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| Service Level Commitment  Patch Management Service | | | | |
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# SECTION I: Background and Purpose

This document describes the **Patch Management** and the parameters under which the service will be delivered. The assumptions under which these commitments made are also reflected, as well as expected levels of service. The purpose of the document is to facilitate consistent service delivery to the UBC community, clarify expectations between the parties using the service, and communicate service requirements to UBC IT staff as well as clients or people using the service. This agreement is anticipated to be reviewed on an annual basis, and adjusted as required.

# SECTION II: Services to be Provided

UBC Information Technology (UBC IT) and its staff will manage the services listed below, in the manner described, for the following services:

**Patch Management Service**

Description

* Self-service model, allowing consumers of the service to automatically patch and remediate their servers.
* Single solution for heterogeneous OS support for easy patch and remediation administration across multiple platforms – Windows and Linux OS, desktops and some third party applications.
* Console access to the IT Administrators for easy management.
* Self-manage automated and scheduled patching with less manual effort and time savings for IT Administrator.
* Fully monitored environment with customizable alerts and reports.
* Measured service – Automatically remediate vulnerabilities by leveraging Mandatory Baseline policy.
* A full range of operational and management reports that consolidate discovery, assessment, and remediation information on a single management console.
* Advanced patch deployment and reboot control.
* Multi-Patch deployment by delivering multiple patches to multiple computers in one distribution.

# SECTION III: Expected Service Requirements

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| Availability Commitments | * *Normal business hours for UBCIT’s services and support will be 8:00 – 5:00 Mon-Fri for all incident, request, provisioning and support services.* * *UBC ‘s Patch Management Service is presumed to be available 24 hours per day, and 7 days a week (except during published maintenance windows available at http://www.it.ubc.ca/change\_mgmt) unless stated otherwise). Core service hours for Patch Management Service is 8X5. In the event of a discrepancy between the hours stated in this Service Level Commitment and the hours published on the Service Catalogue, the hours in the Service Commitment shall be considered to be the authoritative source.* * *UBC IT will work on any Faculty/Dept. specific issues during normal business hours.* * *Extended support coverage for Faculty/Dept. outside “normal office hours” (i.e. for events or functions) may be requested and established in advance.* |
| Maintenance | * *UBC IT plans, schedules, and executes regular maintenance on its enterprise services and systems throughout the year. UBC IT has established calendar dates for planned major maintenance windows and is available online at http://www.it.ubc.ca/change\_mgmt* * *UBC IT may institute standard maintenance windows for security and OS patching as required. These times and dates will be published on the service catalogue and the service bulletin.* * *Maintenance windows will be documented and communicated in advance to stakeholders based on the communications plan.* * *Changes to UBC IT managed existing systems will be documented, tested, and required to follow a formal UBC IT change management approval process, including those changes made by clients and their external contractors if they require changes to UBC IT’s managed environment, or if the changes will potentially impact UBC IT’s managed environment.* |
| Incident Handling | * *All incidents will be reported through the UBC IT Service Centre either in person, email, or phone.* * *UBC IT Staff will prioritize incidents based on the following categories and in accordance with the major systems classification categories:*   + ***Critical:*** *Work cannot continue; incident is highly disruptive, core operations impacted.*   + ***High:*** *Work heavily impacted but workaround exists, staff able to continue work, core operations not impacted.*   + ***Medium:*** *Standard issues which impact work for small number of people, generally not disruptive.*   + ***Low:*** *New request or work that can be scheduled for a specific time or in advance. E.g. New hire system set up, software installs, desk moves, small projects.* * *Incidents will be managed in the following time frames:*   + ***Critical:*** *Acknowledgement and response within 1 hour*   + ***High****: Acknowledgement and response within 4 hours*   + ***Medium:*** *Acknowledgement and response within 24 hours*   + ***Low:*** *Acknowledgement and response within 48 hours* * *Incidents are expected to be resolved in the following timeframes:*   + ***Critical:*** *resolution and/or acceptable work-around within 1 hours*   + ***High****: resolution and/or acceptable workaround within 4 hours*   + ***Medium:*** *resolution and/or acceptable workaround within 1 business day hours/days*   + ***Low:*** *Acknowledgement and response within 2 business day* * *Escalation Mechanisms:*   + *If issues are not resolved within timeframes established, users can follow up via telephone to the UBC IT Service Centre* |
| Request Handling | * *All requests for support can be submitted through the UBC IT Service Desk or service specific process either in person, email, or phone using the appropriate method for the service, as identified in the service catalogue http://web.it.ubc.ca/forms/systems/* * *Clients are expected to notify UBC IT, at least two weeks in advance of any IT changes within their support model which could impact the ability of UBC IT to maintain this service level commitment.* * *UBC IT Staff will prioritize Service Requests based on the following categories and in accordance with the major systems classification categories:*   + ***High:*** *Acknowledgement will be provided within 4 hours, request will be completed within 1 business day*   + ***Medium:*** *Acknowledgement will be provided within 2 business days, request will be completed within 3 business days.*   + ***Low:*** *Acknowledgement will be provided within 3 business days, request will be completed within 5 business days.* |
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| Security Commitments | * *UBC IT staff, and the users of UBC’s enterprise systems are responsible for understanding and respecting relevant Federal and Provincial laws, UBC’s Policy # 104, the Responsible Use of Information Technology Facilities and Services and UBC’s Policy # 106, Access to and Security of Administrative Information.* * *Faculties and departments are responsible for completing a data classification review to determine any data which needs additional security protocols, including encryption of data storage or mobile device. Any privacy or data risks must be communicated to UBC IT to enable appropriate security measures.* * *UBC IT will be responsible for the operation, implementation, and maintenance of agreed upon procedures* |
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# SECTION IV: Assumptions

The services within this agreement are based on the assumptions below.

## General Assumptions:

1. The scope of this agreement includes all technology support for the services provided by UBC IT for the Patch Management Service. Any changes to the standard service offering may require a new, individualized agreement between UBC IT and the client.
2. The costs will be published on the UBC IT service catalogue and may change from time to time.
3. Projects or requirements exceeding standard service definitions will need activities will be scoped and costed separately.

## Service and Support Assumptions:

1. Increases to the scope of services may require a review of cost structure.
2. UBC IT will provide services and support using UBC standard toolsets and in accordance with UBC best practice and within UBC Policies and Guidelines.
3. UBC IT staff supporting the Patch Management Service environment will be required to follow UBC IT’s standard code of conduct for security of facilities and data, and client interactions. Staff will follow any specific lab protocols that may be required.
4. UBC IT will communicate and implement changes and additions to the Patch Management Service as they come available with the approval and oversight of the appropriate governance body.
5. UBC IT will provide IT management services to the UBC community including strategy, planning, enterprise architecture, and architectural roadmaps for the Patch Management Service.
6. UBC IT will maintain documentation related to the Patch Management Service infrastructure and support environment and will provide user centric support materials as requested.
7. UBC IT will provide the HR management and oversight of staff that report through UBC IT. Faculty or departmental IT staff will be required to follow UBC IT standard practices and policies.

# SECTION V: Commitment Review and Reporting

## Service Commitment Review

* Upon the date of signing of the agreement, a quarterly review cycle will be established. The review cycle will assess the current adherence to the commitments made within the document, with both parties at liberty to request adjustments as required. Daily operational issues will be managed via regular escalation processes defined earlier.
* Key performance indicators (KPIs) will be reported quarterly and published on the Service Catalogue. Qualitative feedback mechanisms (e.g. surveys) will be utilized to assess service performance annually.
* Attempts between parties to resolve identified issues will be made collaboratively and in good faith in recognition of the unique relationship that exists between members of the UBC Community.

## Service Reporting Expectations and Responsibilities

Service reporting:

UBC IT will maintain and when requested, will report to our stakeholders on a regular basis (recipient and schedule as determined by the UBCIT and client) statistics on measures, for example:

* Service availability for daily, weekly, monthly and annually
* Number and type of incidents reported over the reporting period
* Average performance of service over the reporting period
* Average usage over the reporting period
* Available capacity on currently provisioned servers and storage
* Number of service requests initiated by client
* Total number of servers maintained through the Patch Management service
* Number of escalations to Client Service Manager

# SECTION VI: Responsibilities

**UBC IT**

As part of the agreement UBC IT will provide a designated Client Service Manager, who will:

* Own the relationship between UBC IT & individuals
* Provide strategy and planning services to Faculty/Dept. as well as management and oversight of operations
* Act as an interface between UBC IT Service Owners and Faculty/Dept. for service issues and requests for service changes
* Work with Faculty/Dept. to facilitate/administer any changes to this commitment
* Deliver service reports, review any service improvement actions and communicate with the Faculty/Dept. stakeholders as required
* Serve as an escalation mechanism for concerns with performance in relation to this agreement

**Faculty/Dept.**

A part of this agreement, Faculty/Dept. will designate a person, (*Business Owner*) to whom all communications will be addressed and who has the authority to act for Faculty/Dept. in prioritization, governance, funding and in all other aspects of this commitment.

The responsibilities of the *Business Owner* include:

* Serve as the interface between UBC IT and all staff within Faculty/Dept. who will be included in the scope of this contract.
* Determine relative priority of projects and operations under the commitment relative to current resourcing levels.
* Ensure transparent processes within Faculty/Dept. such that all stakeholders are aware of the priorities and prioritization process.
* Establish and approve appropriate funding levels relative to demand.
* Work with the UBC IT to facilitate/administer any changes to this commitment.
* Attend Client Service Review meetings.
* Help resolve service issues and escalate issues within the Faculty/Dept. organization, as necessary.

SECTION VII: Signatures

We have read the terms and commitments and hereby forge an agreement according to the conditions stated therein:

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| --- | --- |
| Faculty/Dept. | Date |

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| --- | --- |
| Jennifer Burns  Director, Client Services  UBC Information Technology | Date |

## Review by UBC IT Service Owners

UBC IT Service owners responsible for the delivery of services to <<Faculty/Dept>>, are to review and initial the service commitments as listed in the document. Please initial in the box provided besides the service that is managed by the group.

 EduCloud Server Service Hosting

SECTION VIII: Definitions

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| **Availability Requirement** | periods when the solution (system) can be used or should be in operation |
| **Best Effort** | provider is not contractually obligated to provide immediate response or support during this period, but will provide contact mechanisms for customer to be able to log the issue and if support personnel available reasonable effort will be made to respond |
| **Incident** | Any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service. |
| **Incident handling** | an event which is not part of the standard operation of the service and which causes, or may cause, an interruption or a reduction of the quality of the service. The objective of Incident Handling is to review, manage, and restore normal operations as quickly as possible with the least possible impact on either the business or the user, at a cost-effective price. incident handling processes manage the workflow from incident identification, reporting, review, and escalation, through to resolution. |
| **Request** | a request for a change within an infrastructure or to procedures and items associated with the infrastructure. |
| **Request handling** | The manner in which new requests are processed |
| **Remote Support** | Incidents or problems resolved without a member of the support staff visiting the physical location of the problems. Note: Fixing incidents or problems remotely minimises the delay before the service is back to normal and is therefore usually cost-effective. |
| **Service Level Commitment**  **(SLC)** | An agreement between an IT Service Provider and a customer. The SLC describes the IT Service, documents Service Level Targets, and specifies the responsibilities of the IT Service Provider and the customer. A single SLC may cover multiple IT Services or multiple customers. |
| **Service Target** | A commitment that is documented in a Service Level Commitment. Service Level Targets are based on Service Level requirements, and are needed to ensure that the IT Service Design is Fit for Purpose. Service Level targets should be SMART, and are usually based on KPI’s |
| **Tier 1** | This is the initial support level responsible for basic customer issues. The first job of a Tier I specialist is to gather the customer’s information and to determine the customer’s issue by analyzing the symptoms and figuring out the underlying problem. In UBC IT support this is performed by Desktop Services |
| **Tier 2** | This is a more in-depth technical support level than Tier I containing experienced and more knowledgeable personnel on a particular product or service. Technicians in this realm of knowledge are responsible for assisting Tier I personnel solve basic technical problems and for investigating elevated issues by confirming the validity of the problem and seeking for known solutions related to these more complex issues. |
| **Tier 3** | This is the highest technical support level provided. Technicians in this realm of knowledge are responsible for escalations that can’t be resolved by tier 2. |