

Service Level Agreement

Between:

Information Technology Services (ITS)

And

<Client_Name>

Date: current date

Signature Page:

This agreement is effective as of the date of mutual signing between Information Technology Services, hereinafter referred to as ITS, and <Client_Name>.

Approved on behalf of ITS

Date:

Steve Greene, Director
sagreene@mun.ca
864-8329

Approved on behalf of the <Client_Name>

Date:

<Name>, Director
[client name@mun.ca](mailto:client_name@mun.ca)
864-####

Agreement

The purpose of this document is to identify and describe the Information Technology and support services provided by Memorial University's Information Technology Services (ITS). Please refer to the ITS Service Catalogue main page - http://www.mun.ca/computing/services/service_catalogue.php - for a complete list of service offerings.

Each service request by the client and approved by ITS will be added to this document in the form of an appendix by modifying this document to reflect the new service. Services requested by the client will be defined and any out of pockets costs can be determined on an as needed basis.

University Departments and Separate Incorporated Entities are bound by the university policies and will follow the IT standards and procedures defined by ITS. Policies are available for viewing at <http://www.mun.ca/policy/site/az.php>

Terms of Agreement

Unless otherwise terminated or modified, this agreement will remain in effect for a period of 5 years from the date of signing. The Client may terminate this agreement at any time, provided that three months written notice is provided. ITS may terminate this agreement at any time provided that three months written notice is provided; however, ITS reserves the right to immediately terminate this agreement in the event that we can reasonably demonstrate that there are breaches of policy or Memorial's IT Security practices. In the event of termination, all financial matters will be resolved (invoiced and paid) within two months.

Contact Information

For operational, day to day communications for all services, the Client will contact [the ITS Service Desk](#). Requests, or tickets, are logged at ITS Service Desk and entered into a computer system which manages, assigns and reports on the resolution of problems.

Contact Information:
Service Desk Phone: 864-4595
e-mail: help@mun.ca

Hours of service:
Regular Hours - Monday to Friday, from 8:30 a.m. to 5:00 p.m.
Summer Hours - Monday to Friday, from 8:30 a.m. to 4:30 p.m.

Review of Service Levels

ITS will meet with the <Client_Name> to discuss the services as necessary or minimally once a year. At any time the client wishes to discuss their services, they may contact the Service Desk or arrange a meeting with the IT Service Advisor.

If charges are incurred for ITS services, the client will be billed on a quarterly basis.

Project Requests:

Project requests are to be completed by the client department in consultation with their IT Service Advisor or a member of the Project Management Office. Once complete, these project requests will follow a formal process that involves the inclusion of the Information Systems Development Policy. Smaller projects are initiated based on business need and resource availability.

Infrastructure Changes:

For implementation of infrastructure changes, ITS follows a Change Advisory Board (CAB) weekly process to review and approve planned infrastructure changes. This process is in line with ITIL best practises.

Operations and Security:

<Client_Name> acknowledges that MUNet is an important component of Memorial University's communications infrastructure and that ITS is responsible to ensure that the network is secure and safe from practices which might compromise information or the operation of MUNet.

<Client_Name> agrees that, if ITS detects security or performance adverse activities initiated by users or equipment covered under this agreement, ITS may, at its sole discretion:

1. Lock user accounts until the issue is resolved,
2. Remove the particular equipment from the network and this agreement or,
3. Cancel this agreement, provided that ITS notify <Client_Name> of breach and provide an explanation of why the actions have taken place.

Confidentiality

ITS acknowledges that ITS staff may have access to, and receive, information which may be confidential. ITS agrees to hold such information confidential and to absolutely refrain from the release of such information in any form without the express written consent of the owner, unless required to do so as applicable by law. All ITS employees are required to sign an Undertaking of Confidentiality Agreement.

Chart of Authorities, <Client_Name>

The Signatory to this agreement has overall signing authority and is the central point of contact, or agreement “owner”. This person may request additional services or changes to this document and will indicate in the Chart of Authorities the individuals (“authorities”) permitted to make requests associated with the services defined in this agreement.

Service Name	Authorities	Title	E-mail Address	Tel #
Central File Services, Microsoft Exchange, and Service Desk	(Primary)			
	(Secondary)			

Signatory to the Agreement: _____
(Dean/Director/Department Head)

<Director_Name>, Director – <email> – <phone >

Chart of Authority Date: _____

Appendix A– Hosted Services, <Client_Name>

ITS provides information technology facilities - physical and virtual - to host standalone and shared-server services as described in the Service Catalogue under ‘Server Hosting’: (<http://www.mun.ca/cc/services/servicecatalogue/ServerHostingService.php>).

Decisions regarding provisioning of servers will be made in consultation with the client.

<Client Name> have the following services hosted at ITS

Server	Application

Appendix B – Microsoft Exchange Service, <Client_Name>

ITS provides a clustered Microsoft Exchange service on a campus-wide basis. The Exchange service provides e-mail, calendaring, and scheduling abilities via a Microsoft Outlook or Outlook Web interface.

Appendix C - Central File Share (Voyager File Share), <Client_Name>

ITS provisions and manages a central file share (file storage solution) on behalf of its clients. Central file shares eliminate the need for departments to acquire and maintain their own file servers for the purposes of file storage and file sharing. It ensures proper data protection and security mechanism are applied to the corporate data of the university.