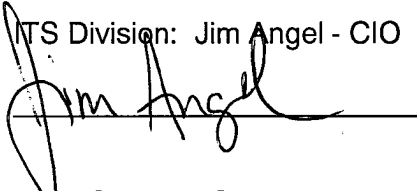
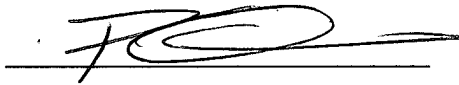


Service Level Agreement (SLA) # 20 Food Services

Between Information Technology Services (ITS) and ARAMARK Food Services	Effective Date: (08/03/2013)
Contacts: (role – to answer questions about this SLA and if necessary direct an individual to the proper resource in ITS Division or ARAMARK)	ITS Division: Jim Angel - CIO Food Services Operations: Pierre Overvelde, Food Services Director, ARAMARK
Approvals:	<p>ITS Division: Jim Angel - CIO</p>  <p>Food Services Operations: Pierre Overvelde, Food Services Director, ARAMARK</p> 
Description of Service:	This SLA defines the infrastructure and level of support to be provided by ITS to the Food Services operations at Fleming College.
Scheduled Backups:	Not applicable
Scheduled Maintenance Period:	Maintenance will be scheduled outside of Food Service's retail business hours.
Service Goals:	<ol style="list-style-type: none"> 1) To facilitate wired connectivity (network drops). A 3rd party may need to be contracted for new wire runs. 2) To provide IP connectivity to ARAMARK's point of sale systems, digital signage and office computers. 3) To provide an isolated VLAN. 4) To provide second level network support. Food Service staff contact their corporate support desk first. 5) Provide standard voice services for phones provisioned over the Fleming College voice network. 6) Provide Fleming email addresses/alias services where required. 7) Provision and maintain URL's relating to ARAMARK services at Fleming.

'Out of Scope' Services	<ol style="list-style-type: none"> 1) Problem solving or requests for support from Food Service staff related to their point of sale, digital signage and office computers, hardware, operating system, software applications, or connectivity issues outside the verification that an IP address is available. 2) Operation and maintenance of the Food Service router and DSL line with the exception of power and cooling. 3) Local printer(s) 4) Tim Horton's separate network
Response Times:	<ol style="list-style-type: none"> 1) Outages that result in debit and credit not being processed shall be responded to within 2 hours of Fleming IT being notified. Issues should be reported by opening a ticket using ITsupport@flemingc.on.ca and phoning the management contact noted below to escalate the request. 2) Issues with college provisioned phones will be reported through regular channels using the ITsupport@flemingc.on.ca ticket system.
Reporting:	<ol style="list-style-type: none"> 1) ITS will report on support requests received. 2) Reporting will be generated on an annual basis.
Other:	<ol style="list-style-type: none"> 1) This SLA will be reviewed on a yearly basis based on implementation date. 2) Appendix A – Escalation Contact Protocol 3) Appendix B – Phones supported, emails/alias/url's

APPENDIX A – ESCALATION CONTACT PROTOCOL – FLEMING IT MANAGEMENT IN ORDER OF CONTACT:

Contact	Phone #	Cell#	email
Barry Knight	705-749-5520 ext. 1651	705-760-4182	baknight@flemingc.on.ca
Roger Fitch	705-749-5520 ext. 1225	705-760-1358	rfitch@flemingc.on.ca
George MacDougall	705-749-5520 ext. 1676	705-750-7327	gmacdoug@flemingc.on.ca
Jim Angel	705-749-5520 ext. 1444	705-930-5638	jangel@flemingc.on.ca

ARAMARK MANAGEMENT IN ORDER OF CONTACT:

Contact	Phone #	Cell#	email
Pierre Overvelde	Ext.1352	705-740-5290	pierre_overvelde@aramark.ca
Ginette Lalonde	Ext.1270	N/A	ginette_lalonde@aramark.ca

Patti Gowing	Ext. 3060	N/A	patti_gowing@aramark.ca
Aron Levesque	Ext.1269	N/A	aron_levesque@aramark.ca

APPENDIX B- PHONES SUPPORTED, EMAIL/ALIAS LIST

1. 3 phones in Brealey cafeteria office(s)
Pierre Overvelde ext. 1352 with voicemail
Aron Levesque ext. 1269 with voicemail
Ginette Lalonde ext. 1270 with voicemail
2. Breaktime ext.1271
3. Steele Centre ext 4141
4. Tim Hortons ext. 4126
5. Residence Marketplace ext. 77744
6. Frost cafeteria office Patti Gowing ext. 3060 with voicemail
7. Frost kitchen ext. 3062
8. Frost Kawartha Grill ext. 3061
9. Haliburton Ext. 67601

Fleming Email: Pierre Overvelde, Ginette Lalonde, Patti Gowing

Email: food@flemingc.on.ca proxy ownership Pierre Overvelde

Email: catering@flemingc.on.ca proxy ownership Pierre Overvelde

URL's: www.food@flemingc.on.ca

www.foodatflemingc.on.ca

