

University of Maryland
Office of Information Technology
Master Service Level Agreement

Overview

This Master Service Level Agreement (SLA) is between the Office of Information Technology (OIT) and the College/School of TBD. OIT has developed a standard set of fee based services that are available to the University of Maryland community on an ala-carte basis. Details of the services covered by this Master SLA will be negotiated between the College/School of TBD and OIT and will become Attachments to this Master SLA. The current set of services available from OIT includes:

- Computer Lab Support
- File Server Support
- Desktop Support
- Classroom Support

Enclosure 1 provides a brief description of these service level offerings.

Terms of Agreement

This Master Service Level Agreement will be effective when signed by both OIT and the College/School of TBD and will remain in effect until such time as there are no Attachments for Services associated with this Master Agreement. Service Attachments will be written for an initial period corresponding to a Fiscal Year (July 1 through the following June 30). On July 1st of each subsequent year, the SLA Attachments will be automatically renewed with the same terms of agreement for another Fiscal Year period, unless either OIT or the College/School of TBD submit an “intent to change” notice no later than 30 days prior to the renewal date.

Points of Contact

Office of Information Technology

- The OIT Field Support Manager, Fred Semko, will be the point of contact for contractual issues.
- The OIT Director of Business Services, Fred Rappe, will be the point of contact for Business/Billing issues.
- An OIT Project Manager point of contact will be identified in the Attachments for the services to be provided.

College/School of TBD

- The Title1, Name1, will be the primary point of contact.
- The Title2, Name2, will be the secondary point of contact.

Billing

Billing for OIT Fixed Priced Services will occur twice during the fiscal year – half at the beginning of the fiscal year and half at the beginning of the calendar year. Billing for OIT Time and Material Priced Services will occur on a monthly basis. Any additional work needed outside of the scope of this agreement will be billed separately once an agreed amount and scope has been determined.

Each Attachment will contain a detailed breakdown of costs associated with the services to be provided. The *College/School of TBD* will provide appropriate FRS numbers to be used to charge for the services provided. Enclosure 2 provides a summary of the OIT rates for standard services.

Approval

We, the undersigned, agree to the terms and conditions of this Master Service Level Agreement.

Name, Dean
College/School of TBD

Jeffrey Huskamp, Vice President and CIO
Office of Information Technology

Enclosure 1

Office of Information Technology

Service Level Offerings

Computer Lab Support

For each computer system in a designated laboratory, OIT will maintain a base software image (Attachment 1A) that will be updated with operating system patches, hot fixes, and security updates as needed throughout the year and freshly installed on all computers prior to the beginning of the Fall and Spring Semesters. Additions and deletions of software to/from the base image are available as part of these semi-annual software image updates for additional costs. Other software changes to lab images during the semesters may be provided for additional costs if resources are available.

Hardware maintenance support is included at no additional cost only for those lab computers that are “under warranty” from the manufacturer. OIT will conduct the initial troubleshooting and diagnosis required to determine if a component needs to be replaced or if it is a software problem. However, the physical replacement of warranty computer components (e.g., hard drive, system board, RAM) will only be performed by vendor certified hardware technicians. OIT will facilitate the hardware warranty component replacement through the manufacturer and will coordinate with the College to arrange for an onsite visit. Once the warranty expires, the College will be responsible for the full cost of all repair parts needed as well as the time spent by OIT staff to troubleshoot, diagnose and coordinate the repair of out of warranty computers.

All services will be performed during normal business hours – Monday through Friday, 8:00AM to 5:00 PM. The standard OIT response time for lab support problems is 4 hours, contingent on accessibility to the lab.

File Server Support

For each designated file server (Novell Netware, Microsoft Windows), OIT offers two tiers of server infrastructure management services:

- 9x5 (weekdays only) and
- 24x7 (weekdays plus after-hours and weekends)

File Server Support includes, but is not limited to configuration, security, performance, accounting, and fault management. Server operating system version upgrades; Vendor-recommended operating system patches, hot fixes, and service/support packs; Server-based anti-virus software; and current virus definition files are also provided on a timely basis.

Local User Account maintenance (Add, Delete, and Modify) will be provided as required.

OIT provides a one-hour response to server outages between the hours of 8:00am and 5:00 pm, Monday through Friday when the University is open for business. For 24x7 customers, OIT also provides a four-hour response to server outages that occur outside of University business hours except when the University is closed due to weather-related emergencies.

Desktop Support

A full-time staff person from OIT will be located on-site for at least one continuous 4 hour period per week (In-Band). Appropriately skilled OIT full-time staff will be on-call during normal business hours (Monday through Friday, 8:00AM to 5:00 PM) outside of the scheduled on-site period (Out-of-Band). Desktop Support services are provided on a “best effort” basis and include:

- Hardware and Software planning recommendations
- Computer setup and installation
- Application Software installation, configuration and upgrades
- Operating System, Application Software and Network Connectivity trouble-shooting
- Basic Hardware trouble-shooting
- Technical Liaison with OIT and Outside Vendors

Desktop Support services are also available on a strictly fee-for-service basis.

Classroom Support

Support for Technology Classrooms recognized as General Purpose Classrooms by the University is under the auspices of the Teaching Facilities Committee and the Classroom Support Project. OIT is an active member of the Classroom Support Project; however, OIT is available to provide additional services for those organizations needing to augment what is available from the university sponsored initiative.

One of the services available is support for Laptop Carts used in classrooms and this service is functionally equivalent to the Lab Support services described above.

Another service available is to provide Classroom Support Student Staff, supervised by OIT, to support the delivery, if necessary, and use of audio visual equipment and Laptop Carts in classrooms.

Additionally, maintenance support for audio visual equipment not covered through other programs may also be negotiated.

Enclosure 2
Office of Information Technology
Billing Rates

Service	Rate
Computer Lab/Cart Support (1)	\$ 180 per year per computer
Initial Baseline Image or Operating System Image Upgrade (2)	\$3,000 per occurrence
“Additional” Lab/Cart Image based on an existing Image (3)	\$1,000 per occurrence
Application Changes to a Lab/Cart Image (4)	\$ 60 per hour - Engineer
24 x 7 Server Support	\$5,000 per year per server
9 x 5 Server Support	\$2,500 per year per server
LAN Account Administration (5)	\$ 12 per year per account
Student Classroom Support (4)	\$ 7 per hour - Student
Technology Classroom A/V Maintenance	\$1,100 per year per room
Contract – In Band 8 am – 5 pm (4)(6)(7)	\$ 30 per hour - Technician \$ 60 per hour - Engineer
Contract – Out of Band 8 am – 5 pm (4)(6)(7)	\$ 45 per hour - Technician \$ 90 per hour - Engineer
Contract – Non Business Hours (4)(7)	\$ 60 per hour - Technician \$ 120 per hour - Engineer
Contract – Holiday (4)(7)	\$ 90 per hour - Technician \$ 180 per hour - Engineer
Non-Contract – 8 am – 5 pm (4)(7)	\$ 60 per hour - Technician \$ 120 per hour - Engineer
Non-Contract – Non Business Hours (4)(7)	\$ 120 per hour - Technician \$ 180 per hour - Engineer
Non-Contract – Holiday (4)(7)	\$ 180 per hour - Technician \$ 360 per hour - Engineer

Notes

- 1 – Fee covers the installation/reinstallation of images and hardware troubleshooting.
- 2 – Fee charged whenever a new customer adds a Lab/Cart to the contract or whenever an operating system upgrade is incorporated in the image for an existing customer.
- 3 – For those customers with multiple Lab/Cart locations, reduced fee applies to situations covered by Note 2.
- 4 – Hourly rates are per person. Technician rates apply to Desktop Support services; Engineer rates are associated with Image building services and File Server Services.
- 5 – Add, Delete, Change Permissions to User Accounts on Servers under contract
- 6 – In Band / Out of Band apply to Desktop Support Services and differentiates between scheduled and non-scheduled hours for on-site support.
- 7 – Contract rates apply to customers that have negotiated Attachments to the Master SLA. Non-Contract rates are for customers using services on per call or per project basis.