

Service Level Agreement

SOMTech Support: Client Services

FY 2022

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1 Document Change History

Version	Date	Updated By	Changes to this version
1.0	7/16/2021	SOMTech	Finalized version

Last Reviewed Date: 7/16/2021

Next Scheduled Review Date: 5/2/2022

2 Overview

2.1 SLA Introduction

This Service Level Agreement, henceforth also known as “SLA,” is between VCU School of Medicine Technology Services, henceforth known as “SOMTech” and the client for all services and service levels in connection to SOMTech IT support, henceforth known as “Department.”

2.2 SLA Purpose

This agreement is between the SOMTech and the Department. The goal of this SLA is to set expectations and agree upon the following:

- SOMTech Responsibilities
- Department Responsibilities
- Service Response Times
- Escalation Contacts

2.3 SLA Duration & Parameters

This section defines the duration and describes the rules regarding renewal, modification, amendment, and termination of the SLA:

1. This SLA is effective from July 1st, 2021 through June 30th, 2022.
2. A new SLA for the upcoming fiscal year will be sent out by SOMTech at least 30 days prior to the expiration of the current SLA.
3. A review of the upcoming SLA by SOMTech and Department may be conducted, if requested by the Department.
4. Modification requests by the Department may be submitted in writing via email to SOMTech@vcuhealth.org.
5. Any amendments, modifications, or other terms outside those stated herein must be agreed upon by both parties.
6. The Department is responsible for providing SOMTech with details of any current or future projects that may impact the provision of this SLA.

3 Life Cycle Refresh Program

School of Medicine purchases are governed by the LCR policy, for specifics please visit go.vcu.edu/somlcr.

4 Service Description

4.1 Scope

In general, SOMTech support includes assistance with the following categories of incidents and requests:

- IT Purchases
- Computer hardware
- Software
- Print and other IT services
- Digital Infrastructure (e.g., Active Directory)
- Endpoint management

Within each category, certain support and incident requests may be considered Out of Scope. These will be identified in the SLA when possible, but unexpected situations may be identified as Out of Scope by SOMTech Management after the implementation of the SLA. In these situations, a meeting may be requested by the Department for further discussion as described in Section 3.6.

SOMTech is able to provide support in most locations on the MCV campus. Buildings not listed in Section 5.0 may be considered Out of Scope (Section 3.5).

Not all of the services and resources provided by SOMTech are listed in this SLA. An updated service catalog can be found at <https://go.vcu.edu/SOMTechServiceCatalog>. Support beyond the items may be considered Out of Scope (Section 3.5).

4.2 Hardware Support

This SLA covers computer hardware purchased by or transferred to VCU for official business use. Other hardware will be considered Out of Scope (Section 3.5).

4.2.1 New Computer Setup

SOMTech will configure new workstations and help users migrate to replacement systems. It is the responsibility of the user/department take the necessary steps to back up any or all data stored on the local hard drive on the machine that is being replaced. When a replacement computer is deployed, the computer that is being replaced must be relinquished and sent to VCU surplus. SOMTech will provide support for transitioning relinquished machines out of the environment. This includes specialized research computers or lab computers with scientific software or end-of-life software that will be handled on a case-by-case basis and ensure seamless continuity for the SOM research enterprise.

4.2.2 Hardware Repairs on Windows

SOMTech will provide diagnostic and repair services for computer hardware when issues are reported. When hardware is under Dell warranty, SOMTech will work with Dell to resolve the hardware issues based on the service contact in place between VCU and Dell. When a computer is not covered under warranty, any repairs must be approved by SOMTech. SOMTech will examine the system and offer recommendations on courses of action that can be pursued. If the department moves forward with the repairs, the department must handle the purchasing of parts based on quotes provided by SOMTech. Third-party components should be verified and approved by SOMTech before purchasing for repairs. In most situations, SOMTech can provide the services for replacing or installing parts.

Depending on the device that needs repaired, SOMTech may have limited repair options. In these situations the repair process will be case-by-case.

4.2.3 Hardware Repairs on Macs

SOMTech will provide diagnostic services for Mac systems but is not an Apple Authorized Service Provider which, means that most warranty services cannot be completed by SOMTech. Hardware services should be done through **RamTech**. The user will be given the option of taking the Mac themselves or having SOMTech take the Mac to RamTech. Any Mac taken to Ramtech will add a few extra days to the repair process. Using an unapproved vendor for repairs on Mac systems is not recommended due to security and privacy concerns. Please consult with SOMTech for additional guidance.

4.2.4 Hardware Upgrades

SOMTech will attempt to perform approved installation and replacement of computer components on supported hardware. Data backup by the Department is recommended when replacing or upgrading major hardware. SOMTech recommendations and approval should be sought before making any component purchases and will be based on business justification and need.

4.2.5 Hardware Support Requirements

The Department will be responsible for bringing any hardware that is located at a site that is not supported by SOMTech to Sanger Hall B1-039 if it requires repairs or work that cannot be done via remote tools. If alternate arrangements are required for transport, please reach out via email SOMTech@vcuhealth.org.

For hardware and peripherals that fall outside of SOMTech's general recommendations, these will be considered Out of Scope (Section 3.5).

4.3 Printer Support

SOMTech is able to provide basic setup and configuration for most local (USB) and networked printers. SOMTech is not able to provide hardware support for printers beyond basic diagnostic review.

4.3.1 USB Printers

USB printers are intended to only be used by one computer at a time. In general, SOMTech recommends network printers in areas where more than 1 person needs to print. SOMTech will connect, install, and provide limited troubleshooting of USB printers.

SOMTech will not configure or support the operation of peer-to-peer printer sharing (i.e., connecting the printer to 1 computer and sharing it with other computers) as it is against the VCU Information Security Policy.

4.3.2 Small Network Printers

Small network printers typically work well in environments with a small number of users or where advanced finishing functions (like stapling) are not needed. Most small network printers are purchased (not leased) and don't have other functionality like scanning. SOMTech will help connect, install, and provide troubleshooting of troubleshoot small network printers. Before purchasing a small network

printer, be sure to verify that an open network port is available and check with SOMTech for recommendations.

For new installations of network printers, it may take up to 3 business days or more to receive the DHCP reservation required for network usage. A service request will be placed with VCU Health or VCU Networking by SOMTech for a DHCP reservation.

4.3.3 Large Network Printers

Large network printers are usually leased and often perform more functions (such as scanning). They also can often do various finishing techniques (like stapling). The vendor leasing the printer is required to setup the printer in collaboration with SOMTech. SOMTech will setup the printer on computers and provide limited, basic troubleshooting before contacting the vendor for support. Before leasing a large network printer, be sure to verify that an open network port is available.

For new installations of network printers, it may take up to 3 business days or more to receive the DHCP reservation required for network usage. A service request will be placed with VCU Health or VCU Networking by SOMTech for a DHCP reservation.

4.3.4 Wireless Printing

Wireless printing is currently only available when using a OnePrint printer.

4.3.5 OnePrint

OnePrint is a university-wide managed print program powered by Canon. OnePrint provides departments with streamlined invoicing and newer, more reliable devices. OnePrint also offers departments technology for improved information security, mobile printing and advanced print data management. SOMTech can assist in the implementation of OnePrint, but it is up to the department to complete the necessary steps outlined at <https://go.vcu.edu/OnePrint>.

4.4 Software Support

SOMTech will perform installation and configuration of software according to School of Medicine Security Standards (<https://go.vcu.edu/ITStandard>).

SOMTech will perform installation and provide limited configuration support for applications in the VCU Software Catalog (<https://go.vcu.edu/Software>) well as provide basic, limited support for other university-approved applications.

The Department is required to consult with SOMTech on new software purchases prior to these purchases being made. If SOMTech has not been consulted, the Department may be asked to return the software if it is found to be inadequate for enterprise use, and SOMTech will have no liability for costs incurred by the Department in these cases.

The Department must have a valid license and may be asked to provide installation media for software installations. Software license management is the responsibility of the Department.

Software on computers which are connected to lab equipment is considered Out of Scope. If technical problems related to lab equipment (specialized equipment) cannot be resolved in a reasonable amount of time, the user may be asked to contact the lab equipment's vendor for support. For research

equipment, the department is strongly advised to purchase a service contract from both the research hardware equipment vendor and the associated software vendor for maintenance and upgrades, as well as create a statement-of-work covering the needs of the system for local support. More information can be found at <https://wiki.vcu.edu/display/SOM/Research+Systems>.

SOMTech may determine that a software issue needs to be resolved by another VCU/VCUHS IT unit or external vendor at which point it will be the Department's responsibility to manage and schedule the request.

The following software situations are considered Out of Scope (Section 3.5):

- Software no longer supported by the manufacturer.
- Operating systems no longer supported by the manufacturer.
- External email clients other than Microsoft Outlook

SOMTech may remove any software that violates the VCU Acceptable Use Policy (<https://go.vcu.edu/ITStandard>), The VCU Networking team may disable network connections found to those computers found in violation of these policies. The IT Liaison and/or Administrator will be notified of recurring problems caused by the installation of unsupported programs that are considered unacceptable by VCU so that the department can remediate the issue internally.

SOMTech is not responsible for the preservation of data. Files that are stored on Shared Drives, VCU Health's OneDrive, and VCU's Google Drive will be backed up automatically, but files stored locally on a computer will not be backed up. The Department is responsible for backing up all their data and files that are not stored on Shared Drives, OneDrive, or Google Drive, and SOMTech will generally assist with this as needed on a case-by-case basis.

In order to comply with VCU IT Standards (<https://go.vcu.edu/ITStandard>), all critical and sensitive Departmental data must be stored on the network share drives, VCU Health's OneDrive, VCU's Google Drive, or be encrypted. Backup of any data stored on the local hard drive is the responsibility of the individual user and/or their respective Department. Generally, SOMTech is not responsible for data breaches or loss of data that occurs from storing sensitive data locally on the hard drive.

4.5 SOM Digital Infrastructure Support

SOMTech provides various additional technical services and resources to make your job easier or more secure. To see the full catalog of services, please visit ([https://ts.som.vcu.edu/media/tssom-2018/images/orgchart/VCUSOMTechServiceCatalog\(2020\).pdf](https://ts.som.vcu.edu/media/tssom-2018/images/orgchart/VCUSOMTechServiceCatalog(2020).pdf))

4.5.1 Share Drives

SOMTech leases share drive space that is centrally secured in the VCU University Computer Center. These share drives are intended to provide secure space for administrative data and limited research data. Managed folders can be requested on the share (T:\) drive that limit access to specific individuals. Each user is also eligible for a private U:\ drive which should be used for work files that are not being shared with other users.

All data on the share drives is backed up daily and are stored for at least 60 days before they are deleted. Restore requests should be submitted as soon as possible to improve the chances of deleted data being available.

4.5.2 OneDrive

SOMTech supports VCU Health instance of OneDrive. For more information please visit go.vcu.edu/somdrive

4.5.3 Remote Desktop Support

SOMTech provides support for remote connections to internal computers. For more information please visit go.vcu.edu/somremote

4.6 Out of Scope

Requests which fall outside of the scope of work listed above will be considered Out of Scope and held to different SLA standards than In Scope work.

SOMTech will have no obligation to provide services that are considered Out of Scope but will attempt within reason to resolve these issues to the best of their ability. Such requests will generally be considered lower priority than in-scope requests.

Examples of Out of Scope requests include:

- Hardware repair on printers
- IT support at offsite locations
- SPSS coding support
- Personal computers
- Personal phones

There may be cases where Out of Scope support issues cannot be resolved by SOMTech despite their best efforts. At the discretion of SOMTech management, an Out of Scope support request may be approved after the request is evaluated and the necessary resources are made available.

Only after an Out of Scope request is approved by SOMTech management will SOMTech provide limited support of personal computers and/or personal phones if the user is having trouble accessing work-related resources in a way that does not violate the Network Use Policy or any security standards. SOMTech cannot be held responsible for any direct or indirect damages occurred or perceived to be the result of support done by SOMTech. The VCU IT Support Center (<https://go.vcu.edu/ITSC>) can also provide some limited support on personal computers for centrally managed systems like RamsVPN.

Generally a single request that does not fall into the scope of the SLA would be considered an Out of Scope request; ongoing and reoccurring Out of Scope requests will require a Statement of Work.

4.7 Statement of Work

A Statement of Work in the scope of this agreement is used to add support for issues which are outside of the scope of work. A Statement of Work may also be requested to add support for locations which are not on the list of supported locations (Section 6.0).

The Department can request work outside the scope of this agreement with a defined Statement of Work which will need to be approved by both SOMTech and the Department. The Department administrator or the Department's IT Liaison can submit a new request by emailing SOMTech@vcuhealth.org, which will then be reviewed by SOMTech and discussed with the Department. Statements of Work may be altered outside of the regular review schedule of this agreement without invalidating the agreement and with the consent of both SOMTech and the Department.

5 Service Management, Support & Escalation

5.1 Support Hours

Technical services will be provided by SOMTech to the Department from 8:00AM to 5:00PM, Monday through Friday via the methods listed below. If an urgent request needs to be addressed after hours, please follow the escalation procedure outlined in section 5.6.

5.2 IT Support Tickets

SOMTech has a ticket management system for triaging incoming tickets. Users are encouraged to submit support request through this system for more immediate and reliable support, this system also provides SOMTech with support analytics to aid in improving IT support to our users. It is not recommended to contact a technician directly as they may be unavailable to assist.

The preferred way to start the ticket creation process is to go to the following URL:
go.vcu.edu/SOMTicket

5.3 Phone Support Contact

The VCU IT Support Center accepts calls on SOMTech's behalf at (804) 828-2227. They are available to answer many questions about various accounts and systems around VCU. The VCU IT Support Center can submit a ticket to SOMTech if they are unable to help with the issue.

5.4 Email

SOMTech management monitors the following email address: SOMTech@vcuhealth.org. The email address is reserved for general questions to SOMTech management.

5.5 Resolution and Response Times

SOMTech will work to resolve known/reported service problems and provide relevant progress reports to the Department.

Resolution

- Requests for support will be fulfilled based on priorities (Critical, High, Medium, Low) which are determined by urgency and level of impact.
- Response is defined as a “good faith” effort to communicate with the Department using contact information provided. Response may be via phone or voicemail, email, or personal visit.
- Response times for service requests are measured once a request is received by SOMTech via the ticketing system. If a ticket is not submitted directly to SOMTech (see steps at <https://go.vcu.edu/SOMTicket>), it’s possible that there may be delays before it reaches SOMTech.

Response Times

Response will be driven by the priority assigned to the service as defined in this SLA. Note: Complex service and support requests involving the procurement/installation of new equipment, coordination with 3rd parties, etc., may require additional effort and time to resolve.

The Department will respond to inquiries from the SOMTech staff responsible for resolving incidents and handling service requests. SOMTech will make up to four attempts to contact the user about their support request. If no response is received after the fourth attempt, the request will be marked as Resolved. If the request or issue persists, the user can resubmit the ticket.

SLA Timeframe:

Requests will be prioritized by the severity of the issue and impact to the work being performed. Requests will be prioritized into four categories, Critical, High, Medium, and Low, and resolved based on that priority based upon the following criteria:

Level 4 - Low priority issues are defined as follows:

- Issues where productivity is not currently compromised but may be in the future.
- Issues where a workaround is available, but the incident is having a localized or individual impact.
- Issues that have slowed services significantly for an individual.
- Issues that affect a user without impairing their ability to do work. This can include minor error warnings or
- Most printing issues.
- Issues that are primarily cosmetic and do not impact a user's ability to perform work, such as changing an email signature.

Level 3 - Medium priority issues are defined as follows:

- Issues that are affecting productivity but allow some work can continue.
- Issues that affect a single user's ability to perform their job.
- Issues where a work around is available, but the incident is having a campus-wide impact.
- Issues where a localized service is slowed significantly for the campus.

Level 2 - High priority issues are defined as follows:

- Issues that are blocking all work for a user.
- Issues that have significantly compromised productivity for a business unit.
- Issues that cause a campus-wide service to be stopped or slowed significantly.
- Issues that cause a campus-wide teaching or business process to be stopped entirely.
- Issues which are preventing multiple teaching or business processes from being performed.

Level 1 - Critical priority issues are defined as follows:

- Issues that could impact health services and patient outcomes.

- Issues where a major function or service is not operational for multiple users and no work around is available.
- Issues that directly affect many people and their ability to get work done. This can include network outages, server outages or central application issues that involve campus-wide systems.
- Issues which are likely to have an impact on overall network security.

After evaluating the request, a SOMTech representative may upgrade or downgrade a ticket’s severity rating to accurately reflect the situation.

The time allotted for SOMTech to respond to the request. These timelines are outlined in the chart below:

Urgency	Initial Contact
Level 1 - Critical	2 hours
Level 2 - High	3 hours
Level 3 - Medium	8 hours
Level 4 - Low	12 hours

“Initial Contact” in the above chart is the amount of time that [SOMTech](#) will contact the requestor within after the request is received by [SOMTech](#).

If the user does not hear back within the designated Initial Contact timeframe, they can follow up by email SOMTech@vcuhealth.org or the additional Escalation Procedures (4.6).

SOMTech support service hours are from 8:00 AM to 5:00 PM, Monday-Friday. SOMTech calculates whether tickets have breached the SLA's time limits based on these working hours. SLA time limits begin once a ticket has been submitted.

5.6 Escalation Requests and Procedures

If there is an issue requiring escalation, the Department and/or the IT Liaison may contact the Department technician, SOMTech Managers or the Assistant Dean for Technology Services via the following methods:

- Email:
 - SOMTech@vcuhealth.org
 - Vann Wheeler: vann.wheeler@vcuhealth.org
 - Wies Rafi: wies.rafi@vcuhealth.org
- Office Phones:
 - Vann Wheeler: (804) 827-1346
 - Wies Rafi: (804) 628-7575

In case of emergency, faculty and staff may contact VCU Helpdesk at (804) 828-2227 and ask that their service request be escalated to SOMTech management team. Alternatively, the faculty may contact the Department IT Liaison who can reach the SOMTech team directly.

5.7 IT Liaisons

An IT Liaison is a member of the Department who will be assigned by the Department to coordinate communications, questions, and needs with SOMTech. The IT Liaison is often the Administrator for the Department, but is not required to be. A Department can have more than one IT Liaison if approved by SOMTech. They will assist SOMTech with fulfilling service requests and answering inquiries about the department, and they will be able to request escalations of service from SOMTech.

All IT Liaisons will be added to the following listserv which acts as a primary way of SOMTech communicating school-wide IT announcements: SOMIT-Coordination@lists.vcu.edu. IT Liaisons should read all emails sent out to this listserv and forward the information to their Department as appropriate.

The Department IT Liaison may request a meeting with SOMTech Management at any time to discuss any issues or concerns about SOMTech services.

5.8 Department Administrators

A Department administrator is the main point of contact between SOMTech and the Department. The Department administrator and IT liaison roles are often performed by the same person. The Department administrator is responsible for informing SOMTech of any onboarding or offboarding of employees for their respective departments. SOMTech will send out any relevant updates directly to the Department administrator. Department administrators are generally the primary point of contact for new email account creation (go.vcu.edu/somemailsetup).

5.8.1 Computer Inventory

SOMTech will maintain a computer inventory for the Department. It is highly recommended the Department maintains an accurate inventory as well. SOMTech must be contacted before the department makes any changes to computer hardware. SOMTech is not responsible for any hardware that is lost or stolen from the department.

5.8.2 Purchasing

SOMTech requires consultation on computer hardware prior to purchases being made. If SOMTech has not been consulted, the Department may be asked to return the equipment if it is found by SOMTech to be inadequate for enterprise use or fails to meet the VCU Information Security Standards (<https://go.vcu.edu/ITStandard>).

The Department must purchase SOMTech approved business class computers for faculty and staff. All Windows computers within School of Medicine should be purchased through the Dell punchout in RealSource (<https://go.vcu.edu/RealSource>). If the Department has requirements for a non-standard SOMTech approved device, the request must be submitted for SOMTech approval.

SOMTech will perform installation and configuration of hardware according to VCU Information Security Standards. If hardware is found to be in violation of VCU Information Security Standards, SOMTech may remove that hardware. Before removing the hardware, SOMTech will consult with the Information Security Office to identify required steps and any possible alternatives such as upgrading/updating the computer to meet the Information Security Standards or filing an exemption to allow for the device to remain in the environment.

The process of obtaining Dell computing devices is as follows:

- Login to RealSource and visit the Dell punchout catalog.
- Under categories, select School of Medicine.
- Select one of the pre-configured computers, add to cart.
- Create and submit order requisition.
- Verify Realsource information is correct and proceed to checkout.

SOMTech can provide quotes for new computer purchases. Please submit a ticket through Cherwell to begin this process.

Apple computing devices should be purchased directly from Ramtech or the Apple store.

6 Supported Locations

700 Centre

701 E. Franklin St.

MCV Alumni House and Paul A. Gross Conference Center

1016 E. Clay St.

Egyptian Building

1223 E. Marshall St.

Gateway Building

1200 E. Marshall St.

Goodwin Research Laboratory

401 College St.

William H. Grant House

1008 E. Clay St.

Hermes A. Kontos Medical Sciences Building

1217 E. Marshall St.

Leigh House

1000 E. Clay St.

Main Hospital

1250 E. Marshall St.

James W. and Frances G. McGlothlin Medical Education Center

1201 E. Marshall St.

VCU Health Sciences Research Building & Annex

Massey Cancer Center

401 College St.

Molecular Medicine Research Building

1220 E. Broad St.

North Hospital

1300 E. Marshall St.

One Capitol Square

830 E. Main St.

Samuel Putney House

1010 E. Marshall St.

Stephen Putney House

1012 E. Marshall St.

Richmond Academy of Medicine

1200 E. Clay St.

Sanger Hall

1101 E. Marshall St.

Theatre Row Building

730 E. Broad St.

Virginia Biotechnology Center

800 E. Leigh St.

Virginia Mechanics Institute Building

1000 E. Marshall St.

West Hospital

1200 E. Broad St.

William H. Grant House

1008 E. Clay St.

Zeigler House

1006-1008 East Marshall St.