



School of Medicine
Office of Information Technology

Service Level Agreement

Contents

1.0 *Executive Summary*.....2
2.0 *Service Agreement*.....2-11

<i>Service Level Agreement Contact Information</i>	
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1.0 Executive Summary

This agreement represents a Service Level Agreement (“SLA” or “Agreement”) between the Office of Information Technology department and Faculty, Staff, and Medical Students associated with UCR School of Medicine for the provisioning of IT services. The purpose of this agreement is to obtain mutual agreement for IT service provision between the service provider(s) and customer(s). The objective of this agreement is to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise, and measurable description of service provision to the user.
- Match perceptions of expected service provision with actual service support & delivery.

2.0 Service Agreement

The Service Level Agreements (SLAs) contained in this document provide extensive details concerning these services as well as responsibility of the service provider in the ongoing support of this agreement. The following detailed service parameters are the

- **2.1 Support Population**
- **2.2 Support Categories**
- **2.3 Hardware Standards & Support Levels**
- **2.4 Software Standards & Support Levels**
- **2.5 Education Technologies Standards & Support Levels**
- **2.6 Service Performance**

2.1 Support Population

Support population includes departments that will be participating in the IT department and their respective faculty, staff and other members; on-site support is not limited to those included above. The OIT department will also provide limited support to non-staff (i.e. account/email/profile set ups). UCRSOM onsite support will be provided on devices purchased with UCRSOM funds.

2.2 Support Categories

Category	Definition
Tier 1: Client Service Support	Responsible for: <ul style="list-style-type: none">• Outcomes• Review – Resolve• Review - Escalate
Tier 2 and 3: Infrastructure Support	Responsible for: <ul style="list-style-type: none">• Escalations from Tier 1• Server Management – at the department level, where applicable

	<ul style="list-style-type: none"> • Network Management – at the department level, where Communications and Computing. • Cybersecurity Management – at the department level, where applicable
Application Development Support	Responsible for: <ul style="list-style-type: none"> • Supports development and maintenance of departmental/cluster applications and websites
Instructional Technologies Support	Responsible for: <ul style="list-style-type: none"> • Classroom, PBL, and Clinical Skills technological support for professors, staff, and students. • Tier 1 Desktop Support when needed.

2.3 Hardware Standards & Support Levels

The OIT Department provides desktop/laptop hardware support for UCR School of Medicine owned equipment. Support may include, but is not limited to installation, maintenance, troubleshooting, repair, basic hardware education, and vendor liaison.

2.3.1 Full Support Definition

For desktop/laptop devices under valid warranty that adhere to hardware standards (see supported hardware list below) and purchased with School of Medicine funds through the standard IT procurement processes (Business Operations). The OIT Department will not provide full support for acquisitions occurring outside of standard IT procurement processes (purchased out-of-pocket first and reimbursement subsequently requested). All users are advised to consult defined support levels prior to the time of acquisition. Devices not purchased through the standard IT procurement processes will receive best effort support (defined below) unless valid exception documentation is provided. Such device is most likely incompatible with campus and School of Medicine applications and not compliant with the policy.

2.3.2 Services Provided

Acquisition, installation, configuration, maintenance, troubleshooting, repair, basic hardware education, and vendor liaison; resolution is guaranteed.

2.3.3 Conditions of Full Support

Full support only applies to end user that is:

- School of Medicine Owned – Purchased using School of Medicine Funds
- Under valid Manufacturer’s warranty (warranty extensions and renewals included)
- Included in the supported hardware list
- Supported manufacturers defined in the supported hardware list
- Acquired through standard School of Medicine IT procurement process

2.3.4 Conditions of Exceptions

Exceptions support only applies to end user that is:

- Supported hardware is opened by anyone other than an authorized technician from the OIT department.
- The hardware is exposed to misuse, negligence, fire, damages (e.g., water), power surges, etc.
- Certain devices not meeting defined criteria for full support may still be given full support based on approval due to extenuating circumstances (e.g., devices containing PHI, devices falling into conflicting categories, etc.).
- Approval for exceptions will be granted at the discretion of the OIT Leadership and Compliance and Security Department in conjunction with department leadership.
- Approved exceptions will be reviewed during annually to help determine a need for modification to the exception. Every effort will be made to ensure that exceptions are granted in a consistent manner across all clustered departments.

2.3.5 Best Effort Support Definition

Best effort support is given for desktop/laptop devices purchased with School of Medicine funds that do not meet the conditions of full support and for devices that fall under the exceptions for full support (e.g., not purchased through the standard IT procurement processes).

2.3.6 Hardware Support Summary

Hardware Support Summary Line			
Service	Level of Service		Note
	Full Service	Best Effort or limited Service	
School of Medicine Purchased Computers	x		
School of Medicine Purchased Laptops	x		
School of Medicine Apple Computers		x	
Printer, Multi-function or Scanners		x	
Mobile Devices		x	
Personal Devices		x	

2.3.6 Computer Refresh Program

All UCR School of Medicine standard computers will be replaced by the computer refresh program. The computer refresh program will replace desktops and laptops every four years to minimize departmental cost and improve productivity. Anyone who would like to purchase a new computer would need to use their department FAU to purchase the hardware. After the new computer is out-of-warranty, the old computer will be retired in accordance with the computer retirement standard. The purpose of this program is to create an

authorized process for replacement of computers purchased that complies with laws and regulations while minimizing life-cycle.

2.4 Software Standards & Support Levels

The OIT department provides software support for School of Medicine owned equipment and development. Support may include, but is not limited to installation, configuration, basic troubleshooting, upgrades, and vendor liaison.

2.4.1 Full Support Definition

For full support, software must be purchased through the School of Medicine IT procurement service, where possible/available. If software could not be purchased through standard IT procurement service, documentation of reason must be provided (e.g., extended procurement timeline or software not available).

2.4.2 Services Provided

Acquisition, installation, configuration, basic troubleshooting, upgrades, basic user education, and vendor liaison; resolution is guaranteed.

2.4.3 Conditions of Full Support

Full support only applies to software that is:

- Purchased using School of Medicine funds
- Vendor is still releasing patches/updates (not end-of-life)
- Included in the supported software list
- Acquired through standard IT procurement process

2.4.4 Conditions of Exceptions

Exception support only applies to software that is:

- Software is not compatible with OS or hardware
- The OIT Department will not provide full support for acquisitions occurring outside of standard IT procurement processes, unless documentation of exception is otherwise provided. All users are advised to consult defined support levels prior to the time of acquisition.
- User refuses reinstallation solution
- Certain software not meeting defined criteria for full support may still be given full support based on approval due to extenuating circumstances (e.g., use of non-supported operating systems due to use of specialized software). Approval for exceptions will be granted at the discretion of the OIT Leadership and Compliance and Security Department in conjunction with department leadership
- Approved exceptions will be reviewed during the annual review of this Service Level Agreement to help determine a need for modification to the agreement. Every effort will be made to ensure that exceptions are granted in a consistent manner across all departments.

2.4.5 Best Effort Support Definition

Best effort support will be provided for software purchases with School of Medicine funds that do not need the conditions of full support and for devices that fall under the exceptions for full support. It only applies to

software that is purchased using School of Medicine funds, used on School of Medicine owned devices and meets one of the conditions below:

- Vendor is still releasing patches/updates (not end-of-life)
- Included in the “Supported Software List – Limited”
- Not acquired through standard IT procurement processes
- Exception to full support
- For research software used for lab equipment, user will need to contact vendor directly for support.
- Outdated software or operating system that must be used for specific research tools or equipment will receive minimum support. These types of devices *must be disconnected from the network*.

2.4.6 Software Support Summary

Software Support Summary Line		
Software	Category	Note
Windows 10	Operating System	
Apple OSX+	Operating System	
Linux	Operating System	• <i>End User Device as primary workstation and have special need to use Linux</i>
Office for Windows	Productivity	
Office for Mac	Productivity	
Adobe Acrobat and Reader	Productivity	
Department Applications	Productivity	
Internet Explorer or Microsoft Edge	Web Browsers	
Google Chrome, FireFox, Safari	Web Browsers	
Encryption (Sophos) – File Vault, Bitlocker	Utilities	
Antivirus (Sophos)	Utilities	
Remote Desktop	Utilities	
Parallels, VMWare, VirtualBox	Virtualization	
EMS SimulationIQ	Productivity	Clinical Skills & Simulation
Panopto	Productivity	Lecture Capture and Playback
EPIC	Productivity	Electronic Medical Record
Limited Software Support Summary Line		
Software	Category	Note
SPSS	Statistics	
EndNote	Productivity	
Research Software	Scientific	Matlab, GraphPad, ChemDraw, MacVector, DNASStar, etc.

2.5 Education Technologies Standards & Support Levels

The IT department provides software support for educational owned equipment. Support may include, but is not limited to installation, configuration, basic troubleshooting, upgrades, and vendor liaison of classroom and clinical skills equipment. The OIT Department is responsible for providing services to customers when they utilize any of the areas listed in the supported rooms. Events for Education Technology includes, but is not limited to lecture setups, PBL setups, doctoring setups, practice interviewing setups, clinical skills events, and meetings.

2.5.1 Software Support for Problem Base Learning (PBL) Rooms

The usual setup for PBLs includes:

- Laptops in PBL rooms:
 - 1st Years @ 8 AM: 1620, 1622, 1630, 1634, 2651, 2661, Orbach Library 146 & 148.
 - For 2nd Years @ 10 AM: 1620, 1622, 1630, 1634, 2602, 2651, 2661.
- Word or PDF Documents found on iLearn are to be displayed on at least one screen in each PBL room listed above.

The usual expectation for Pre-Clinical/Clinical Education Team includes:

- Having PBL documents posted on iLearn the Monday before PBLs.
- Communicating with the Instructional Support team about any changes to the documents posted on iLearn after Monday or any additional requests from the usual setup four (4) days prior to the event via e-mail to helpdesk@medsch.ucr.edu.

2.5.2 Support Level of Doctoring

The usual setup for Doctoring includes:

- Camcorder for recordings in PBL rooms:
 - 1st Years: 1620, 1622, 1630, 1634, 2602, 2651, Orbach Library 146 & 148.

- 2nd years: 1620, 1622, 1630, 1634, 2602, 2651, and 2661.

The usual expectation for Pre-Clinical/Clinical Education Team includes:

- Communicating with the Instructional Support team about any changes to the documents posted on iLearn after Monday or any additional requests from the usual setup four (5) days prior to the event via e-mail to helpdesk@medsch.ucr.edu.

2.5.3 Support Level for Practice Interviewing and OSCEs

The usual setup for Practice Interviewing and OSCEs includes:

- Schedule set up for recordings in Clinical Skills control room.

The usual expectation for Pre-Clinical/Clinical Education Team includes:

- Submitting a completed schedule (PBL rooms being used, students attending, announcements for paging system, and a timing breakdown of the encounters) for the event to helpdesk@medsch.ucr.edu no later than four (5) days prior to the event.

2.5.4 Education Technology Supported Rooms List

Building	Floor	Room	Technology	Other
Medical Education Building	Ground	Lecture Hall G0650	<ul style="list-style-type: none"> • Theater seating • Projector to screen • Podium • Lecture Capture • Mic System 	<ul style="list-style-type: none"> • Used as a large venue • 50+
Medical Education Building	Ground	G0601	<ul style="list-style-type: none"> • Projection to LCD • VIA Airplay Technology 	
Medical Education Building	1st	Classroom 1670	<ul style="list-style-type: none"> • Smart Class workstations • Eno Board • Projector to screen • Lecture Capture 	<ul style="list-style-type: none"> • Flipped classroom • Interactive learning
Medical Education Building	1st	1620	<ul style="list-style-type: none"> • Projection to LCD • VIA Airplay Technology 	
Medical Education Building	1st	1622	<ul style="list-style-type: none"> • Projection to LCD • VIA Airplay Technology 	
Medical Education Building	1st	1630	<ul style="list-style-type: none"> • Projection to LCD 	

			<ul style="list-style-type: none"> VIA Airplay Technology 	
Medical Education Building	1st	1634	<ul style="list-style-type: none"> Projection to LCD VIA Airplay Technology 	
Medical Education Building	2nd	2602	<ul style="list-style-type: none"> Projection to LCD VIA Airplay Technology 	
Medical Education Building	2nd	2651	<ul style="list-style-type: none"> Projection to LCD VIA Airplay Technology 	
Medical Education Building	2nd	2661	<ul style="list-style-type: none"> Projection to LCD VIA Airplay Technology 	
Medical Education Building	2nd	2653	<ul style="list-style-type: none"> Projection to LCD VIA Airplay Technology Video Conference 	Dean's Conference Room
Orbach Science Library	Ground	G73	<ul style="list-style-type: none"> Projection to LCD Podium Lecture Capture Mic System 	
Orbach Science Library	Ground	G71	<ul style="list-style-type: none"> Projection to LCD Podium 	
Orbach Science Library	1st	146	<ul style="list-style-type: none"> Projection to LCD 	
Orbach Science Library	1st	148	<ul style="list-style-type: none"> Projection to LCD 	
Orbach Science Library	2nd	208	<ul style="list-style-type: none"> None 	
Orbach Science Library	2nd	209	<ul style="list-style-type: none"> None 	
Orbach Science Library	2nd	210	<ul style="list-style-type: none"> None 	

2.5 Service Performance

Metric		Target		Red If
Time to answer request	<=	24 hours	>=	48 hours
Business duration to fulfill service request	<=	2 Days	>=	4 Days
Business duration to fulfill Clinical service request	<=	2 hours	>=	12 hours
Business duration to Deploy computer, Post-Purchase when hardware arrives	<=	7 days	>=	10 Days

2.6 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

2.6.1 Service Availability

Coverage parameters specific to the service(s) covered in this agreement are as follows:

- General Business Hours: 8:00 AM to 5:00 PM, Monday – Friday (excluding holidays)
- Core Support Hours: 7:30 AM to 5:30 PM, Monday – Friday (excluding holidays)

Service availability is subject to change based on determination by department leadership in conjunction with the School of Medicine Chief Technology Officer. Exceptions/additional service availability may be granted by department leadership in conjunction with the Chief Technology Officer to a limited number of users on business need and resource availability.

2.6.2. Service Request

Service tickets/requests may be initiated through the following means:

- **Online Ticket Submission** – Users may logon to <https://help.medsch.ucr.edu> and submit a support request through ticketing system. This is the recommended approach for most support requests and users will receive an automated response acknowledging receipt of service request.
- **E-mail Submission** – Users may e-mail the helpdesk at helpdesk@medsch.ucr.edu. The support mailbox will be monitored during General Business Hours and requests will be answered in the order received. E-mail requests will generate a ticket within ticketing system for status tracking.
- **Shared Phone Support Line** – If access to the online ticketing system and e-mail is not readily available, users can call the shared support line at 951-827-7676 (x27676) and press 1 for Helpdesk or press 2 for Instructional Support. The line will be monitored during core support hours, but online ticket and e-mail submission are the recommended and preferred request methods.

Unless otherwise specified, requests received with online ticket submission, e-mail submission, and the shared support line will receive the same priority and be managed accordingly. Office of Information Technology support technicians will attempt to contact users at least 3 times over 3 business days if further information/action is required from the requestor. If no response is received after the 3rd attempt, the ticket will be closed on the 3rd business day after initial request. A new request for support may be initiated by the end user if support is still required.

2.6.3. Escalation

After pursuing the standard service request reporting mechanism via a service ticket submitted directly by the end user or their IT Professional through the helpdesk, the submitter will have a service ticket number that can be used to reference the service request reported. If a service has reached its second day without a resolution, the service request can be progressively escalated by the user in this manner:

- Via helpdesk, at the user's request, call if forwarded to Tier 1 & 2 Supervisor/Manager
- Via helpdesk, at the user's request, call if forwarded to the Chief Technology Officer or a call back would be needed.

2.6.3. Procurement

It is recommended that all hardware and software be purchased using the standard procurement processes. Best Effort Support for hardware and software will be provided to items purchases outside of the Office of Information Technology standards unless a documented exception is granted.