

Non-Laptop Program Participants

IT Student Services

Laptop Program

Service Level Agreement

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Non-Laptop Program Participants
Service Level Agreement (SLA)

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Executive summary

1.1 Services provided

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

1. IT systems end-user troubleshooting and problem routing.
2. Virus scans and troubleshooting
3. IT equipment loans (visit www.carlonschool.umn.edu/it/ss for a current equipment list).

The Agreement does not cover software installed by the customer for nonacademic purposes, 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 (visit <http://www.carlonschool.umn.edu/it/ss> for hours of operation).

1.3 Disclaimer

The Carlson School IT Student Services Group (hereafter referred to as ITSS) reserves the right to change or add to this Service Level Agreement ("SLA ") at any time without notice. Under no circumstances will ITSS 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** and Non-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 Non-Laptop Program participants currently registered with the Carlson School of Management.

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 a currently registered as a student with the Carlson School of Management; as outlined in the University of Minnesota policy.

All support for Carlson School of Management students will terminate upon graduation.

3.2 Hours of coverage

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

3.3 Incident management service goals

The ITSS Group's staff will attempt to resolve problems with the Customer's computer. For issues that cannot be directly resolved by ITSS staff, the Customer will be routed to the appropriate person or persons.

Supported services

4.1 Services provided

1. This Agreement covers the following hardware:
 - a. The Customer's personal laptop
 - 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.

4.2 Services not provided

1. Hardware support
2. Support for non-supported software/hardware.
3. Support for nonacademic software/hardware.
4. Support for Microsoft Office Groove 2007
5. Support for any operating system (OS) other than Microsoft Windows XP Professional
6. Re-installation or repair installation of operating systems.
7. Training for use of applications/OS-related utilities.

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. 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.
4. 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 (see Appendix A: Data Loss Waiver).
5. Adhere to the terms of this SLA.
6. Sign and understand the terms set down in the Data Loss Waiver.
7. Understand that the Customer, not ITSS, is responsible for the Customer's data.
8. 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. Meet response times associated with the priority assigned to Customer issues.
3. 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, route customer 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 Tier 2 support for in-depth issues. ITSS will provide 4 cumulative business tech hours, after which, the laptop will be returned to the Customer. Cumulative tech hours may consist of any and all of the following services:
 - a. Virus/"malware"/rootkit scans
 - b. Basic wireless troubleshooting
 - c. Approved software support

Customer incidents

For technical problems or questions:

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

For functional problems or questions:

- Call ITSS
 - or -
 - Email ITSS

Appendix A: 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 _____