

Service Partnership Agreement

By and Between

University Housing

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 University Housing (Housing), 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

- 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 related to the systems supported by FASS IT.
- 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, workflows, and processes for specific functions.
- 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, respectful, 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

Service Charges

FASS IT charges a flat service fee for support as outlined in this SPA. The current fees for services in the Partner Unit's portfolio are outlined below. Fees are subject to annual escalation, typically tied to the CPI-W index or UO Labor Contract annual increases. FASS IT will work with units that require fees annually to determine the annual fee for service. Annual fees are assessed in arrears on a quarterly basis. **Service fees do not apply to general fund units**

- Service Charges to Housing = \$60,000

Approval

(By signing below, all approvers agree to all terms and conditions outlined in this agreement.)

Jon Marchetta

Associate Vice President of Finance and
Administration Shared Services

Signature

Date

Michael Griffel

Associate Vice President and Director of
University Housing

Signature

Date

Contents

SERVICE PARTNERSHIP AGREEMENT	I
SERVICE DEFINITION, PRIORITIZATION, AND RESPONSE.....	1
PARTNER UNIT SERVICE CENTER	5
Partner Unit Relationship Management.....	5
INFORMATION TECHNOLOGY	6
Systems Administration	6
Application Support	6
Business Analysis.....	6
APPENDIX – SERVICE CRITICALITY.....	9
ADDENDUM – UNIVERSITY HOUSING	11
Systems covered by this addendum	11

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*
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 (8AM – 5PM), 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 541-583-4917 for connection to the FASS IT On-Call Hotline.

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
---------------------------	--	--

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:

- 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 the point-of-sale terminals for the Duck Store.

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 answer 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 – University Housing

This agreement represents an extension and modification of the support scope outlined in the SPA.

Systems covered by this addendum

System	Service Criticality	Note
Access Control Systems (AMAG/Lenel)	Mission Critical	FASS IT will continue to support the Lenel system in the same manner as they currently do for the AMAG system. This includes System Administration, Applications and Business Analysis support, see functions list above for details. Housing Access and Security will remain responsible for: • Maintaining appropriate access levels of their staff to the Lenel and AMAG system. • Maintain card access to readers for Housing buildings. • Hardware installation or management of vendor installation and on-site troubleshooting. • Training Housing support staff. • Running built-in reports. Housing Access and Security will conduct the following initial troubleshooting steps for any issues related to AMAG/Lenel and indicate troubleshooting steps taken in resulting requests for assistance. • Verify that users have correct permissions in the system. • Verify that cardholders exist in the Card Office's system of record. • Verify that users are in the correct security group for the actions attempted, utilizing Housing IT support as needed. • Check relevant system/error logs (e.g. DAX). FASS IT will provide reporting support for AMAG and Lenel systems as needed. This includes populating the Data Warehouse with data from AMAG and Lenel and providing access and training using our Data Warehouse tools (Tableau).
Work Management System (AiM (Asset Information Management))	Business Critical	FASS IT will continue to support AiM through Campus Planning and Facilities Management (CPFM) as we do currently, providing System Administration, Applications and Business Analysis support. Housing staff will remain responsible for: • Creating user personal queries and workdesk. • End user training for AiM features already in place. FASS IT will provide reporting for AiM for those areas that Work Control cannot. This includes providing access and training for the existing Data Warehouse content as well as new report content that Housing may require.

Security Camera System (Milestone)	Mission Critical	FASS IT will continue maintenance and support of the Milestone security camera system and associated NVR's as they do currently. FASS IT will maintain root passwords and connections between cameras and Milestone on behalf of Housing, as well as provide methods for Housing staff to continue to manage camera configuration. Housing Access and Security will remain responsible for: • Putting cameras into maintenance mode in monitoring tool when work will take them offline. • Hardware installation or management of vendor installation and on-site troubleshooting. • Managing Milestone views used by Housing personnel. • Training Housing support staff. Housing Access and Security will conduct the following initial troubleshooting steps for any issues related to the Security Camera System and indicate troubleshooting steps taken in resulting requests for assistance: • Periodically check on cameras to ensure functionality. • Verify basic network connectivity (CheckMK or other tool).
Alarm System (Bosch RPS and Manitou)	Mission Critical	FASS IT will continue maintenance and support of RPS and Manitou as they relate to alarm panels located in Housing facilities according to current practice. Housing Access and Security will remain responsible for: • Hardware installation or management of vendor installation and on-site troubleshooting. • Notifying FASS IT of changed contacts for accounts.
Wiki/Training Materials	Business Operational	FASS IT hosts an information management system (wiki) called Confluence that it uses to maintain internal and customer-facing documentation and other material used in support of its customers. FASS IT currently provides access to its internal documentation and training materials to assist Housing Access and Security in the administration of security systems. Housing will have access to manage documentation specific to their needs within this system. If FASS IT determines it needs to move to a new system or make significant changes to the configuration or function of the system, Housing would be included as a key stakeholder in any move to change the existing system.
Tableau	Business Operational	FASS IT will continue to provide training, licensing acquisition and renewal support, and data source support as needed for reporting through Tableau. FASS IT will also continue maintenance and support of Tableau server(s) that host reporting for consumption.

Additional services covered by this agreement

During Fall-term move in, Housing may request additional and prioritized support for AMAG, including troubleshooting requests and assistance with provisioning access. FASS IT agrees to prioritize these move-in related requests and/or help triage them to the correct group for resolution.

Support Commitment

Trained FASS IT staff are available for 24/7 emergency on-call support for the following systems:

- Access Control Systems (AMAG/Lenel)
- Security Camera System (Milestone)
- Alarm System (Bosch RPS and Manitou)

To obtain emergency on-call support for mission critical systems, use the FASS IT Hotline (**541-583-4917**) 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 Administrative Services service team for SME connection.

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 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 the best effort to resolve issues, but if vendor escalation is required, return-to-service times will be extended.

What We Do Not Cover

Information Technology Items that fall outside of our purview:

Networking – NTS is responsible for the switches, routers, and structured wiring in the plant. 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, in all cases have the skills to make application configuration or programming changes. In those cases where we lack the appropriate skills, we will initiate 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).

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