

# Service Level Agreement (SLA) Project

# Project Needs and Goals

- Currently there are no SLAs.
- There are verbal agreements in place between IST, the faculties, and the academic support departments that have never been documented, and in many cases the people involved in these agreements have left the university.
- SLAs will formalize these verbal agreements, provide a point of reference for both parties, and ensure there are no surprises.



# What a SLA is ...

- A communication tool
- An expectations-managing mechanism
- A conflict-reduction tool
- An objective process for gauging service effectiveness
- A living document; with periodic review



# What a SLA is NOT...

- A mandate
- A “get” strategy
- A complaint-stifling mechanism
- A quick fix

***If it's not an agreement,  
don't call it an agreement***

# Types of SLAs

- Faculties
- Academic Support Departments
- UW Library
- Housing
- IST Business Critical Services

*There is a need to align this project with the Request Tracker Implementation Project, the IT Best Practices Project, and the Asset Management project.*

# Out of Scope

SLAs will not be created in this project for the affiliated colleges or for the satellite campuses. This project will not include SLAs for services (i.e. Gold SLA) that would require extra financial charges. This project does not include discussions about IT services being a university essential service. Future projects would investigate these out-of-scope SLAs.



# Statement of Work

1. Create core project team. Additional members will be added as needed.
2. Define what IST business critical services mean, and define what they are.
3. Create a project communication plan.
4. Define the IST account representative role.
5. Create generic SLAs for faculties, academic support department, the UW Library, and IST business critical services.
6. Using generic SLAs, create an SLA for each stakeholder and **their existing services**.
7. Schedule SLA discussion and follow-up sign-off meetings.
8. Develop a plan/schedule for monitoring SLAs. The SLAs are living documents and will be reviewed periodically.

# Timelines

<b>November, 2013</b>	<b>Presentation of project charter to IST Management, UCIST, CTSC, FACCUS, Leadership Forum, Academic Support Department Computer Reps</b>
<b>December 2013</b>	Document existing services for Faculties, Academic Support Departments, Library, and IST Business Critical Services.
<b>February 2014</b>	Consultation process with Faculties, Academic Support Departments, Library, and IST Business Critical Services
<b>April 2014</b>	SLA for a Faculty SLA for an academic support department SLA for an IST business critical service
<b>June 2014</b>	Complete SLAs, in draft.
<b>August 2014</b>	Meetings with stakeholders to review and sign off on SLAs



# Core Project Team

- Project Leads
  - Bob Hicks, Director, Client Services, IST
  - Bill Baer, Senior Computing Consultant, Client Services, IST
- Core Project Team
  - Natasha Jennings, IST Communications Officer
  - Lisa Tomalty, Customer Relations and Support Manager, Client Services, IST
  - IST Account Representatives for academic support departments and the faculties

# Project Team Resources

- IST Business Critical Service Owners
- UCIST and CTSC members
- Computing Support Representatives from the academic support departments
- Directors/Managers from academic support departments

# Discussions or Questions?