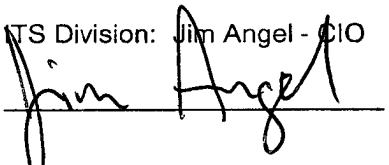
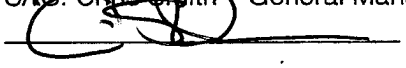
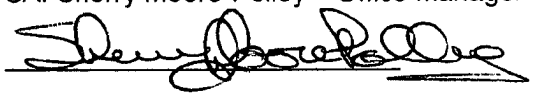
Service Level Agreement (SLA) #28 Services to SAC and SA

Between Information Technology Services (ITS) and SAC and SA	Effective Date: (02/09/2014)
Contacts: (role – to answer questions about this SLA and if necessary direct an individual to the proper resource in the ITS Division)	ITS Division: Barry Knight – Manager IT Customer Service SAC: Chris Smith – SAC General Manager SA: Sherry Polley – SA Office Manager
Approvals:	ITS Division: Jim Angel - CIO  SAC: Chris Smith – General Manager  SA: Sherry Moore-Polley – Office Manager 
Description of Service:	This SLA covers the provision of ITS services to SAC and SA
Scheduled Backups:	Not applicable
Scheduled Maintenance Period:	Not applicable
Service Goals:	1) ITS will support SAC and SA information technology that is purchased by SAC/SA through the college processes and that complies with the ITS College Standards. 2) ITS will provide service to ITS infrastructure and devices located in the SAC/SA offices consistent with published standards for service. 3) SAC/SA will request support through regular channels (ITS One Stop Support itsupport@flemingc.on.ca or the Service Desks). 4) SAC/SA agree to pay any fees associated with services consistent with the practices elsewhere in the

	college.
Measurement Method:	One-Stop ticket system
Reporting:	Yearly at the end of December on service availability and issue resolution.
Other:	1) In April of each year SAC/SA administrator will update and confirm any changes based on elections to: - Alias: redirects to individuals - Phone extension/ voicemail allocation to individuals - Xerox MFD printing privileges - Email Quota – specifically individuals who are no longer with Student Government and new student representatives. 2) In September of each Academic year SAC/SA representatives will confirm regularly booked meetings, once every two months with the CIO or designate to review this agreement and negotiate additions/deletions or modifications as required. 3) Appendix A – Description of SAC infrastructure 4) Appendix B – Description of SA infrastructure

Appendix A: SAC infrastructure/services

1) . ITS provides connectivity through hard wired network drops (N= 13) and wireless access points (N=0)
2) Connectivity currently includes access to phones, internet, college Intranet and local devices like printers.
3) SAC currently has N= 13 ITS College Standard Desktops and ITS provides software applications through our standard images.
4) N = 13 College supplied phones with voicemail.
5) One standard networked photocopier has been provisioned as part of the college-wide XEROX contract.
6) SAC purchased and owns the CISCO switch that provides connectivity to the SAC offices. SAC is responsible for maintenance/replacement of this switch.
7) 1 Multi-media projector and AV set up including Panasonic screen.

Appendix B: SA Infrastructure

1) ITS provides connectivity through hard wired network drops (N= 25) and wireless access points (N=0)
2) Connectivity currently includes access to the internet, college Intranet and local devices like printers.
3) SA currently has N= 13 ITS College Standard Desktops and ITS provides software in the standard image.
4) N = 8 College standard phones with voicemail and 1 Polycom:
5) SA Boardroom multi-media equipment specifically: projector, flatscreen
6) One standard networked photocopier has been provisioned as part of the college-wide XEROX contract.