FRANK PORTER GRAHAM
CHILD DEVELOPMENT INSTITUTE

UNC-FPG-IT

Approved: 9/14/2021

Sevice Level Agreements Project Document

Purpose

The purpose of this Information Technology Support Service Level Agreement (SLA) is to define the support services provided by FPG Information Technology Client Services, Support, and Infrastructure to clients in the UNC Frank Porter Graham Child Development Institute (FPG). This SLA may evolve over time based on clients' needs and the introduction of other services into the Service Catalog provided by FPG IT.

Scope of Agreement

This agreement applies only to services provided by FPG IT to FPG researchers, staff, affiliates, post-doctoral fellows, and interns.

Services Provided under this Agreement

The following IT support services are provided to FPG researchers, staff, affiliates, post-doctoral fellows, and interns.

1. Desktop/Laptop/Tablet Services
    a. Remote/phone/in-person technical assistance with supported software and hardware; escalation to higher-level support as appropriate.
2. FPG IT Grant Project Support
    a. Work with FPG Grant Funded projects on IT aspects of grant projects including all project needs and an agreed upon FTE for support. This includes data collection support, custom web projects, instructional design and projects requiring use of a database.
3. Technical Training
    a. Training provided upon request to all members of the FPG community on approved UNC/FPG technologies.
4. IT Consultation
    a. IT consultation on available technologies and policies.

Service Catalog

FPG's service catalog is summarized in the following areas. For a complete list please refer to the IT Services area on FERN: https://fern.fpg.unc.edu/its/it-services/services/

1. New Employee Support: New equipment and IT consult with all new employees either in-person or remote.
2. Software/Hardware Installation: Installation of approved and licensed software and hardware on FPG IT supported computers.
3. Software/Hardware Break/Fix Support: Troubleshooting and diagnosis of software and hardware issues associated with failures on FPG IT supported computers.

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4. Printer Support: Configuration, setup, connection and troubleshooting of Xerox multifunction copiers/printers and any approved network printers.
5. Email: Assistance with setting up UNC issued email addresses, calendars, aliases and shared mailboxes.
6. IT Asset Management: Provide IT asset management and reporting.
7. Data Backup: Provide consultation on backup/file retention policies and assistance retrieving documents from backup locations.
8. IT Proposal Planning and Grant Support: Provide consultation and implementation on IT needs on grant projects.

Changes to Service Level Agreement

FPG IT may amend the Terms and Conditions of this agreement at any time. If amended, any changes to this Service Level Agreement will be updated on FPG's FERN website. This agreement will be updated annually and changes to service provisions made as needed.

Processes and Procedure related to this Agreement

Incident and Request Intake Process

Tickets are submitted to FPG IT through various methods:

- Email fpgitservices@unc.edu: ticket generated through automated process.
- Online Service Request to help.fpg.unc.edu: ticket generated via web form.
- FPG IT Help Phone number: ticket generated via voicemail by calling 919-636-5689.
- Email to fpgwebservices@unc.edu for any website related assistance.

Incident Acknowledgement

FPG IT has established a timeframe for IT staff to acknowledge the ticket and make contact with client. Once a ticket is created, the ticket will be analyzed by FPG IT and will be considered Acknowledged and In Process when FPG IT has made direct contact with client.

FPG IT will acknowledge tickets submitted online and via fpgitservices@unc.edu and will attempt to make contact with the client within 4 business hours of ticket receipt. At this point FPG IT will provide the client with an estimated time at which he/she will be able to assist either remotely or in person. This estimated time can vary depending on the severity of the problem, which is clarified using the Priority field in KBOX. The three categories are: General, Important (Default), and Critical.

- General: Refers to a request that has very limited impact on the client. It is intended for inquiries about technical information and general configuration, where the request is not actively causing a problem for the client.
- Important: This is the default selection for the priority field. It is used for most issues reported and indicates that the client's ability to perform their duties is negatively impacted by the issue reported in the ticket.
- Critical: This selection should be used for problems that impact a large number of clients or for those that impact a VIP client significantly.

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After evaluating the situation, the FPG IT may upgrade or downgrade a ticket's severity rating to accurately reflect the situation at hand.

Incident Resolution

FPG IT has established a timeframe for IT staff to provide status updates and resolve the ticket with clients.

Levels of Support

FPG IT provides assistance during normal business hours, 8am to 5pm Monday through Friday. We do not provide support after hours or on weekends and holidays unless there is a critical incident.

It is the goal of FPG IT to meet and exceed when possible, the level of services documented in this Service Level Agreement.

Roles and Responsibilities

FPG IT Responsibilities

- FPG IT will conduct business in a courteous and professional manner with FPG researchers, staff, affiliates, and students.
- FPG IT will attempt first contact resolution with all customers.
- FPG IT will log all information from clients required to establish contact information and to document the nature of the problem.
- FPG IT will update open tickets daily or more frequently as appropriate.
- FPG IT will escalate support requests to higher level internal support if not resolved prior to established resolution time targets.
- FPG IT will facilitate support with UNC IT and escalate support requests to campus support when appropriate.
- FPG IT will attempt to obtain client's approval before ticket closure. After three attempts to contact a client over a period of one business week, if no response is received, the ticket will be closed.

FPG Client Responsibilities

- Client shall use the processes defined in this agreement to request help and service.
- Client shall monitor email for notifications of scheduled maintenance.
- Client shall respond to inquiries from FPG IT staff regarding incidents and service requests. Tickets will automatically be closed if the client does not respond in 5 business days.
- Client shall follow best practices to ensure compliance with all applicable University of North Carolina at Chapel Hill security policies and standards.
- Client shall adhere to and comply with all applicable University of North Carolina at Chapel Hill policies, procedures and systems for the duration of this SLA.
- All applicable guidelines can be found on FERN at https://fern.fpg.unc.edu/its/it-services/policies-and-guidelines/

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General Terms and Conditions

Terms of the Agreement

This agreement is in effect as of the date of acceptance by FPG's Director and Administrative Team, at which time it will be posted on the FPG IT Website on FERN.

Organizations

This agreement is between FPG IT and any group, project, core or division within the FPG Child Development Institute.

Dependence on Other Organizations

FPG IT is dependent on other organizations within UNC and on external vendors providing support services to the FPG Child Development Institute. FPG IT will coordinate as needed with such internal organizations and with outside vendors regarding the provision of services under this agreement.

Service Targets

Definitions

Incident

For the purposes of this agreement, an Incident is generally defined as a request for support to fix an existing device or application that is either not operational or is experiencing issues.

Request for Service

For the purposes of this agreement, a Request for Service is generally defined as a request for adds, moves, or changes (i.e., a new computer setup, new device configuration, software update or issue).

Priority	Service Hours	Initial Response Time to Inquiry	Resolution Target	Frequency of Status Updates
Critical	Monday-Friday 8am – 5pm *Limited after-hours support	20 minutes	1 hour*	As needed
Important	Monday-Friday 8am – 5pm	4 business hours	2 hours post initial response*	As needed
General	Monday-Friday 8am – 5pm	1 business day	1 to 2 business days*	Daily update

* Resolution time may be impacted by factors outside of FPG IT control such as external vendor support/UNC IT infrastructure issues, warranty repair delays, shipping delays, and customer response delays.

For complete FPG IT Service Catalog, please see https://fern.fpg.unc.edu/its/it-services/services/.

Exceptions

In addition to the resolution time being impacted by factors outside of FPG IT control, there are other exceptions to the above policies. These are situations where the request is more complicated than a standard ticket and usually require input from multiple people/campus groups.

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Onboarding/Offboarding New Employees

Please give a minimum of two weeks' notice prior to a new employee's start date or termination date. This allows FPG adequate lead time to prepare a desktop/monitor and order any additional software packages. Please note that shipping delays and backorders are becoming increasingly standard for items such as laptops and docking stations. The more lead time provided the better. For offboarding, FPG IT can provide a list of checked out technology equipment that needs to be returned as well as what the current UNC policies are for email and onyen retention. If removing access rights is time sensitive, please submit a special request to the FPG IT Director as soon as possible.

Database Connectivity

Please allow a minimum of three weeks to complete a request for a desktop to be allowed access to the FPG's database servers. The delay is due the large number of departments required to allow the connections. Typically, FPG IT is involved but we require the work of both UNC IT Security and UNC Networking to complete a connection request.

Newly Approved Software/Risk Assessments

Often UNC IT will make new software packages available to campus users and/or FPG IT in conjunction with another FPG Core or project will deem a newly available software package a benefit to the institute. In these cases, please allow FPG IT to adequately explore best practices in terms configuration and deployment. For typical software packages this can be accomplished in two weeks but for more complex software that requires additional hardware like server access and database access, please allow a minimum of one month. Please note that if FPG IT determines a risk assessment will need to be performed by UNC IT Security, please allow up to three months for risk assessment. The project or core will need to appoint a staff member to help facilitate the process between FPG IT, UNC IT and the requesting group/project/core.

Office Moves

Please schedule an office move two weeks in advance of move date.

SECNAS Storage Request

Please allow one week for FPG IT to setup a new secnas storage area (S Drive). This includes brand new space for a new investigator or a new project under a current investigator.

Special Requests

These are services that require special requests to be made of either FPG IT or UNC IT. Examples of this would include new server requests, firewall requests, network port activation, new port installation, and special archive requests.

Web Services

Requests regarding FPG or FPG Project Web Sites should be made to directly to the web team at FPGWebServices@unc.edu. The responding member of the web team will communicate a reasonable timeframe for the request to be fulfilled or schedule a meeting to discuss the request in more detail.

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Requests regarding FPG Project E Learning modules should be made to directly to Wendy Morgan. She will communicate a reasonable timeframe for the request to be fulfilled or schedule a meeting to discuss the request in more detail.

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