1 General Overview

This is a Service Level Agreement (“SLA”) between ______________ and the **Student Computer Labs Pharos Print Service** to document:

- The technology services **Student Computer Labs Pharos Print Service** provides to the customer
- The targets for response times, availability, and maintenance associated with these services
- The responsibilities of **Student Computer Labs Pharos Print Service** as a provider of an Pharos Print service
- Processes for requesting services
- Review and Reporting SLA process

This SLA will be reviewed annually to assess hardware, software and procedural accuracy.

2 Service Description

2.1 Service Scope

IST will maintain an enterprise level installation of a Pharos principal server for campus departmental use. The IST principal server is comprised of the Pharos licensing server, the Pharos database server, and the Pharos Cbord CS Gold gateway (for charging against the Cal 1 Card). The IST-maintained principal server currently supports Pharos Uniprint (print) and Pharos Off-The-Glass (copy).

The IST-maintained principal server will allow campus departments to only need to install and maintain a Pharos print server instead of both a Pharos principal and a Pharos print server. By utilizing the IST-maintained principal server, departments will realize cost savings for licensing and reduce administrative overhead.

IST will be responsible for purchasing all necessary device licenses and associated maintenance from Pharos. Departments will be responsible for reimbursing IST for the maintenance associated with each license used by their department (and for the purchase of any new licenses). All departments, including IST, using the service will also equally share the maintenance costs on any licenses that are unused. Reimbursement will be charged to a chart string provided by each department on an annual basis and may be adjusted to a bi-annual or quarterly basis if required.

2.2 Assumptions

- At the discretion of the **Student Computer Labs Pharos Print Service**, 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

<table>
<thead>
<tr>
<th>Parties</th>
<th>Title / Role</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Computer Labs Pharos Print Service</td>
<td></td>
<td>Student Computer Labs Pharos Print Service, <a href="mailto:wmsf-techs@lists.berkeley.edu">wmsf-techs@lists.berkeley.edu</a>; 510-847-8691</td>
</tr>
</tbody>
</table>
3.2 Student Computer Labs Pharos Print Service Responsibilities

Student Computer Labs Pharos Print Service responsibilities and/or requirements in support of this Agreement include:

- Meet response times associated with the priority assigned to incidents and service requests.
- Review Service Level Agreement annually and notify customer of updates or changes.
- Student Computer Labs Pharos Print Service will implement defined processes to deliver these service levels.
- Maintain all software, hardware, and system administration authority related to the principle server.
- Approve and implement any configuration changes or modifications needed for a department to use the principal server.
- Be present and direct initial install and configuration of departmental print servers.
- If necessary, for the purpose of configuration, allow limited direct access to the principal server or database after initial setup on an as needed basis only.
- IST will be responsible for purchasing all necessary device licenses and associated maintenance from Pharos.
- As of 8/4/10, there is no charge for the service itself.

3.3 Customer Responsibilities

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

- Availability of customer representative(s) when resolving a service related incident or request.
- Prompt payment or provisioning of appropriate chartstring.
- Designated department billing contact.
- Maintain all software, hardware, and system administration authority related to their own print server which interacts with the IST principal server, including compliance with Student Lab defined procedures and requirements for installing and maintaining a Pharos print server (http://ist.berkeley.edu/services/cs/pharos).
- Ensure compliance with all campus minimum security standards and security requirements defined by Student Labs to prevent security breaches (http://ist.berkeley.edu/services/cs/pharos).
- Departments will be responsible for reimbursing IST for the maintenance associated with each license used by their department (and for the purchase of any new licenses).
- Reimbursement will be charged to a chart string provided by each department on an annual basis and may be adjusted to a bi-annual or quarterly basis if required.
- All departments, including IST, using the service will also equally share the maintenance costs on any licenses that are unused.

4 Student Computer Labs Pharos Print Service Contact Information

There are three methods of contacting Student Computer Labs Pharos Print Service for all requests.

4.1 Phone (510-847-8691)
Telephone contact is available during normal hours of operation, 8:00 p.m. to 5:00 p.m., Monday through Friday. Messages left after normal business hours will be processed the following business day.

4.2 Email (wmf-techs@lists.berkeley.edu)
Email requests will be processed during regular business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday.
5   Hours of Coverage, Response Times & Escalation

5.1   Hours of Coverage

- **Student Computer Labs Pharos Print Service** hours of operation are 8:00 a.m. to 5:00 p.m., Monday – Friday except Federal holidays, University holidays, and announced University closures. Customers may use any of the methods of contact as stated in Section 4.

- Requests via email can be submitted 24 hours a day, 7 days a week and will be processed during the next business day.

5.1.1   Incident Response Times

General responses to incidents, the **Student Computer Labs Pharos Print Service**’s goal is to respond to requests as specified in the Incident Response Table. An incident means any interruption in the normal functioning of a service or system.

<table>
<thead>
<tr>
<th>Category</th>
<th>Initial Response Time</th>
<th>Initiation of Technical Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent</td>
<td>0-2 hours M-F 8am-5pm</td>
<td>0-3 hours</td>
</tr>
<tr>
<td>Normal</td>
<td>2-4 hours M-F 8am-5pm</td>
<td>0-6 hours</td>
</tr>
<tr>
<td>Planned</td>
<td>4-8 hours M-F 8am-5pm</td>
<td>Scheduled between Customer and Student Computer Labs Pharos Print Service</td>
</tr>
</tbody>
</table>

5.1.2   Prioritization

**Student Computer Labs Pharos Print Service** will prioritize incoming incident requests as “urgent” priority if it meets any one of the following criteria:

- Number of departments or people affected.
- Percentage of total tasks that can no longer be performed by individuals.
- Academic and Administrative Calendar deadlines.
- Impact on the delivery of instruction.
- Lasting impact on student academic performance.
- Risk to safety, law, rule, or policy compliance.

5.1.3   Service Requests

A service request means a request is made by a customer to **Student Computer Labs Pharos Print Service** for support of a service that the customer has already provisioned. For availability and performance issues concerning the principal server, prompt support and response is available during standard business hours, 8:00 AM to 5:00 PM. Support questions should be directed to wmf-techs@lists.berkeley.edu. Service requests will be processed during normal business hours via any of the methods outlined in Section 4.

**Student Computer Labs Pharos Print Service**’s general response to requests is within 8 business hours of receipt. Some service requests have faster response times.

5.2   Escalation
If you are not satisfied with the level of service on a request, contact Student Computer Labs Pharos Print Service Manager Sian Shumway (sian@berkeley.edu). Escalation requests are categorized and processed as appropriate and will be responded to with the action taken.

5.3 Information

If you have a question about the Student Computer Labs Pharos Print Service, please contact 510-847-8691 or wmf-techs@lists.berkeley.edu.

5.4 Other Requests

Requests for service features and functions not yet implemented can also be submitted via email.

5.5 Service Exceptions to Coverage

<table>
<thead>
<tr>
<th>Exceptions</th>
<th>Parameters</th>
<th>Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Holidays</td>
<td>N/A</td>
<td>No coverage</td>
</tr>
<tr>
<td>University Holidays</td>
<td>N/A</td>
<td>No coverage</td>
</tr>
<tr>
<td>Scheduled Maintenance(s)</td>
<td>Sundays 9am-12:00 noon</td>
<td>No coverage</td>
</tr>
</tbody>
</table>

6 Maintenance and Service Changes

The Change Management process within Student Computer Labs Pharos Print Service minimizes unintended service disruptions or other impacts to the Campus as a result of changes in the production environment. Student Computer Labs Pharos Print Service does this by monitoring, managing, and evaluating changes to maximize the service benefits to the customer, while minimizing the risks involved in making those changes.

There are three categories of service changes:

- **Planned Maintenance**: Planned service maintenance is approved work that is planned and scheduled prior to the change. The Student Computer Labs Pharos Print Service will communicate (as needed) to the appropriate audience prior to the scheduled change. Routine server maintenance (OS and application patches, updates, etc.) will be performed as defined on the Service Page (http://ist.berkeley.edu/services/cs/pharos). During this time, the server should be considered unavailable.

- **Unplanned Maintenance**: Unplanned service maintenance is priority work that is unplanned due to an urgent repair to prevent failure. Unplanned service outages will be given priority (and communicated immediately) on a case-by-case basis depending on the type and urgency of the service failure. Critical maintenance (crucial security patches or updates, etc.) will be performed outside of the routine maintenance window on a case-by-case/as-needed basis. Adequate notice will be given to departmental contacts, including the maintenance timeframe when the server will be unavailable.

- **Emergency Service Change**: An emergency service change is defined as a service failure that affects the entire campus or significant number of users that requires immediate repair. All Emergency Service Changes are communicated to the appropriate Student Computer Labs Pharos Print Service contacts to determine necessary communication steps. Emergency service announcements are communicated usually the day of the service failure. Off-hours service failures are communicated the following business day. Emergency maintenance (system reboot to regain system stability, etc.) will be
performed as needed. If possible, departmental contacts will be notified before the server becomes unavailable.

7 Rates

7.1 Rate Process
As of 8/5/10, there is no charge for the service.

7.2 Charges
- At this time, there is no charge for the service itself.
- Departments will be responsible for reimbursing IST for the maintenance associated with each license used by their department (and for the purchase of any new licenses).
- Reimbursement will be charged to a chart string provided by each department on an annual basis and may be adjusted to a bi-annual or quarterly basis if required.
- All departments, including IST, using the service will also equally share the maintenance costs on any licenses that are unused.

8 Reviewing and Reporting
This SLA covers the period from July 1, 2010 to June 30, 2011, and will be reviewed and revised at the end of this period.

8.1 SLA Reviews
This Agreement will be reviewed annually or as otherwise needed.

Student Computer Labs Pharos Print Service maintains responsibility for the content of this document, and may amend it as required. All changes will be communicated to all affected parties.

9 Signatures

DEPARTMENT authorization
Signature:

Date:

Name:
Title:
Department:
Phone:
Email:

UCB IST authorization
Signature:
<table>
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<th>Date:</th>
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<tr>
<td>Name:</td>
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<td>Title</td>
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