

Undergraduate

IT Student Services

Laptop Program

Service Level Agreement

IT Student Services
Undergraduate Laptop Program
Service Level Agreement (SLA)

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Executive summary

1.1 Services provided

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

1. IT systems end-user troubleshooting and problem routing.
2. Machine maintenance, repair, data backup, data recovery and troubleshooting.
3. IT equipment loans (visit <http://www.carlonschool.umn.edu/it/ss> for a current equipment list).

The Agreement does not cover personal computers not purchased as part of the Undergraduate Laptop Program, 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 IT Student Services. Repair and hardware replacement is available during hours of operation for the Laptop Repair Center location in Hanson Hall; please visit <http://www.carlonschool.umn.edu/it/ss> for more details on locations and hours of operation.

1.3 Disclaimer

The Carlson School IT Student Services Group reserves the right to change or add to this Service Level Agreement ("SLA ") at any time without notice. Under no circumstances will the IT Student Services Group 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.

General overview

This Service Level Agreement (SLA) between **IT Student Services** (hereafter referred to as ITSS) and Undergraduate Laptop Program participants (hereafter referred to as Customer) establishes a commitment for **laptop, academic software and IT systems support** as detailed in this Agreement. This document clarifies both parties' responsibilities and procedures so Customer needs are met in a timely manner.

2.1 Customers

All Undergraduate Laptop Program participants currently registered with the Carlson School of Management Undergraduate Program.

2.2 Contact persons

ITSS Managers
Garreth McMaster Help Desk Supervisor Laptop Repair Center Supervisor Lab Manager gmcmaster@umn.edu (612)626-7877
Matt Maloney Help Desk Supervisor Laptop Repair Center Supervisor mmaloney@umn.edu (612)626-7877

Terms and conditions

3.1 Agreement period

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

1. Customer is currently registered as a Full-Time Undergraduate student with the Carlson School of Management; as outlined in the University of Minnesota policy.
2. Laptop and components are covered by vendor warranty.

All support for Undergraduate Laptop Program participants will terminate upon graduation.

3.2 Hours of coverage

The procedures in this Agreement are followed during the hours of operation for ITSS locations (visit www.carlsonschool.umn.edu/it/ss for hours of operation).

3.3 Incident management service goals

ITSS staff will diagnose issues with the Customer's laptop, operating system or supported applications in a timely, first-come, first-served manner. ITSS staff will strive to correct these issues within four (4) business hours of the diagnosis being made. Resolution of a problem may include but is not limited to: replacement of components under warranty, removal of applications, removal or re-installation of drivers or backing up the Customer's data, re-imaging the laptop and copying the Customer's data back to the re-imaged machine. For issues that cannot be directly resolved by ITSS staff, the Customer will be routed to an appropriate service provider.

Supported services

4.1 Services provided

1. This Agreement covers the following hardware:
 - a. Laptops purchased as part of the Undergraduate Laptop Program. If Customer has purchased more than one laptop through the program, this agreement covers only the most recently purchased laptop and its peripherals. Services for any other laptops, associated operating systems, applications or peripherals will be provided as per the ITSS Non-Laptop Program Participants Service Level Agreement.
 - b. Academically oriented third-party peripherals, e.g. USB flash drives.
2. This Agreement covers the following software:
 - a. Selected Microsoft Office 2007 components
 - i. Microsoft Word 2007
 - ii. Microsoft Excel 2007
 - iii. Microsoft Powerpoint 2007
 - iv. Microsoft Access 2007
 - v. Microsoft Publisher 2007
 - b. Windows XP Professional
 - c. Symantec Antivirus (University version)
 - d. Standard, user-level support for the Carlson School supplied software image (i.e. the specific Windows XP settings and the software with which the customer received the machine)
3. This Agreement covers support of the following Central University of Minnesota IT services:
 - a. Carlson School of Management course access through WebCT/Vista.
 - b. University of Minnesota wireless.
4. This Agreement covers the following Carlson School of Management services:
 - a. Wireless printing through the Carlson School of Management.
 - b. Carlson School of Management lab accounts/printing.

5. Support for laptops not purchased through the Undergraduate Laptop Program as per the ITSS Non-Laptop Program Participants Service Level Agreement.

4.2 Services not provided

1. Support for non-supported software/hardware.
2. Support for nonacademic software/hardware.
3. Support for Microsoft Office Groove 2007
4. Support for any operating system (OS) other than Microsoft Windows XP Professional
5. Training for use of applications/OS-related utilities.
6. Any and all items found within the Excessive Image Deviation Policy (See Appendix A: Excessive Image Deviation Policy).
7. Support for laptops not purchased through the Undergraduate Laptop Program, except as listed in the Non-Laptop Program Participants Service Level Agreement.

Party responsibilities

5.1 Customer responsibilities

Customer agrees to:

1. Follow all associated procedures.
2. Consult the ITSS website (www.carlsonschool.umn.edu/it/ss) for issues not of an immediate nature.
3. Purchase laptop model(s) as specified by the Undergraduate Laptop Program
4. Be willing and available to provide critical information within 30 minutes of receiving a request for information from an ITSS staff member seeking to resolve a Customer issue.
5. For data backup/recovery: keep all relevant essential information in either My Documents or on the desktop (see Appendix D: Data Loss Waiver).
6. Understand that any and all data NOT in an approved location WILL BE LOST.
7. Understand that neither ITSS, nor the Carlson School of Management, nor the University of Minnesota are responsible for any and all data that is lost before, during, or after any and all procedures performed by ITSS, or as the resultant thereof.
8. Adhere to the terms of this SLA.
9. Follow and understand the guidelines set forth in the Excessive Image Deviation Policy.
10. Sign and understand the terms set down in the Data Loss Waiver.
11. Understand the responsibilities of ITSS (i.e. imaging WILL take place unless otherwise specified).
12. Understand that the Customer, not ITSS, is responsible for the Customer's data.
13. Customers follow the University Student Code of Conduct.

5.2 ITSS responsibilities

5.2.1 General responsibilities:

1. Keep up-to-date information on the ITSS website.
2. Strive to maintain a 4 business hour turn around for hardware repairs and operating system re-installation, following diagnosis.
3. Meet response times associated with the priority assigned to Customer issues.
4. Maintain appropriately trained staff.

5.2.2 ITSS responsibilities:

1. Provide IT systems end-user troubleshooting and problem routing
 - a. Provide Tier-1 support resolutions within 15 minutes of check-in
 - b. If unable to reach a resolution within 15 minutes of check-in, troubleshooting will be escalated to Tier 2 support.

- c. If customer is requesting a service not covered by this SLA, ITSS will route the Customer to an appropriate service provider.
2. Provide 4 cumulative business tech hours, following diagnosis, after which, unless specified by signing the Re-imaging Opt-Out Agreement (see Appendix B: Re-Imaging Opt-Out Agreement), re-imaging will take place. Cumulative tech hours may consist of any and all of the following services:
 - a. Virus/malware/rootkit scans
 - b. OS troubleshooting
 - c. Basic wireless troubleshooting
 - d. Hardware support and repairs
 - e. Data backup and recovery
 - f. Approved software support

Customer incidents

For technical problems or questions:

- Call the ITSS Help Desk ((612)625-5550).
 - or -
 - Visit the ITSS Laptop Repair Center (Hanson Hall, room L-103)
 - or -
 - Email ITSS at csomhelp@umn.edu
 - or -
 - Visit the ITSS Help Desk for after-hours/weekend support (CSOM, room 1-148)

For functional problems or questions:

- Call ITSS
 - or -
 - Email ITSS

IT Student Services

Carlson School of
Management Information
Technology Department

Appendix A: Excessive Image Deviation Policy

Overview

Laptops purchased as part of the Undergraduate/FTMBA laptop program come pre-installed and configured by the Help Desk with Windows XP Professional and Office 2007, as well as several other pieces of software related to security, usability and productivity. The state of the computer as the Customer first receives it constitutes the *image*. Through normal personal and academic usage the image will accumulate many changes: most notably the creation of academic documents. However, some categories of changes (see examples below) instigated specifically by the Customer affect the stability and usability of the machine beyond the means and time of the Help Desk to suitably repair the machine. Such changes constitute *excessive image deviation*. In the case of excessive image deviation, the Help Desk will no longer take support responsibility for the Customer's software configuration. Hardware related problems are still the support responsibility of the Help Desk. In order for the Help Desk to resume software support responsibility, the Customer must allow his/her machine to be *re-imaged*. This will restore the machine to the original image as the Customer first received it. The Help Desk will back up the Customer's data (see Appendix C: Data Backup/Restoration Policy) prior to re-imaging the machine and then restore the data after re-imaging.

Excessive Image Deviation may consist of but is not limited to:

- Customer installation of the operating system (including Windows XP Professional)
- The use of encryption not specifically supported by the Help Desk
- Manual editing of Windows System Files, especially the Windows Registry
- Manipulation of the Master Boot Record (MBR), Partition Tables or other similar low level properties and/or settings
- The installation and use of virtual drive software
- The installation and use of non-academically oriented software that has not been Microsoft certified
- The installation of third party drivers that are not Microsoft certified

The Help Desk may at its discretion decide that excessive image deviation has occurred. The Customer may enquire at any time whether the installation of a given piece of software will constitute excessive image deviation.

Appendix B: Re-Imaging Opt-Out Agreement

Overview

As part of the repair process, Help Desk staff may deem it necessary to re-image the Customer's laptop. As this is part of the repair process, it should be understood that re-imaging **will** take place unless the Re-Imaging Opt-Out Agreement is signed. This agreement states that the Customer understands any risks inherent with not re-imaging. The Customer also understands that this will place them outside the scope of the normal Help Desk turn-around time (4 business hours for Undergrads / 6 business hours for FTMBA). Finally, the Customer understands that not re-imaging may result in a non-repaired laptop, and he/she accepts these, and all, consequences.

Customer Responsibilities:

- The Customer understands that by signing this document, his/her laptop **WILL NOT** be re-imaged.
- The Customer assumes full responsibility for any and all consequences as a result of this action, including, but not limited to:
 - being placed outside the scope of the Help Desk turn-around time.
 - 4 business hours for Undergraduate students
 - 6 business hours for FTMBA students
 - leaving his/her laptop with the Help Desk for a time to be determined by Help Desk staff.
 - releasing expectations of a quick repair.
 - releasing expectations of the help Desk repairing his/her laptop.
- The Customer understands his/her laptop **MAY NOT** be repaired upon return, and release the Help Desk and Carlson School of Business of all liability therein.
- The Customer understands that, while his/her laptop may be functional, there may be other defects that may degrade performance, increase security risks, and potentially destroy data. These may be, but are not limited to:
 - Viruses
 - Trojans
 - Rootkits
 - Spyware
 - Adware
- The Customer waives all liability for any and all damage done to, or caused by his/her laptop as a result of not re-imaging.

Help Desk Responsibilities

- The Help Desk will **NOT** re-image the customer's laptop.
- Help Desk staff will work with the Customer to set a reasonable time for the return of the Customer's laptop.
- Help Desk staff will put forth a **BEST EFFORT** to repair the Customer's laptop.
- If a repair is NOT possible, Help Desk will work the Customer to suggest a best, next course of action.

Help Desk staff will, at the Customer's request, backup the Customer's data according to the procedures set down in the Backup and Restoration Policy (see Appendix C: Backup and Restoration Policy).

Appendix C: Backup and Restoration Policy

Overview

The integrity and accessibility of the Customer's data is of paramount importance to the Help Desk. Therefore the Help Desk has developed standardized procedures to be followed by both the Help Desk staff and the Customer. With these procedures, the Help Desk seeks to ensure the efficacy and efficiency of the data backup and restoration process. However, the Help Desk's backup procedures are only for aiding the Customer through a re-image. In no way are the Help Desk, Carlson School of Management, or the University of Minnesota to be held responsible for any lost or destroyed data.

Customer Responsibilities

- 1 Keep any and all documents that should be backed up in the My Documents folder (C:\Documents and Settings*user*\My Documents).
- 2 Notify the Help Desk of any technical issues the Customer has had with the machine.

Help Desk Responsibilities

- 1 Backup the Customer's user profile folder (C:\Documents and Settings*user*).
- 2 Re-image an identical drive with the image appropriate to the machine model and copy the Customer's data back into the My Documents folder.
- 3 Verify with the user that the relevant data has been restored.
- 4 Keep the Customer's backup for at least one week.

Appendix D: Data Loss Waiver

WAIVER OF LIABILITY

I, _____, grant permission to The Carlson OIT Help Desk (“Help Desk”) to perform any action they deem necessary to attempt to repair my computer. I understand that this procedure is an attempt towards the repair of my computer which could result in loss of part, or all, of the data stored thereon and that the Help Desk makes no warranty or guarantee as to the success of its attempts. Furthermore, I release the Help Desk from any liability for any data loss which may occur during, or as a result of, this procedure. I also release Help Desk from any other hardware, diskettes, or other media sent to a data recovery firm in connection with this waiver.

ALL CLAIMS FOR LIABILITY AND/OR LOSS INCLUDING WITHOUT LIMITATION ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHICH MAY OCCUR AS A RESULT OF ANY HELP DESK ACTION (OR INACTION) ARE HEREBY EXPRESSLY WAIVED.

I also understand that, even if the data is successfully recovered, there is a possibility that individual files and directories on the disk may still be inaccessible due to wear and tear of the older media.

The Help Desk will not be responsible for any damages, loss, or theft incurred during the shipping process and any loss or claim against such agents shall be solely by and on the behalf of the undersigned.

This agreement is effective for the entirety of the current scholastic term. All work requests for all computers from the below signed user, from the date of signature until the end of the term, are covered under this agreement.

I agree to all of the foregoing conditions.

Print Name _____

Signature _____

Title _____

Date _____

Year/Term _____