Appendix C

UQNET SLA – ITSSP002
SERVICE LEVEL AGREEMENT FOR UQNET SERVICES FOR
THE UNIVERSITY OF QUEENSLAND

1 Scope of Agreement
This agreement applies to centrally managed network services for core sites as defined by the Telecommunications Network Management Policy. This service level agreement will be carried out with respect to the network standards outlined in the Network Standards Document.

2 Out of Scope of the Agreement
Service level guarantees will not apply to anything past the network boundary defined by the “wall socket” as defined by the Telecommunications Network Management Policy. Network locations outside of that defined as core locations by the Telecommunications Network Management Policy will have a separate service level agreement as required.

3 Definitions
Core Network:
This applies to the network infrastructure on and between core sites and includes any equipment and cabling that will have a significant impact on the entire university in the event of a failure.

Distribution and Access Network
This includes all equipment and cabling within the scope of this agreement but not included in the core network.

4 Fault Reporting and Response
ITS will provide a fault reporting and response service as follows:

<table>
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<tr>
<th>8:00 – 6pm Weekdays (excluding public holidays except Exhibition Day)</th>
<th>• All fault reports are to be made to the HelpDesk on 56000, option 2, or by email to <a href="mailto:itsupportdesk@its.uq.edu.au">itsupportdesk@its.uq.edu.au</a>. The client must specify that the problem is a network problem. It is preferable that the local IT support officer for an organisational unit logs the call with the HelpDesk.</th>
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<tr>
<td>Core Connectivity:</td>
<td>• ITS will respond to fault reports made by the client within 15 minutes.</td>
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<td>• ITS will endeavour to provide a fix for the service within 2 hours of receiving notification of the problem.</td>
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<td>• The HelpDesk will endeavour to provide feedback to the client on the status of the issue on an hourly basis.</td>
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<td>• ITS will endeavour to maintain 98% availability.</td>
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<td>Distribution and Access Connectivity:</td>
<td>• ITS will respond to fault reports made by the client within 1 hour.</td>
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<td>• ITS will endeavour to provide a fix for the service within 1 working day of receiving notification of the problem.</td>
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<td>• The HelpDesk will endeavour to provide feedback to the client on the status of the issue on an hourly basis.</td>
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<td>Other Times</td>
<td>• ITS proactively monitors the core and distribution and access network connectivity on a 24 hour basis.</td>
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<td>• During these times, if a network problem related to the core connectivity or distribution and access connectivity occurs, ITS will provide an update to affected clients through the HelpDesk at 8:00am on the following working day. Service levels as indicated above will then apply.</td>
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5 Design, Installation, Adds, Moves and Changes
Configuration of the network includes, design and installation, and adds, moves and changes.

- All requests for network design, installation and, adds, moves and changes are to be made to the UQNet Administration Group.
- ITS will respond to these requests within 1 working day of receiving the request.
- Requests will be evaluated against the agreed priorities for funding. If the request falls out of central funding, a RIDS will be required.
- Once funding methods have been completed, ITS will negotiate installation times with the client. For adds, moves and changes, ITS will endeavour to carry out the work within 2 working days.

6 SLA Review
The SLA will be reviewed on a yearly basis.

7 Agreement

Agreed to on behalf of the ITSSP:

Date: 

Professor Margaret Gardner

Agreed to on behalf of ITS:

Date: 

Mr Nick Tate