

# ITS and Campus Service Level Agreement Review

July 27, 2009

# ITS and Campus Service Level Agreement Goals

- We clarify how we'll communicate service outages so clients can plan and methods to get to help when they run into problems.
- We demonstrate responsiveness including how long until Support Center has the support question or request in hand
- We demonstrate the stability or response of critical services like email, calendar and wireless network that generate support questions when unavailable or performing poorly

# 2008/2009

## ITS and Campus SLA

### Performance Summary

- Goal is to \*respond to customers in  $\leq 8$  hours
- Target: Obtain our goal 90% of the time
  - ITS met target one quarter out of four
    - Support Center loss of two technicians in October and January
    - CruzMail issues resulted in a high volume of tickets
      - Dec '08 we had a large spam attack and hardware disk failure
      - Jan '09 – Mar '09 system performance degraded as a result of a vendor bug
    - Greeting card virus (Hallmark ) infected computers and resulted in a high volume of tickets

\*response to customers is a meaningful response

# 2008/2009

## ITS and Campus SLA

### Performance Summary (cont)

- Minimize unintended service disruptions or other impacts to the campus as a result of changes in the production environment
  - Target: None set for 2008/09
  - Focus on change management through the year showed good results
    - Outages due to failed changes dropped from 17 (9.3%) in Summer'08 to 8 (4.6%) in Spring'08 Quarter

# 2008/2009

## ITS and Campus SLA

### Performance Summary

- **First contact response**
  - **Goal: ≤8 hours**
  - **Target: 90%**
  - **Actual:**
    - Jul-Sep = 90%
    - Oct-Dec = **87%**
    - Jan-Mar = **85%**
    - Apr-Jun = **86%**
- **Change Management**
  - Outages due to failed changes
  - Goal/Target: ≤ 9 (~5%)
    - Actual:
      - July-Sept = 17 (9.3%)
      - Oct-Dec = 14 (6.7%)
      - Jan-March = 15 (7.7%)
      - April-June = 8 (4.6%)
  - Ratio of Unplanned to Total Outages:
    - Actual: 25%

# 2008/2009

## ITS and Campus SLA

### Key Changes

- Report resolution time for high and medium priority IT Request tickets
  - Incident Resolution for Medium Priority Tickets
    - » **Target: 80% of medium priority tickets resolved in less than 40 business hours**
  - Incident Resolution for High Priority Tickets
    - » **Target: 80% of high priority tickets resolved in less than 40 business hours**

# SLA Review Process

1. Solicit SLA input from Customers, Division Liaisons (Academic and Academic Support), Governance, Service Providers
2. Service teams review and make updates to the SLA document
3. Updated service SLA's reviewed and approved by Divisional Liaisons
4. Updated Campus SLA's reviewed and approved by the Senior Management Team (SMT)
5. Updated Campus SLA reviewed and approved by Executive Vice Chancellor