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# **IT Student Services**

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**Faculty and Staff**

**IT Student Services**

**Service Level Agreement**

# IT Student Services

## IT Student Services Faculty and Staff Laptop Program Service Level Agreement (SLA)

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# IT Student Services

## Executive summary

### 1.1 Services provided

This Service Level Agreement describes Carlson School IT Student Services' commitment to provide the following services:

1. Hardware repairs for laptops purchased through the Carlson Laptop Program

The Agreement does not cover personal computers, software installed by the customer for nonacademic purposes, personal hardware, or any problems resulting there from.

### 1.2 Hours of coverage

The procedures in this Agreement are followed during the hours of operation for the IT Student Services (visit <http://www.carlsonschool.umn.edu/it/ss> for hours of operation).

### 1.3 Disclaimer

Carlson School IT Student Services ("ITSS") reserves the right to change or add to this Service Level Agreement ("SLA ") at any time without notice. Under no circumstances will IT Student Services be liable for incidental, consequential, indirect, direct, special, punitive, or other damages, including loss or theft, of any description under any theory of law or equity. The services described in this agreement are "as is" with no express or implied warranty, and no warranty of merchantability or fitness for a particular purpose.

# IT Student Services

## General overview

This Service Level Agreement (SLA) between **IT Student Services** (hereafter referred to ITSS), **Carlson faculty and staff members** (hereafter referred to as Customer), and the **IT Service Center** for faculty and staff (hereafter referred to as Service Center), establishes a commitment for **hardware repairs and equipment loans** as detailed in this Agreement. This document clarifies all parties' responsibilities and procedures so Customer needs are met in a timely manner.

### 2.1 Customers

All current Carlson School of Management faculty and staff members.

### 2.2 Clusters

Technical support for Carlson School of Management clusters.

### 2.3 ITSS Contact persons

#### ITSS Managers

Garreth McMaster  
IT Student Services Manager  
gmcmaster@umn.edu  
(612)626-7877

Matt Maloney  
IT Student Services Manager  
mmaloney@umn.edu  
(612)626-7877

# IT Student Services

## Terms and conditions

### 3.1 Agreement period

This Agreement is valid for customers based on the following conditions:

1. Customer is a current faculty or staff member with the Carlson School of Management participating in the Carlson Laptop Program.
2. Laptop and components are covered by warranty.

### 3.2 Hours of coverage

The procedures in this Agreement are followed during the hours of operation for the IT Student Services (visit <http://www.carlsonschool.umn.edu/it/ss> for hours of operation).

### 3.3 Incident management service goals

ITSS staff will attempt to resolve problems with the Customer's laptop within one (1) to three (3) business days of the machine being brought to an ITSS service location (ITSS Help Desk or Laptop Repair Center).

# IT Student Services

## Supported services

### 4.1 Services provided

1. This Agreement covers the following:
  - a. Hardware repairs for laptops purchased through the Carlson Laptop Program
  - b. Academically oriented third-party peripherals, e.g. USB flash drives.

### 4.2 Services not provided

1. Diagnosis and support for non-supported software/hardware.
2. Diagnosis and support for nonacademic software/hardware.
3. Diagnosis and support of any and all OSs.
4. Data backup/recovery
5. Training for use of applications/OS-related utilities.
6. Support and training for any and all web application support.

# IT Student Services

## Party responsibilities

### 5.1 Customer responsibilities

1. Consult the Service Center for all issues related to their laptop.
2. Adhere to the terms of this SLA.

### 5.2 Service Center responsibilities

1. Diagnose all hardware related issues for their customers' laptops.
2. If diagnosis finds there to be a hardware fault, route ticket to IT Student Services for part orders and replacement.
3. Bring the Customer's laptop to IT Student Services (ITSS Help Desk or Laptop Repair Center) to complete replacement of parts.
4. Assist their Customers with data-backups to prevent data loss due to faulty hardware.

### 5.2 IT Student Services responsibilities

1. Order any laptop parts for the Customer as directed by the Service Center in a timely manner.
2. Inform the Service Center when parts arrive, so Service Center staff may bring the Customer's laptop to IT Student Services.
3. Replace Customer's laptop parts in a timely fashion.

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# IT Student Services

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## Customer incidents

For technical problems or questions:

- Contact the Faculty & Staff Service Center

For functional problems or questions:

- Contact the Faculty & Staff Service Center