

Service Partnership Agreement

By and Between
Safety and Risk 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 Safety and Risk Services (SRS), 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, 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

Contents

SERVICE PARTNERSHIP AGREEMENT	1
SERVICE DEFINITION, PRIORITIZATION, AND RESPONSE.....	4
INFORMATION TECHNOLOGY	8
Systems Administration	8
Application Support	8
Business Analysis.....	8
APPENDIX – SERVICE CRITICALITY.....	11
ADDENDUM - SAFETY AND RISK SERVICES.....	13
This agreement represents an extension and modification of the support scope outlined in the SPA.	
Safety and Risk Services Policy Exception.....	13
Emergency Operations Center Activation Support.....	13
EOC Activation Support.....	14
Desktop, Laptop, Tablet, and Portable Devices dedicated to the EOC.....	15
Workstation administration and management for select devices used by SRS	15
GENERAL SERVICES.....	16
Relationship Management for Services provided by Information Services.....	16
UO Network Wired and Wireless Local and Remote Connectivity.....	16
Support for non-Standard Productivity, Collaboration and Unit-Specific Software.....	16
Security Best Practice Education and Training for End-Users.....	17

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	BUSINESS HOURS EMERGENCY RESPONSE	ON-CALL EMERGENCY RESPONSE	TARGET FASS IT SERVICE REQUEST RESOLUTION TIME*
URGENT	Response within 15 minutes	Response within 15 minutes	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 541-583-4917 for connection to the 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.

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 3 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 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 - Safety and Risk Services

This agreement represents an extension and modification of the support scope outlined in the SPA. **Safety and Risk Services Policy Exception**

According to IT best practices and FASS IT Policy, users do not have administrative rights to university personal computers. The following individuals are essential to the Emergency Operations Center (EOC) function during activation and require an exception to this policy. From time-to-time, they will require local administrative rights to their personal computers to discharge those duties:

- Andre LeDuc –VP & CRO, Safety and Risk Services
- Anna Shamble – Chief of Staff, Safety and Risk Services

The entire staff of the Location Innovation Lab within SRS, given the essential nature of their support for the EOC and IMT staff during incidents, also requires local administrative rights. Those individuals are currently:

- Ken Kato – Director, Location Innovation Lab, Safety and Risk Services
- Amy Shadell – Innovation Program Coordinator
- Brook Eastman – GIS Manager
- Justin White – Senior Developer Campus GIS
- Andreas Wenzel – Software Developer

Additionally, there is administrative staff that support computer laptop devices during EOC activation. Adequate support of those machines during activation requires these individuals to obtain local administrative rights:

- Lindsey Salfran – Executive Assistant & IMT Planning Chief, Safety and Risk Services

To support this need, FASS IT has created a local account that has administrative rights on the machines for which the above folks have responsibility. The same account and password are used for all machines covered by this policy. This account is managed by FASS IT and carries appropriate password length, complexity and expiration period. Any change to these passwords must be carefully coordinated between SRS and FASS IT. Otherwise, a desk-side visit by FASS IT personnel will be required to recover and reset the password.

FASS IT provides desktop support for laptop/desktop devices used by the above individuals, further detailed below in the section labeled “Workstation administration and management for select devices used by SRS”.

Emergency Operations Center Activation Support

Safety and Risk Services and FASS IT agree that FASS IT will provide services for systems that support the technology listed below which is utilized by Safety and Risk Service during activation of EOC in room 271 of the 1715 Franklin building. The technology is **Mission Critical**¹.

¹ See Service Criticality above

Systems specifically covered by EOC Activation Support

System	Service Criticality	Note
EOC Laptops	Mission Critical	Laptops that are stored in the EOC for use during EOC Activation.
EOC Participant Devices	Mission Critical	Laptops/Tablets/Phones used during EOC Activation
Printers	Mission Critical	Printing devices and function during EOC Activation. Note that FASS IT does not manage SRS printers, so support during an emergency could be limited.
Presentation Devices	Mission Critical	Projection equipment and associated displays and controls within the EOC.
GIS Applications	Mission Critical	Support of servers running the Specialized Applications used during EOC Activation

EOC Activation Support

Services Provided	Success Measures
• Manage issue resolution related to desktops, mobile devices, and peripherals • Provide remote and desk-side desktop support² • Maintain peripheral and spares stock specifically for the EOC • Provide relationship management for services provided by Central IS³ • Provide changes to user accounts as might be required ○ Examples would include creation and adding users to security groups to grant shared file server access, adding shared mailboxes, UO Directory information, etc. • Troubleshoot and resolve network resource access issues that may arise during EOC activation. • Partner with the Partner Unit for private network access provisioning, VPN requests and other solutions that enable off-site access to network resources. • Provide shared file technical support to keep the information contained in them accessible and secure • Resolve File Server access problems and provide recovery services on demand during EOC Activation • Support Productivity and Collaboration tools as needed during EOC Activation • Troubleshoot and resolve printing issues during EOC Activation • Provide or manage support for the server, network, and application as a Best Effort. • Provide first-tier support for presentation equipment and software with escalation to campus partners and vendors as needed.	Avg. 4.0 or higher (on 5 point scale) as indicated on the FASS IT Partner Unit Satisfaction Survey

² See Service Definition, Prioritization and Response – Emergency Response for details

³ After-hours request to Information Services (typically NTS) are handled by their on-call resources. They do not publish an SLA for after-hours support.

Desktop, Laptop, Tablet, and Portable Devices dedicated to the EOC

Services Provided	Success Measures
- Tickets will automatically be created for monthly workstation update and testing. - Ensure devices charged and patched/updated monthly. - Test device function, to include boot-up and access to network file systems both wired and wirelessly, at least monthly. - Resolve hardware and system issues during EOC activation.	90% tickets completed within 1 business day of due date.

FASS IT is involved in support of a variety of other SRS-owned systems and services. This includes a security system monitoring Klamath B08, of which parts of the system are beyond end of life with recommendations from FASS IT to replace. Despite this being a mission critical system, we can only guarantee best effort of support due to the age of the system.

The Building Security map is now utilized as part of the critical operations of the Security Operations Center, requiring it to be called out as a Mission Critical system.

EHSA and any other LIL-created applications will be supported as Business Critical systems during normal business hours.

Other SRS Systems Covered

System	Service Criticality	Note
Irradiator Security System	Mission Critical	This system secures Klamath B08 through a variety of physical security and radiation monitoring systems, including AMAG/Symmetry, Biostar, Cameras, and GTRI RMS+.
EHSA	Business Critical	Tracks campus hazardous waste pickup
Building Security Map	Mission Critical	Created/maintained by LIL, FASS IT maintains the servers it runs on.
Other LIL applications	Business Critical	Any other apps created and maintained by LIL with servers managed by FASS IT.

Workstation administration and management for select devices used by SRS

- For Andre LeDuc, Ken Kato, Anna Shamble, and Lindsey Salfran, as well as all Location Innovation Lab staff. - Manage assets (desktop, laptop, tablet, and university-owned hardware) utilized by Partner Unit operating system - Manage initial asset setup and deployment	All operating system and application patching current within 90 days of release

• 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	
---	--

General Services

Relationship Management for Services provided by Information Services

Services Provided	Success Measures
• Provide overall relationship management for services provided by Information Services* • Partner with USS to assist in achieving its service level goals. • Accept escalation requests for requests initiated by FASS IT-support unit staff and assigned to USS resources for resolution.	Avg. 4.0 or higher (on 5 point scale) as indicated on the FASS IT Partner Unit Satisfaction Survey

* Reference for overall Transform IT/USS project: [Transform IT](#). Services provided by USS are listed here: [Service Catalog](#). USS Service Level Agreement: [USS SLA](#).

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 IT 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 IT 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 IT Partner Unit Satisfaction Survey

On-Call Support for Mission Critical Systems

FASS IT provides service to the Emergency Operations Center (EOC) 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, EOC Participants should 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 at the EOC 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

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, 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 lead for EOC functions.

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