 second for 95% of network round trips monitored, and under 3 seconds for 99% of network round trips, as measured in hourly time intervals using a PING utility.

Internet/intranet/Web Development

The I.T. Department will provide hosting, server and administrative support for the City's primary Internet and Intranet sites. Guidelines such as look-and-feel, procedural steps, and roles/responsibilities for publishing are contained in the Internet/Intranet publishing standards. The standards can be located at

http://pueblo.us/documents/Policies/IT_Technology_Communication_Policy.pdf

Consulting, engineering and Project Management

The I.T. Department will provide consulting, engineering and project management services for telecommunications, network, and application systems. Departments must consult with the I.T. Department regarding any new, upgraded, modified, or removed system to ensure compatibility and integration with the City's resources. Single-user applications are excluded from this requirement.

Backup and/or disaster recovery

The I.T. Department is responsible for providing the backup and disaster recover strategy for all servers and mainframes on the network. Currently, it is recommended that end-users stored their data in the MY DOCUMENTS folder or on a network drive that backs up on a nightly basis. Users that store data directly on their C drive will be responsible for backing up their own information. The I.T. department will provide recommendations to those users who wish to store their data locally.

Geographic Information System (GIS) and Computer Aided Drafting (CAD)

The I.T. Department will provide consulting, engineering and development services for the City's GIS application and will also support any GIS or CAD questions, provide technical support for departmental spatial analysis needs, design GIS projects, and install any computer aided drawing software.

System Development and Support

The I.T. Department will provide system development services upon request for example, Access or SQL databases and HTE development requests. The I.T. Department will support the systems or items developed through the implementation stage. Once implemented, support will need to be determined on a case-by-case basis.

APPENDIX B – RESPONSE TIMES

New Computer Installs, Account Set-ups and Re-builds

Normal response time is 1-2 business days with anticipated resolution in 5-10 business days; however, if PC equipment needs to be ordered, the technician will not be able to set up the accounts until the new computer has been received and built. Please notify IT Tech Support at least 2-4 weeks prior to needing the new equipment. This will allow enough time to place any orders and complete the request.

Software Requests

Normal response time is 1-2 business days with resolution in 3-5 business days; however, if the software needs to be purchased the resolution time will be determined on a case-by-case basis. Support for software that is not on the standards list will be determined on a case-by-case basis.

Hardware Upgrade Requests

Normal response and resolution time is determined on a case-by-case basis, and is dependent on whether the hardware needed to upgrade is available or needs to be purchased. Please contact IT Tech Support at least 2-4 weeks prior to needing the upgrade.

Data Retrieval/Custom Report Requests

Normal response time is 3-5 business days. Please allow 7-14 days to complete request. Users are expected to examine standard reports available before requesting custom reporting from I.T. Should a user need a custom report, normal response time is 3-5 business days. Resolution time is determined on a case-by-case basis.

Moves, Adds, Changes, Transfers, and Disposal

A work order must be opened with I.T. Tech Support prior to moving, adding, changing, transferring or disposing of any computer equipment or peripheral. This is required to assess the connectivity at the new location and update the City's inventory, and to ensure a seamless move for the user. Resolution time is determined on a case-by-case basis, and the following definitions and guidelines will apply:

- **Moves** refer to personnel moves. Please submit a work order request approximately 2-4 weeks prior to move date.
- **Adds** refer to adding equipment or software to existing computer. I.T will need to assess the request and purchase appropriate equipment or software. Please allow 4-6 weeks to order and receive requested components. Upon receipt, allow 5-10 days for on-site installation. If no order is placed, please allow 5-10 days for on-site installation.
- **Changes** refer to upgrading or modifying existing equipment or software. I.T will need to assess the request and purchase appropriate components. Please allow 4-6 weeks to order and receive requested components. Upon receipt, allow 5-10 days for on-site installation.
- **Transfers** refer to transferring equipment across departments. . Please submit a work order request approximately 2-4 weeks prior to transfer date.
- **Obsolete** equipment refers to equipment that no longer supports City hardware and software standards. I.T. will determine when equipment is obsolete and will be responsible for its disposal.

Normal response time for phone moves, adds or changes is 2-3 business days; however, if phone equipment needs to be purchased, please allow 2-4 weeks to complete request.

Consultation, Engineering, and Project Requests

Normal response time is 3-5 business days. Projected resolution times are on a case-by-case basis.