



IST WEB APPLICATIONS

**Service Level Agreement (SLA)
By
IST Web Applications
For
University of California, Berkeley**



IST WEB APPLICATIONS

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IST WEB APPLICATIONS

1 General Overview

This is a Service Level Agreement (“SLA”) between the **IST Web Applications** and _____ to document:

- The technology services IST Web Applications provides to the customer
- The targets for response times, availability, and maintenance associated with these services
- The responsibilities of IST Web Applications provisioning consultation services for Salesforce
- Processes for requesting services
- Review and Reporting SLA process

This SLA will be reviewed annually for procedural accuracy.

2 Service Description

Salesforce Jumpstart is a one-week consulting service to implement the Salesforce Customer Relationship Management system. Please visit the IST Service Catalog at <http://ist.berkeley.edu/services/as/salesforcejumpstart>, for additional details.

2.1 Service Scope

Enhance the foundation of business processes and best practice configuration of the Salesforce CRM Professional Edition. IST's Web Applications team offers onsite Salesforce consulting for five continuous days (40 hours) to get your Salesforce application up and running for your department in one week.

2.2 Service Deliverables

- Solution Design Workshop
- Solution Design Document
- Application Configuration
- Training

2.3 Assumptions

- Services provided by IST Web Applications are clearly documented in the IST Service Catalog – <http://ist.berkeley.edu/services/as/salesforcejumpstart>
- Customer responsibilities are met to ensure successful implementation
- At the discretion of the IST Web Applications, any services provided outside of scope of this Service Level Agreement are subject to an additional cost.
- Changes to services will be communicated and documented via the change notification process
- Service will be provided in adherence to any related policies, processes and procedures
- Scheduling of all service related requests will be conducted in accordance with service descriptions



3 Roles and Responsibilities

3.1 Parties

| Parties | Name | Contact Information * | Phone |
|-----------------------------------|-----------------------|--|-------|
| IST Web Applications | Salesforce Consultant | webapphelp@lists.berkeley.edu | |
| <i>Customer Technical Contact</i> | | | |
| <i>Customer Billing Contact</i> | | | |

3.2 IST Web Applications Responsibilities

IST Web Applications responsibilities and/or requirements in support of this Agreement include:

- One-hour project kick-off to coordinate logistics for a workshop on solutions design
- Workshop to design solutions for up to 4 hours
- Application configuration based on priorities you identify with the Web Applications team
- Post-configuration solution review session
- Knowledge transfer document with recommendations of additional module deployments not covered in the basic implementation package based on individual business processes
- Review Service Level Agreement annually and notify customer of updates or changes
- IST Web Applications will implement defined processes to deliver consultation service levels

3.3 Customer Responsibilities

Customer responsibilities and/or requirements in support of this Agreement include:

- Provide a dedicated internal Project Manager
- Ensure assignment and availability of the Customer Project Team
- Provide timely and complete information
- Sign-off on Solution Design Document
- Prompt payment or provisioning of appropriate chartstring.
- Designated department billing contact

3.4 Services outside of the Service Level Agreement

- Maintain the business objectives and requirements that will guide use of the Salesforce application
- Ongoing Application administration and training outside of the scope of the Service Level Agreement
- Data Migration
- Data Integration
- Advanced deployment of VisualForce, Apex or S-Controls
- Partner Relationship Management
- Any work not captured in the Solution Design Document
- IST Web Applications is not responsible for Salesforce technical support
- For Salesforce.com technical support, login *to salesforce.com* or call *1-800-667-6389*.



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4 IST Web Applications Contact Information

4.1 Email webapphelp@lists.berkeley.edu

Email requests will be processed during regular business hours, 9:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

4.2 Prioritization

Priority is determined by the number of client requests and IST Web Applications staff availability.

4.2.1 Escalation

If you are not satisfied with the level of service on a request, contact IST Web Applications Manager at webappsmgmt@lists.berkeley.edu. Escalation requests are categorized and processed as appropriate and responded to with the action taken.

4.2.2 Information

If you have a question about an IST Web Applications service, please contact webapphelp@lists.berkeley.edu or Technical Account Management (TAM) at tam@berkeley.edu.

5 Costs

Customers are charged a one-time Salesforce Jumpstart consultation fee of \$3,280. Once a consultation session is initiated, no refunds will be issued if consultation services are terminated. There is a required two-week cancellation notice for consultation services that have not been initiated.

Any billing questions should be directed to istbill@berkeley.edu.

5.1 Additional consulting

Additional IST Web Application consultation is available for \$82 per hour.

6 Reviewing and Reporting

This SLA covers the period from fiscal year 2009 to fiscal year 2010, and will be reviewed and revised at the end of this period.

6.1 SLA Reviews

This Agreement will be reviewed annually or as otherwise needed.

Technical Account Management (TAM) is responsible for facilitating annual reviews of this document. IST Web Applications maintains responsibility for the content of this document and may amend it as required. All changes are communicated to affected parties. Technical Account Management (TAM) will incorporate any subsequent revisions and obtain mutual agreements / approvals as required.



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This Agreement will be posted to the following locations and made accessible to all customers:

Document Location: Technical Account Management (TAM) will maintain the central repository for all Service Level Agreements. Service Level Agreements can also be accessed for individual IST Services in the IST Service Catalog.

7 Signatures

DEPARTMENT authorization

| | |
|-------------|--|
| Signature: | |
| Date: | |
| | |
| Name: | |
| Title: | |
| Department: | |
| Phone: | |
| Email: | |

UCB IST Web Applications authorization

| | |
|-------------|--|
| Signature: | |
| Date: | |
| | |
| Name: | |
| Title: | |
| Department: | |
| Phone: | |
| Email: | |