

Service Partnership Agreement

By and Between
Administrative Services
And
Finance and Administration Shared Services Information Technology

Effective Date: July 1, 2026 – June 30, 2027

This agreement represents a Service Partnership Agreement (SPA) between Finance and Administration Shared Services Information Technology (FASS IT) and the Administrative Services, hereby referred to as the “Partner Unit,” for the provisioning of administrative support to enhance and support departmental activities as outlined below. The elements of the service covered by this agreement include:

- Information Technology

Agreement Period

This agreement is in effect until it is updated annually. Alternative administrative arrangements for the services outlined in this SPA may only be made with the written approval of the Senior Vice President of Finance and Administration. Any changes to services made in this way must have a 180-day notice period.

Partner Unit Responsibilities

- Partner Units will not unplug (other than undock), move, or otherwise make changes to IT equipment without first engaging with FASS IT to gauge level of support involvement needed.
- Provide due dates for any request needed within a specific timeframe.
- Make best effort to provide detailed, advanced notice for new requests or projects to allow time for planning and implementing the request.
- Inform FASS IT of any technology purchases under review for procurement related to the systems supported by FASS IT.
- Include FASS IT in conversations regarding major plans or strategic goals that may adjust IT priorities related to the systems supported by FASS IT.
- Commit to jointly filling out Project Intake Form with FASS IT personnel for any new IT-related projects.
- Adhere to all applicable federal, state, university, and shared services policies and procedures.
- Commit to building a collaborative environment working towards a solution-based agenda.
- Commit to the utilization of FASS IT software for specific functions.
- Provide a budget authority approval matrix designating delegated Budget Authority for the unit.
- Provide timely responses to requests for information.
- Use FASS IT-provided forms and intake procedures for requests, rather than directly contacting individuals for service.
- Notify FASS IT of department-level updates that may affect this service partnership or procedures governing this agreement.
- Provide authentic and clear feedback for process improvement.

- Maintain all department-specific documentation.
- Provide training to internal staff regarding this agreement or process requirements outlined here or within specific FASS-IT procedures.

FASS IT Responsibilities

- Meet response times associated with service-related incidents.
- Generate semi-annual reports on service levels for Partner Units indicating KPI adherence.
- Train required Partner Unit staff on appropriate service support tools.
- Provide appropriate notification and coordination to the business unit for all interruptions to service delivery.
- Facilitate all service support activities outlined in this document, including related contracts.
- Maintain current contact and escalation information.
- Communicate to all appropriate Partner Unit staff regarding unit or university-wide incidents that may impact service availability.
- Represent the Partner Unit as the relevant subject matter experts in support of services outlined in this document.
- Adhere to all federal, state, and institutional policies and procedures

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Service Definition, Prioritization, and Response

Critical Definitions - What do these terms mean?

- **SPA** – Service Partnership Agreement, this document outlining FASS IT-provided services
- **FASS IT** – Finance and Administration Shared Services Information Technology
- **SME** – Subject Matter Expert, an individual who can authoritatively speak on a given subject
- **Partner Unit** – Unit, department, individual, or group receiving services from FASS IT
- **Program Management** – Identifies a responsible party for the direction and strategic decision for a particular program or service. The decision-maker on how the program or service is administered. In some cases, state law, federal law, or institutional policy act as the program management for a service.
- **Program Support** – The technical and professional staff or contracts needed to properly execute a program or service's objectives, as dictated by program management.
- **Liaison** – The means of communicating between two different groups.
- **Service Request** – A submission of a request for support from any of the FASS IT Partner Units which will be prioritized and responded to.
- **Incident** – FASS IT definition of a provided service deemed malfunctioning or unavailable.
- **Data** – A collection of information points (e.g. – an invoice was paid on 4/1/23).
- **Metric** – A comparison of data points (e.g. – an invoice that was paid on 4/1/23 was paid 5 days after receipt).
- **KPI** – Key Performance Indicator, a comparison of metrics against a target goal, used to provide indicators on service level and quality (e.g. – pay 95% of invoices within 7 days of receipt, the invoice paid on 4/1/23 met this KPI).
- **Success Measure** – A KPI for a particular service in this document.

Service Definitions – How FASS IT Provides Services

- **Partner** – FASS IT acts as the Partner Unit's single point of contact and liaison with other UO departments to address the service request or incident. Other university units (non-Partner Unit) act as the program support and program management (e.g. – University Support Services Requests).
- **Consult** – FASS IT acts as an SME for the Partner Unit. FASS IT acts as the program support while other university units (non-Partner Unit) act as the program manager. Final deliverables are the responsibility of the Partner Unit (e.g. drafting a letter of expectations).
- **Coordinate** – FASS IT acts as an SME for the Partner Unit. FASS IT acts as the program support while other university units (non-Partner Unit) act as the program manager. Final deliverables are the responsibility of FASS IT (e.g. making travel arrangements for Partner Unit staff, creating and tracking invoices for A/R).
- **Provide** – FASS IT provides end-to-end support of this service, acting as the program support while other university units (non-Partner Unit) act as the program manager. There may be FASS IT-specific criteria or procedures in support of this service (e.g. – annual budget process).
- **Manage** – FASS IT acts as both the program support and program management of a program or service. There may be FASS IT-specific criteria or procedures in support of this service (e.g. – duty phone plan administration).
- **Maintain** – FASS IT acts as the program support for a service. Other university units (Partner Unit or non-Partner Unit) act as the program manager (e.g. – computer-aided dispatch system support).

- **Project** – A project request is a time-bound endeavor involving planning, execution, testing, and phased efforts to deliver unique outputs like software implementations, report buildouts, data integrations, or technology installations.
- **Service Request** – An IT service request (ticket) addresses routine maintenance, minor changes, or interruptions to IT services such as password resets, minor updates, or peripheral requests.

Business Hours

- **FASS IT Business Hours** – Typical business hours for support are **Monday-Friday, 8:00 AM - 5:00 PM**.

Service Prioritization and Response

The following details the process utilized by FASS IT to prioritize incidents. Note the prioritization is determined by FASS IT in consultation with the user submitting the request.

Service Request Priority, Response, and Resolution – Partner Units can expect an initial first response time for all service requests (issues) submitted via an approved submittal method within one hour of initiation. All requests enter the system as a STANDARD priority until they are assessed by a FASS IT representative for the following factors (not all-inclusive): who the requestor is, the overall impact of the issue, and the urgency of the issue.

If a specific due date is provided by the Partner Unit, FASS IT agents will do their best to adhere to the request or negotiate a different time frame depending on the nature of the issue. If due dates are negotiated, those dates become the point of measurement for the resolution time. This due date supersedes the date as calculated using the target resolution time.

“VIP” users are typically Directors and Assistant/Associate Vice Presidents, or their equivalent org chart positions. Additional and/or specific employees may be assigned FASS IT “VIP” status if agreed upon by both FASS IT and the Partner Unit. These agreements will be documented in a specific Partner Unit service addendum.

PRIORITY	TARGET FASS IT SERVICE REQUEST RESOLUTION TIME*
ON-CALL EMERGENCY	Response within 15 minutes, resolution within 2 hours
URGENT	2 hours
HIGH	8 hours
STANDARD	5 business days
MINOR	Target dictated by actions required

*Resolution time does not include scheduled activities or waiting on the Partner Unit and other UO support units. For example, if FASS IT is working with the Partner Unit on a request and a meeting is scheduled today for three days from now, the time from today to the time of the meeting is not included in the resolution time calculation. The total time for a service request will be available for Partner Unit review upon request and is the basis for some FASS IT success measures outlined in the Services Provided section.

*References to days and hours refer to periods of time considered normal business hours, 8:00 AM - 5:00 PM Monday-Friday, University holidays excluded. Example: A High Priority FASS IT request submitted at 1:00 PM on Thursday will be considered late if resolved after 12:00 PM on Friday.

PRIORITY	GENERAL OVERVIEW OF SERVICE REQUEST PRIORITY EVALUATION
	FASS Information Technology
URGENT	• Work cannot be completed • Highly time sensitive • Damage, vulnerability, or cost is continually being incurred. • VIP user
HIGH	• A large number of staff are affected • Partner Unit unit mission is compromised • Service request scale escalation can be prevented by action • Work is significantly hindered
STANDARD	• A moderate number of staff are affected • Work is being negatively affected, but still can be completed • Typical data requests
MINOR	• Minimal effect on work and/or the issue is only an inconvenience.

FASS IT Emergency Response

In the event of an emergency where critical support is required, FASS IT can provide immediate support:

1. During Business Hours, call 541-346-2455 for immediate connection to the FASS IT service team for SME connection.
2. During non-Business Hours, for FASS IT support services call 541-346-2285 for connection to the Assistant Vice President of Finance and Administration Shared Services.

For non-business hours support, FASS IT will review any emergency calls with the requesting Partner Unit after the event is resolved for continual improvement. FASS IT may require an after-action report to be completed with the Partner Unit.

University Policy and Initiative Compliance

The University will periodically add, delete, or otherwise change policies, rules, regulations, and service levels that impact services and/or service levels provided under this SPA. FASS IT will, within a reasonable time frame and with prior notice, adjust the services provided to conform to these changes. These changes may occur outside of the annual review process for this SPA. The SPA will be amended to reflect the service level change during the following review period.

Project Prioritization and Response

The following details the process utilized by FASS IT to prioritize and schedule projects.

At FASS IT's discretion, the requestor and a FASS IT representative will jointly fill out the Project Intake Form for larger projects to gather information.

Projects will then be assessed by a FASS IT representative to determine priority and schedule based on the following Project Prioritization matrix, along with any other information provided by the requestor, such as deadlines or impact to life/safety systems.

Effort / Impact	Minor Impact	Moderate Impact	High Impact
Low Effort	Standard Priority	High Priority	Urgent Priority
Moderate Effort	Low Priority	Standard Priority	High Priority
High Effort	Minor Priority	Low Priority	Standard Priority

Minor Impact: A small number (1-5) of users would benefit from the results of the project or overall time savings would be minimal (0-5 work hours saved per month).

Moderate Impact: A modest number (5-50) of users would benefit from the results of the project and overall time savings would be decent (5-50 work hours saved per month).

High Impact: A large number (50+) of users would benefit from the results of the project and overall time savings would be substantial (50+ work hours saved per month).

Projects are assigned to technicians at the discretion of the FASS IT Director with the intention to complete projects in order of priority and meeting project schedules.

Partner Unit leadership will be provided with a monthly update of all projects awaiting assignment or in progress to ensure appropriate prioritization of projects is achieved.

SERVICES PROVIDED

Partner Unit Service Center

Partner Unit Relationship Management

Services Provided	Success Measures
• Manage all incoming Partner Unit requests via phone, email, or the FASS IT ticketing system during business hours • Coordinate with staff and stakeholders to identify and resolve challenges that arise during program delivery. • Provide FASS IT service updates to Partner Units and maintain FASS IT Knowledge Base for Partner Unit use	Avg. 4.0 or higher (on 5-point scale) as indicated on the FASS IT Partner Unit Satisfaction Survey. 99% ticket response within one working business hour*

*Working business hours are 8:00 am-5:00 pm, Monday – Friday

Information Technology

Systems Administration

Services Provided	Success Measures
• Ensuring system availability according to the Service Criticality matrix • Server system administration and management of the servers hosting the service This includes monitoring and management of system components including disk space, memory usage and processor demand as well as operating system updating and patching. • Implementation of security policies according to statutory requirements and industry best practices • System backup and recovery according to industry best practice • Redundant system configuration according to business unit availability requirements • 7x24 support as required by the business unit • Stakeholder communication regarding system status • Planned outage negotiation to minimize user impact • Unplanned outage communication and root cause analysis	Outlined in the Service Metrics section below

Application Support

Services Provided	Success Measures
• Application-specific performance monitoring and tuning of the application components that comprise the system • Technical support for the implementation of upgrades and new modules, including data conversion/uploading • Stakeholder communication regarding system status • Planned outage negotiation to minimize user impact • Unplanned outage communication and root cause analysis • Training for typical users and power users	Outlined in the Service Metrics section below

Business Analysis

Services Provided	Success Measures
• Assistance with Business Process analysis and design, including integration with other applications, and recommendations for improvement • Consultation services for contemplated changes to application configuration • Systems Interface design and implementation • Report creation including interpretation of results in business context • Development of Data Warehouse structure and incorporation of disparate data sources • Training for self-service data extraction and representation	Outlined in the Service Metrics section below

Availability Restrictions

Standard [maintenance](#) periods as implemented by Information Services (IS) for services provided by IS. These include email, Banner, Remote System Access, and Shared File services.

During curtailment or closure of normal UO operations, FASS IT will continue to support those systems designated as mission critical UO systems only.

All systems require maintenance from time to time that renders them unavailable. FASS IT will work with the Partner Unit to determine a recurring maintenance window that will minimize the impact. Events outside the control of FASS IT may temporarily restrict meeting response times.

Exclusions

- Systems and software not covered by this or other in-force SPA's.
- Equipment and software obtained outside of this agreement.
- BANNER Finance, HR, and IDR applications and system support beyond workstation set-up.
- Drupal or other web hosting or development.
- Network architecture and provisioning – these requests must go through NTS. FASS IT will broker conversations with NTS.
- Installation and configuration of software and hardware that is otherwise available as a service offered by IS. FASS IT will coordinate escalations with IS upon Partner Unit request.

Service Assumptions

Assumptions related to in-scope services and/or components include:

- The Partner Unit user base will remain within 5 FTE or 5% (whichever is greater) of current staff levels.
- Funding for major upgrades and service contract costs not defined in this agreement will be provided by the Partner Unit and treated as a project outside the scope of this agreement.
- Communication and documentation of service changes are issued to all stakeholders before implementation.

Service Metrics

The following metrics will be established and maintained by FASS-IT to ensure optimal service provision to the business unit:

Metric	Definition	Success Measures
Service Request Initial Response Time	Initial response to a Partner Unit-initiated request. Response may include notification of assignment to an agent or clarifying question sent back to the Partner Unit.	90% responded to within one business hour of request.
Escalation Request Initial Response Time	Initial response to Partner Unit-initiated escalation request. Response may include notification of assignment to an agent or clarifying question sent back to the Partner Unit.	90% responded to within one business hour of request.
Service Request Resolution time	FASS IT resolution times by due date.	90% compliance within 1 business day of calculated or negotiated due date.

Partner Unit Satisfaction	Overall measure of Partner Unit satisfaction with this service across service and escalation requests.	Avg. 4.0 or higher (on 5 point scale) as indicated on the FASS IT Partner Unit Satisfaction Survey
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Appendix - Service Criticality

The Partner Unit determines Service Criticality. FASS IT provides multiple services to a broad set of Partner Units and needs a mechanism to gauge their importance in relation to each other. The criticality designation thus helps determine the recovery sequence when outages occur that impact multiple services. If the Partner Unit has multiple mission critical or business critical services, FASS IT will request that services within these categories be ranked.

The prioritization structure defined above is not the same as service criticality as defined here. For example, it is possible to have an incident occur that has a priority of STANDARD for a mission critical service. For example, if the Partner Unit has determined that email is a mission critical service and an incident is reported whereby one user cannot access a particular mailbox, that incident will still be treated as a STANDARD request with a target resolution time of 5 business days. If, however, it is reported that the entire service is unavailable and there is another service entirely unavailable that has a lower service criticality designation, the mission critical service will be brought back into service first.

The following describes a structure for determining service categories and corresponding criticality of services for the Partner Unit:

Mission Critical

A mission critical service requires continuous availability. Breaks in service are intolerable and immediately and significantly damaging. Availability required at almost any price.

Key characteristics of this type of service are:

- Life, Safety, and Security related systems.
- Generates revenue: customer of the Partner Unit creates orders through the service.
- External customers are direct users of the services.
- Underpins the service the Partner Unit provides to its customers.

The typical impacts of a service outage are:

- Inability to conduct business as usual.
- Damaging for the Partner Unit's commercial reputation and credibility.
- Long-term outage threatens financial harm.

An example of a mission critical service is AMAG Access Control.

Business Critical

A business critical service requires continuous availability, though short breaks in service are not catastrophic. Availability required for effective business operation.

Key characteristics are:

Indirectly affects the supply of Partner Unit service to its customers.
Supports customer-facing activities

The typical impacts of a service outage are:

- Inability to respond to customer queries at a help desk.
- Long-term outage can significantly reduce company cash flow

An example of a business critical service is email.

Business Operational

Contributing to efficient operations but out of the direct line of service to the Partner Unit.

Key characteristics of business operational:

- Internal users only

The typical impacts of a service outage are:

- Reduced efficiency and increased cost of operations

An example of a business operational service is web access.

Administrative Services

Services on the level of office productivity tools, required for business to operate. Failures are undesirable but do not affect Partner Units and can be tolerated a little more. Cannot justify extreme additional expenses for higher availability.

Key characteristics:

- Internal users only

The typical impacts of a service outage are:

- Reduced individual performance and productivity

Examples of administrative services applications are desktop applications such as Microsoft Excel and Word.

ADDENDUM – Administrative Services

This agreement represents an extension of the support scope outlined in the SPA. The Administrative Services and FASS IT agree that FASS IT will provide services for systems that support the services Administrative Services provides to the University. There are multiple systems covered by this agreement.

Note that some services are provided ONLY to FASS and/or Administrative Services Leadership (ASL), not to the rest of Administrative Services – these are differentiated in the tables below.

The support offered is for system and application support; we provide support according to best practices and at the direction of the responsible Program Manager(s).

Specific Systems & Software covered by this agreement

System	Service Criticality	Supported Groups	Note
AiM	Business Critical	FASS, FASS IT	Enterprise Asset Management software also used for inventory management, purchasing, and accounts payable functions. Support: Configuration, reporting, Business Automation scripting, user setup. Not covered: Data entry
FlowShare	Administrative	Admin Svcs	System used for screenshot capture for SOPs/How-To documentation.
Smartsheet	Administrative	Admin Svcs	Support: Moving data into or out of Smartsheet for the purpose of reporting.
FASS SQL Servers	Business Critical	Admin Svcs	Database servers used for AiM, ODS, Power BI, Jira
TDX	Business Critical	Admin Svcs	Support: Front-end customization and integrations with other systems. IS supports the servers running TDX.
MS Office Suite	Administrative	FASS, ASL, FASS IT	Support: Basic troubleshooting, triage with IS support on advanced issues.
Confluence	Administrative	Admin Svcs	Support: Renewal and permissions management.

Hardware covered by this agreement

System	Service Criticality	Supported Groups	Note
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Teams Conference Rooms	Business Critical	Admin Svcs	Support: Full hardware and software support for teams room and conference room computers. Conference rooms – 171, 180, 285, 1776 MR FASS IT, Jon's office, onboarding room.
NAS Backup Servers	Administrative	FASS, FASS IT, ASL	Stores server backups.
Admin Services Printers	Administrative	FASS, FASS IT, ASL	Address book management, basic troubleshooting, escalation triage with CTX for devices ordered through FASS IT.
iPads	Business Critical	FASS, FASS IT	iPads primarily used in the warehouse for stores operations. Support: Device and app management, troubleshooting for devices ordered through FASS IT.
iPhones	Administrative	FASS, FASS IT, ASL	Support: Device and app management, troubleshooting for devices ordered through FASS IT.
Desktops and Laptops	Business Critical	FASS, FASS IT, ASL	Full desktop and peripheral support, purchasing and deployment, application installation for devices ordered through FASS IT. Inventory/asset management.
Digital Signage	Administrative	FASS, FASS IT, ASL	Support: Consulting, configuration, and training. Physical installation performed by CPEM.

Other Services covered by this agreement

System	Service Criticality	Supported Groups	Note
Employee Onboarding & Offboarding	Administrative	FASS, FASS IT, ASL	Account provisioning and permissioning, deprovisioning and permission removal, onboarding meetings to ensure application functionality.
Account management	Administrative	FASS, FASS IT, ASL	Application and file share permission management.
WFH Hardware Tracking	Administrative	Admin Svcs	Work From Home computer and peripheral tracking.
PowerBI Reporting	Business Critical	Admin Svcs	Custom report development and maintenance.
Data Management, Automation, and Scripting	Business Critical	Admin Svcs	Extracting data from campus systems, such as AiM, Banner, or TDX, and pushing it to data warehouse databases, other systems, or spreadsheet applications.

AiM Business Automations	Business Critical	Admin Svcs	Javascript scripts that run on or before record saves in AiM.
Business Process Analysis	Administrative	Admin Svcs	Documenting and mapping business process workflows, analyzing for efficiency, improvement, and/or automation.

- 24x7x365 On-call support for Mission Critical systems.
- System availability according to the Service Criticality matrix.
- Server system administration and management of the servers hosting the service.
- Implementation of security policies according to Information Security Office standards.
- Application-specific performance monitoring and tuning of the application components that comprise the systems indicated above.
- Technical support for the implementation of upgrades and new modules, including data conversion/uploading.
- Assistance with training in any of the systems listed above.

24x7x365 On-call support for Mission Critical systems

Services Provided	Success Measures
See above Mission Critical systems	100% calls answered within timeframe.

Service availability according to the Service Criticality matrix

Services Provided	Success Measures
FASS IT will take all steps necessary to ensure that the systems meet their pre-determined availability requirements. This includes implementing IT systems configurations that may include redundant systems, “warm” stand-by systems or alternative operations. Additionally, operational policies and procedures to support the availability requirements will be implemented as necessary. This includes mandatory testing on the production system to ensure that measures to support high availability function properly.	100% meeting Availability Target

Server system administration and management of the servers hosting the service

Services Provided	Success Measures
FASS IT will implement policies that incorporate industry best practices for administering systems. These policies include patch application and upgrade timeliness for hardware and server operating systems, security as well as 24x7x365 monitoring of disk, processor(s) and memory usage to ensure health and availability.	All hardware, operating system and application patching current within 90 days of release.

Workstation administration and management for devices used by FASS, FASS IT, ASL

• Manage assets (desktop, laptop, tablet, and university-owned hardware) utilized by Partner Unit operating system • Manage initial asset setup and deployment • Manage asset electronic inventory, maintenance history, and replacement schedule • Manage new asset acquisition • Provide asset tagging and tracking services • Manage application installation • Manage upgrade and patching	All operating system and application patching current within 90 days of release

Application-specific performance monitoring and tuning of the application components that comprise the systems indicated above

Services Provided	Success Measures
FASS IT will monitor and tune application components. Measurable performance thresholds will be established for each component and events that cause exceedance will be recorded and FASS IT will be notified. Additionally, data will be captured to allow trends to be graphed. Monthly reviews of server performance will be conducted. Results will be shared with Administrative Services management when they exceed performance thresholds, along with proposed or implemented fixes.	Report provided when thresholds are exceeded

Technical support for the implementation of upgrades and new modules, including data conversion/uploading

Services Provided	Success Measures
For the systems indicated above, FASS IT will, with consultation from Administrative Services leadership, plan and coordinate the timing and execution of upgrades, ensuring that the system is maximally available. We will also provide for review the detailed plans for the technical portion of the upgrade, which includes timelines, risks and backout plans.	No unplanned outages due to activities related to upgrades.

Assistance with training in any of the systems listed above

Services Provided	Success Measures
FASS IT will provide training in the use of any of the systems above upon request. Additionally, for upgrades, FASS IT will provide training for known application changes.	Partner Unit Satisfaction Metric

General Services

Relationship Management for Services provided by Information Service

Services Provided	Success Measures
- Provide overall relationship management for services provided by Information Services - Accept escalation requests for requests initiated by FASS-support unit staff and assigned to Information Services resources for resolution.	Avg. 4.0 or higher (on 5 point scale) as indicated on the FASS Partner Unit Satisfaction Survey

UO Network Wired and Wireless Local and Remote Connectivity

Services Provided	Success Measures
- Partner with the Partner Unit for private network access provisioning, VPN requests, and other solutions that enable off-site access to network resources. - Provide relationship management for these services as provided by IS.	Avg. 4.0 or higher (on 5 point scale) as indicated on the FASS Partner Unit Satisfaction Survey

Support for non-Standard Productivity, Collaboration and Unit-Specific Software

Services Provided	Success Measures
- Provide, for the list of applications here: Supported Unit Software Titles, adequately patched and upgraded currently supported versions on Partner Unit workstations as requested and approved by Partner Unit approval processes. Note that some applications require a licensing or support fee as indicated on the page in the link. - Consulting services for the specification, request, acquisition, installation, and maintenance of software.	Avg. 4.0 or higher (on 5 point scale) as indicated on the FASS Partner Unit Satisfaction Survey

Security Best Practice Education and Training for End-Users

Services Provided	Success Measures
- Manage routine training and notification for end-users regarding email, portable devices, and online browsing safe practices. Part of this practice involves IT review and vetting of suspected “bad” emails and suspect sites encountered by end-user - Partner with the Information Security Office to keep abreast of current security matters and help support their mission of creating a more secure University technology environment. - Provide expertise and act as a single point of contact for Information Security policy and implementation.	Avg. 4.0 or higher (on 5 point scale) as indicated on the FASS Partner Unit Satisfaction Survey

On-Call Support for Mission Critical Systems

FASS IT provides service to Administrative Services that includes 24/7 emergency on-call support for the systems that enable it to effectively function.

Support Commitment

Trained FASS IT staff are available for 24/7 emergency on-call support for the systems in the “**What We Cover**” section below. To obtain emergency on-call support, the FASS IT Hotline (541-583-4917) may be used during non-Business Hours. Calling this number will ring a voicemail box, which will then immediately forward the voice message received to the assigned on-call staff for that day. Within 15 minutes, we will review the voicemail and contact the requestor to acknowledge receipt of the message. This will begin the process of resolving the issue. Note that other modes of contact (email, direct phone calls to internal extensions, grabbing someone in the hall) are acceptable in an emergency, but be aware of the limitations of those alternative channels (email may not be read, phone calls may not be answered, etc.). Note also that the Hotline will ring the numbers in priority order for all available support staff in an attempt to reach a warm body. During Business Hours, call 541-346-2455 for immediate connection to the FASS service team for SME support.

In most cases, problems can be resolved remotely. In those cases where they can't and upon request or at the discretion of the responding technician, FASS IT will arrive on-site within 1 hour of the determination of a need for on-site technician presence. If the responding technician cannot meet this requirement, they will contact the escalation contacts below to arrange for someone else to appear on-site.

What We Cover

Currently, we support the Mission Critical systems identified above. Note that for some of these systems, complex issues will require escalation to the appropriate vendor. We will at all times make a best effort to resolve issues, but if vendor escalation is required, return-to-service times will be extended.

What We Do Not Cover

Items that fall outside of our purview:

Networking – NTS is responsible for the switches, routers, and structured wiring in the building. Typically, networking issues are reported as application issues and thus the root cause of a problem identified as “I can't print” might actually be a failed networking component. While we will own the problem until resolution, it will be necessary for us to contact on-call NTS resources for resolution, extending return-to-service times.

Audio/Visual Presentation equipment – We do not currently possess the skills to fully support these. If problems arise, we will make the best effort to coordinate the appropriate resources but cannot add much value beyond that.

Application functionality – In most cases, we can assist with basic navigation within the application. We do not, however, have the skills to make application configuration or programming changes. We can help with vendor communication, system access and act as “smart hands” for others with system expertise.

Communication and Escalation

We will use the appropriate mailing list to keep staff apprised of incidents. We will use this list to share any relevant information about incidents as we work them to resolution (this includes problem

acknowledgments, updates, resolutions, and escalation notifications), subject to approval from the then-acting supported-unit lead for incident.

If an emergency incident is not being resolved to your satisfaction, please escalate to the Director for FASS IT at 541-346-8386 or the Associate Vice President of Administrative Services at 716.572.2853.