

## CITES OnSite Consulting Service Level Definition/Agreement

This document provides a general description of the intent of the service level agreement (SLD/SLA) as well as the customers, users, approval and review process, and a definition of the terms used in the document.

### Table of Contents:

- 1.0 [Statement of Intent](#)
- 1.1 Approvals
- 1.2 Review Dates
- 1.3 Time and Percent Conventions
- 2.0 [About the Service](#)
- 2.1 Description
- 2.2 User Environment
- 3.0 [About Service Availability](#)
- 3.1 Normal Service Availability Schedule
- 3.2 Scheduled Events That Impact Service Availability
- 3.3 Non-emergency Enhancements
- 3.4 Change Process
- 3.5 Requests for New Users
- 4.0 [About Service Measures](#)

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### 1.0 Statement of Intent

This service level definition/agreement (SLD/SLA) documents the characteristics of an IS service that is required by a business function as they are mutually understood and agreed to by representatives of the customer groups. The purpose of the SLD/SLA is to ensure that the proper elements and commitment are in place to provide optimal data processing services for the business function. The customer groups use this SLD/SLA to facilitate their planning process. This agreement is not meant to override current procedures, but to complement them. Service levels specified within this definition/agreement are communicated on a monthly basis to the customer group representatives.

### 1.1 Approvals

Table A.1 shows which business groups and IS groups share ownership of the service, and their representatives have reviewed and approved this SLD/SLA.

Ownership Type	Organizational Group	Representative
Business Unit or Customer	CITES	Stan Yagi
IS Services	CITES	Richard Williams
Computing Services	OnSite Consulting	Alexander Breen

Table A.1 Organization Representation

### 1.2 Review Dates

Last Review: 3/11/08

Next Review:

### 1.3 Time and Percent Conventions

This SLD/SLA uses the following conventions to refer to times and percents:

- Times expressed in the format "hours:DRminutes" reflect a 24-hour clock in the central standard time zone.
- Times expressed as a number of "business hours" include from the hours from 8:30 to 17:00.
- Times expressed as a number of "business days" include business hours, Monday through Friday, excluding designated holidays.

The symbol "---" indicates that no time applies in a category (for example, no outages are scheduled for a day).

## 2. About the Service

This section provides a description of the service and the user community, including their physical location.

### 2.1 Description

OnSite Consulting is a service through CITES, which provides skilled consultants for computer technical support. Our consulting staff can assist you either at the site of the problem, or within the OnSite computer lab, 2558 Digital Computer Laboratory (DCL). We typically assist customers with the following problems: can't connect dialup with networking, operating system installation and troubleshooting, software installation and troubleshooting, networking issues, printer configuration, new computer installation, server set up and administration, multimedia (scanner, sound cards, video capture cards, CD/DVD, etc.) set up and configuration, hard drive installation, and many more. OnSite Consulting can address these problems on PCs, Macs, and UNIX machines.

OnSite Consulting is available for \$40 per hour, with a one-hour minimum. This fee can either be charged to a University account or through a personal check. Cash is not accepted. Emergency same-day service can be arranged for \$80 per hour. Complete listings of services are listed below:

Service Description	Client Description	Cost
<b>Regular service</b> – Client is contacted to schedule an appointment within 2 days.	Faculty, Staff, and Students at UIUC	\$40/hr
<b>Emergency service</b> – Consultant will arrive within 24 hours to work on computer problems.	Faculty, Staff, and Students at UIUC	\$80/hr
<b>Extended hourly service</b> – A consultant is assigned to a department to provide computer support. Normally 4-10 hours of work per week is scheduled.	UIUC departments on campus	\$40/hr
<b>DS discounted service</b> - Same as our regular service but at a discounted rate.	DS departments with fewer than 2 FTE of DS consultants	\$30/hr
<b>DS volume discounted service</b> - Same as our regular service but at a severely discounted rate.	DS departments with 2 FTE or more of DS consultants	\$25/hr

## General Notes:

1. We service computers in the Champaign-Urbana area only. However, special exceptions to this will be made.
2. Customer will be charged travel time if the consultant has to travel off campus.
3. Customer will be responsible for the purchase of any hardware or software needed to fix a computer or any other device. However, OnSite can facilitate the purchase of needed equipment through Champaign Computer, but a 10% markup price will be assessed.
4. OnSite consulting will attempt to fix those problems, which appear to lie within the abilities of its consultants. However, not all computer problems can be addressed by this group. OnSite consulting will make a good faith effort to fix all problems within its abilities.

To schedule an OnSite appointment, call 333-8628 during regular business hours or email [onsite@uiuc.edu](mailto:onsite@uiuc.edu). In your message, include your name, a contact number, and a short description and location of the problem. A consultant will contact you within two business days to schedule an appointment.

Prior to scheduling an appointment, please note that OnSite Consulting cannot guarantee a solution to every problem, though we are capable of guiding you to the department or business that can. Our staff is prepared to find the answers to your questions.

## 2.2 User Environment

The business function is conducted in the following data processing environment as shown in Table A.2.

<b>Eligible Users</b>	<i>All departments, units, groups, faculty, student, and staff affiliated with the University of Illinois.</i>
<b>Where Service is Delivered</b>	<i>If an appointment has been scheduled with an OnSite consultant, a client can bring their machines into 2558DCL or the consultant will travel to any Champaign-Urbana location (travel outside of C-U is done at the discretion of OnSite Consulting and is charged a fee of \$40/hr to the client).</i>
<b>Computer Platforms Required to Use the Service</b>	<i>PC (DOS, Windows 95, Windows 98, Windows NT, Windows 2000, Windows XP, Vista), MAC (OS 7 through 10.5), Unix (Some versions of Linux, Solaris, BSD).</i>
<b>User Background or Training Required to Use the Service</b>	<i>Users must have software licenses in order for consultants to install software.</i>

Table A.2 Service User Community Characteristics

## 2.3 User Support Services

<b>Phone Assistance</b>	217-333-8628 8:30am-5:00pm M-F
<b>Walk-in Assistance</b>	2558 DCL 8:30am-5:00pm M-F Note: A person should have an appointment with OnSite prior to bringing their computer into DCL.
<b>E-mail Assistance</b>	Information: onsite@uiuc.edu General Help: consult@uiuc.edu Specific Questions: onsite@uiuc.edu
<b>Documentation/FAQ</b>	<a href="http://onsite.cites.uiuc.edu">http://onsite.cites.uiuc.edu</a>
<b>Notification to Users of Service Changes</b>	<a href="http://onsite.cites.uiuc.edu">http://onsite.cites.uiuc.edu</a>
<b>Service Status Information</b>	<a href="http://status.cites.uiuc.edu/">http://status.cites.uiuc.edu/</a>
<b>Reporting Problems with the Service</b>	217-244-1000 net-trouble@uiuc.edu

Table A.2.1 Support Services for the User Community

## 3.0 About Service Availability

This section provides information about the normal schedule of times when the service is available. It also describes the process for enhancing or changing the service.

### 3.1 Normal Service Availability Schedule

Table A.3 shows the times the service is available for customer use.

Times	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start		08:00	8:00	8:00	8:00	8:00	
Stop		17:00	17:00	17:00	17:00	17:00	

Table A.3 Service Availability

### 3.2 Scheduled Events That Impact Service Availability

Regularly scheduled events can cause a service outage or have an impact on performance (such as slow response time). Table A.4 shows when these are scheduled to occur.

Times	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start							
Stop							

Table A.4 Scheduled Maintenance

Note: There is no scheduled maintenance for the OnSite Consulting service. However, the OnSite consulting service will not be available on University holidays.

### 3.3 Nonemergency Enhancements

All changes that take more than four hours to implement or that impact user

workflow are reviewed by the manager of OnSite Consulting, Alex Breen, for approval and prioritization.

Enhancements and changes that do not require a service outage and that do not impact user workflow are implemented upon completion.

Enhancements and changes that require a service outage are scheduled outside business hours. Users are notified at least two business days in advance when a nonemergency service outage is required to implement an enhancement or change.

To request an enhancement, submit a problem by sending email to onsite@uiuc.edu.

### 3.4 Change Process

Changes to the consulting service should be requested by sending email to onsite@uiuc.edu.

### 3.5 Requests for New Users

New users may request service at any time and fall under the same service parameters as repeat users.

### 4.0 About Service Measures

CITES management monitors and reports the service quality. Table A.5 shows the service measures that are reported along with the performance targets.

Measurement	Definition	Performance Target
Service Availability Percent	The percent of time that the application is available minus the impact time from any events (scheduled or unexpected) other than loss of network or other contingencies specified in 4.1	99.5%
User Response Time	The time taken for the user to complete a user request and get a response	Within 2 business days for regular service and within 24 hours for emergency service.
Problem Response	The time required for a user to receive a response after reporting a problem to the Help Desk	1-High Priority <i>Within 2 hours</i> 2-Normal Priority <i>Within 2 business days</i> 3-Low Priority <i>Within 2 business days</i>
Problem Circumvention or Resolution Time	The time required for a user to receive a circumvention or a solution after reporting a problem to the Help Desk	1-High Priority <i>Within 24 hours</i> 2-Normal Priority <i>Within 1 week</i> 3-Low Priority <i>Within 1 week</i>

Table A.5 Service Quality Measurement

The OnSite Dispatcher prioritizes requests for support according to the following priority-level guidelines:

**1-High Priority**

The client requests emergency service.

**2-Normal Priority**

The client requests normal service.

**3-Low Priority**

Same as normal priority.

**4.1 Service Dependencies**

This service depends on other services offered by CITES or by other service providers. These services are listed below along with the service provider and where available the service level definition/agreement between internal CITES services or external vendors.

Service	Dependency on Service	Service Provider
<i>Telephone</i>	The OnSite phone line must be working for users to request service by phone at 333-8628.	<i>CITES (Communications)</i> <a href="http://www.cites.uiuc.edu/telecomm/index.html">http://www.cites.uiuc.edu/telecomm/index.html</a>
<i>Email</i>	The OnSite email address must be working for users to request service by email at onsite@uiuc.edu.	<i>CITES</i> <a href="http://exchange-accounts.ad.uiuc.edu/">http://exchange-accounts.ad.uiuc.edu/</a>
<i>Ticketing</i>	OnSite Consulting relies on the DS Hosting Services for ticket assignments.	<i>CITES DS</i> <a href="http://www.ds.uiuc.edu/webhosting/default.htm">http://www.ds.uiuc.edu/webhosting/default.htm</a>
<i>UIUC Campus Active Directory</i>	Ticket access is authenticated by the UIUC Campus Active Directory	<i>CITES</i> <a href="http://www.ad.uiuc.edu">http://www.ad.uiuc.edu</a>

Table A.5.1 Service Dependencies