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DEFINITION OF SERVICE LEVEL AGREEMENT

This document is an agreement between Financial Information Systems (FIS) Technical Services and the customer, which details what services can be expected given that the department follows all policies and procedures specified in this document and other applicable documents, amendments, and appendices. Any violations to documented Financial Information Systems policies, including policies in this document and the Guidelines on Use of Information Technology Resources, directly affect the terms of this Service Level Agreement (SLA).

GOAL

The goal of this Service Level Agreement is to define the service provider’s purpose of an uncompromised level of technical support. To provide the highest quality of service to our customers, we use Service Level Agreements to define the roles of both the service provider and service customer, manage the expectations the service customer has for the service provider, explain to the service customer how requests are handled and executed, and enable clear communication between the service customer and service provider.

PROVIDER OF SERVICES

The Provider of Services is Financial Information Systems (FIS) Technical Services at the University of Pittsburgh. Technical Services provides secure and reliable technology solutions to achieve the business and financial goals of the University. The Technical Services department consists of four groups:

CUSTOMER SUPPORT

Customer service • Incident management • Problem management • Change management • Knowledge management and communications • Service level management • Operational level management • Customer communications • User consultation and training • Software testing • Security auditing and incident response • Security and account management

CLIENT COMPUTING

Client hardware and software management and support • Hosted virtual desktop management and support • Hosted shared desktop management and support • Software packaging and deployment • Configuration and service asset management • Release and deployment management • Software licensing • Mobile computing • Point-of-Sale • Network printing • System and product evaluation

SERVER COMPUTING

Application hosting • Cloud services • File sharing • Capacity management • Continuity management • Event management • Availability management • Data retention and recovery • Computer account management • Server capacity and performance management • Server availability and continuity management • Disaster recovery and business continuity • Virtualization

APPLICATION DEVELOPMENT

Application development management • Business relationship management • Release management • Software architecture and engineering • Project management • Business analysis and process engineering • Database administration • Data integration • Report development • Web and graphic design • University Business Forms development and support • System and product evaluation • Quality assurance
CUSTOMERS OF SERVICE

FIS Technical Services supports over 750 customers in the business and financial areas of the University including:

- Auxiliary Administration
- Budget and Financial Reporting
- Business and Personnel
- Endowment Operations
- Financial Compliance for Research
- Financial Information
- Financial Information Systems
- Financial Operations
- Financial Records and Services
- Fleet Services
- Food Services
- General Accounting
- Housing
- Institutional Research
- Internal Audit
- Investments
- Mailing Services
- Maintenance and Operations
- Management Information and Analysis
- Maggie & Stella’s
- Motor Pool
- Moving Services
- Office of the Chief Financial Officer
- Office of the Controller
- Office of Finance
- Panther Central
- Parking, Transportation and Services
- Payment Processing
- Payroll
- Pitt Shop
- Planning and Analysis
- Printing Services
- Property Management
- Purchasing Services
- Research Cost Accounting
- Risk Management, Insurance and Workers Compensation
- Sarbanes Oxley Compliance
- Service and Business Systems
- Strategic Sourcing and PantherExpress Solutions
- Student Accounting and Billing
- Student Appeals
- Student Financial Services
- Student Payment Center
- Surplus Property
- Taxation
- Tuition Accounting and Budgeting
- University Collections
- University Store on Fifth
- US Security

FIS Technical Services additionally supports thousands of customers throughout the University community and UPMC that utilize University Business Forms, PRISM Printing Services, and Payment Card terminals.

HOURS AND CONTACT METHODS

STANDARD SUPPORT HOURS

Technical support will be provided during our Standard Support Hours from 8:00 a.m. to 5:00 p.m., Monday through Friday, with the exception of University Faculty & Staff holidays as listed in the University Extended Calendar. Standard business week, as defined in this document, is Monday through Friday (five business days).

FIS TECHNICAL SERVICES CONTACT METHODS

The following contact methods are to be utilized when requesting technical support from FIS Technical Services. It is important to use the correct contact method to ensure that your ticket is prioritized appropriately so we can assist you in a timely and efficient manner.

All supported computers have a label on the monitor or tower with the FIS website address and emergency telephone number. **Technical Services does not accept requests in person or by personal phone or e-mail.**

FIS SUPPORT PORTAL

All requests for technical support are to be submitted through the FIS Support Portal at [www.fis.pitt.edu](http://www.fis.pitt.edu).

When submitting a ticket through the FIS Support Portal, you will be asked to complete a small form and include a short description of the problem or request. Tickets will be responded to based on the priority that is assigned. From the portal, you can track the status of your tickets, ask for updates and changes, reserve loaner equipment, make an appointment with an analyst, and view hardware that is assigned to you.

FIS SUPPORT CHAT

FIS Support Chat is our newest method of communication with our customers. When starting a Support Chat session with an analyst, you will be asked to complete a short form. Chat requests will be assigned to an available analyst during Standard Operating Hours. To chat with an FIS Support Analyst, visit [www.fis.pitt.edu/support-chat](http://www.fis.pitt.edu/support-chat).
FIS EMERGENCY SUPPORT HOTLINE

For urgent matters, you can contact the FIS Emergency Support Hotline when you are unable to access the FIS Support Portal. The FIS Emergency Support Hotline is available during Standard Support Hours by dialing 4-FIS1 (4-3471). The FIS Emergency Support Hotline should only be used for urgent matters when you cannot access the FIS Support Portal.

FIS AFTER HOURS CRITICAL SUPPORT HOTLINE

FIS Technical Services provides limited evening and weekend emergency support. This method is to only be used for problems that severely impact immediate productivity outside of the Standard Support Hours. An analyst is always on-call to assist you with your critical issue. If you have a workaround to your problem or your request can wait until the next business day, please do not use the FIS After Hours Critical Support Hotline and instead place a ticket through the FIS Support Portal.

The FIS After Hours Critical Support Hotline phone number is 1-866-PITT-FIS (1-866-748-8347). When calling the hotline, please leave a message with your name, phone number, and a detailed description of the problem. Your call will be returned within one hour.

There are two main areas of emergency support that are provided with the After Hours Critical Support Hotline:

- **Large scale service interruptions for FIS-provided services that affect multiple people.** For example, widespread problems with access to network resources that are impacting many people.

- **Problems that are affecting critical University related business.** These types of problems may affect only a single individual, but the work that they are doing may be deemed critical to the University and therefore emergency support would be provided.

This service is designed for wide-scale outages and critical University business. Though all customer issues are important to FIS and we strive to resolve all of them in a timely manner, only emergency situations as defined above can be addressed by the FIS After Hours Critical Support Hotline.

TICKET PRIORITIZATION

When submitting a ticket, the customer will be asked to select the Urgency and Impact of the issue or request. Based on the selections for Urgency and Impact, a Priority will be assigned to your ticket. Priority is set based on an internal matrix used by FIS Technical Services. The Priority determines the response and resolution times that are set on a ticket. A support analyst may change the Urgency and Impact upon receipt of the ticket.

Upon submitting a ticket, the customer will receive an email that outlines the timeframe in which their ticket will be responded to and resolved. If the customer requires a faster turnaround time, they should update their ticket in the FIS Support Portal, which will notify the assigned analyst.

*Exceptions to these service levels will be made when the organization is in Disaster Recovery mode. See the Disaster Recovery section of this document for more information.*
URGENCY

Urgency is used to indicate the necessary speed for resolving a customer incident or fulfilling the request.

- **LOW**
  - General requests for information.
  - Request or Issue that does not affect productivity in a significant way.
  - Request or Issue that is not time sensitive.
  - Requests for non-standard hardware or software.

- **NORMAL**
  - Customer productivity continues, but in a significantly impaired fashion.
  - Request or Issue that affects productivity, but a workaround is available.
  - Request or Issue that is time sensitive, but not causing a major outage.
  - Requests for new network accounts.

- **HIGH**
  - Requests or Issue that has halted immediate business or customer productivity.
  - Request or Issue that is time sensitive and causing a major business, system, or service outage.
  - Significant customer impact that threatens regulatory compliance, cash flow, safety, or security.

IMPACT

Impact is used to indicate the number of people affected by the incident or request. It assists in determining the potential impact that an unresolved issue or request has on the ability of the business to effectively carry on its activities or deliver its services.

- **SINGLE PERSON** means that only one customer is affected by the request or issue.
- **MULTIPLE PEOPLE** means that two or more customers are affected by the request or issue.
- **ENTIRE DEPARTMENT** means that every customer in the department or area is affected by the request or issue.

PRIORITY

Priority is determined through the combination of Urgency and Impact that is selected. The Priority determines the response and resolution times that are set on a ticket and establishes the order in which tickets are responded to by a support analyst. All Response Times and Resolution Times are during standard support hours. The following table outlines the response and resolution times that are set on a ticket based on the Priority level.

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<tr>
<th>INCIDENTS</th>
<th>Targets</th>
<th>REQUESTS</th>
<th>Targets</th>
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<tr>
<td></td>
<td>Response Time</td>
<td>Resolution Time</td>
<td>Response Time</td>
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<tr>
<td>Priority</td>
<td>Emergency (P1)</td>
<td>15 Minutes</td>
<td>4 Hours</td>
</tr>
<tr>
<td></td>
<td>Serious (P2)</td>
<td>1 Hour</td>
<td>1 Day</td>
</tr>
<tr>
<td></td>
<td>Moderate (P3)</td>
<td>4 Hours</td>
<td>3 Days</td>
</tr>
<tr>
<td></td>
<td>Minor (P4)</td>
<td>1 Day</td>
<td>5 Days</td>
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<tr>
<td></td>
<td>Planned (P5)</td>
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<td>Planned</td>
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FIS Technical Services analysts may change a ticket’s priority to Planned due to one of the following reasons.

- Future scheduled tasks performed for customers.
- Lack of customer response.
- Issues that require third party vendor involvement after initial problem is addressed.

Please be aware that when CSSD must be involved with a ticket, the Priority may be set to Planned. Examples of tickets requiring CSSD involvement include email related requests, physical computer moves, IP address requests, computer hardware replacements, network port installations/changes, UCA accounts, file restores, and firewall updates.

**SERVICE CATALOG**

The Service Catalog defines and categorizes all information technology services provided to FIS supported customers. The catalog allows you to quickly identify services that can assist you and provide an understanding of what each service provides.

**ACCOUNT AND ACCESS SERVICES**

*Need access to a FIS supported server or network resource? Do you have a new employee, a transfer to a different department, or has someone left the organization? Did your account get locked out?*

The Account and Access service handles the creation, modification, access to and termination of login accounts and network resources. Through this service, you can also have your password reset for the systems that you utilize.

**APPLICATION AND WEB DEVELOPMENT**

*Does your department need a new application developed? Do you want to design and update a website? Do you need a report modified or created?*

The Application and Web Development service provides design, development, and maintenance of departmental websites and applications using the latest technologies available. Through this service, you can also request that custom reports be created for your applications. You can additionally request assistance from FIS to provide guidance with the evaluation, testing, and selection of a system or software. We will ensure that the system not only works for you, but that it also adheres to our guidelines and security compliance regulations.

**EMAIL, CALENDAR, AND COLLABORATION SOLUTIONS**

*Need a new shared mailbox or calendar? Did you run out of space in your email? Need a new distribution list?*

Communicating and collaborating across the network is the cornerstone of this service. Through this service, FIS facilitates the setups on the Enterprise Exchange email system, including creating distribution lists, shared mailboxes, and shared calendars.

The FIS Cloud SharePoint solution provides a central location for staff and departments to quickly find information, collaborate, and access files through the internet. Through this service, we can assist setting up new sites and deleting old sites on the FIS Cloud.

**HARDWARE AND CLIENT SERVICES**

*Do you need an additional computer in your department? Do you need a smartphone? Do you need a different mouse, keyboard, or other device that needs plugged into your computer? Moving offices and need assistance with your equipment?*

This service provides computers of all types: tablets, smartphones, desktops, laptops, and thin clients along with the software installed on them. In addition, any peripherals such as a mouse, keyboard, or USB drive are provided through our
Client Computing service. As part of this service, we cover the entire life cycle of all computers, hardware, and peripherals ensuring they work for you in a consistent and reliable manner. FIS will plan, coordinate, and move all IT equipment across campus as part of planned renovations or changes in the location of your department. As part of this service offering, we will work with CSSD to ensure that all network ports are active and properly configured to work with your computers and network printers. Additionally, if you are interested in a new product, we can assist you with evaluation, testing, and selection of a system or software.

**INFORMATION SECURITY SERVICES**

*Did you lose a mobile device? Are you concerned that your computer has been compromised?*

FIS Technical Services provides a high level security on all client computing devices. In the event that your client computing device is lost, stolen or possibly compromised, use this service to have us investigate and determine the best course of action to handle the issue.

**LOANER AND EVENT SERVICES**

*Taking a business trip and need access to email or the internet? Do you need equipment for a meeting or large event?*

Through our loaner services, all staff members can request a laptop, tablet, mobile device, wireless broadband card, projector, or secure USB drive for temporary use. If you have a large meeting or event, FIS is able to assist with setting up and tearing down all IT equipment, allowing you to focus on the event and not the technology.

**NETWORK AND STORAGE SERVICES**

*Do you need a file restored from any server? Need more space to save files on the network?*

This service is responsible for managing network storage. You can request that your lost or misplaced files be restored, regardless of where they are on the network. Additionally, you can request that new folder shares be created or change access to existing folder. If you run out of space on the file server, we have that covered for you too.

**PRINTING, SCANNING, AND FAXING**

*Need a new printer for your computer? Need access to a network printer? What about scanning documents to your email?*

Our printing, scanning, and faxing service covers all aspects of getting your documents to paper and vice versa. Printing is available to all staff on all computers through a network and/or local printer. We offer a range of options for you to convert or send paper documents into a digital format. We can also assist you with scanning or faxing directly from your computer.

**SOFTWARE SERVICES**

*Do you want new software installed on your computer? Is there an update to your existing software? Want to demo a new software solution?*

Through our Software service, you can request assistance from FIS to provide guidance with the evaluation, testing, and selection of a new system or software application. We will ensure that the system not only works for you, but that it also adheres to our guidelines and security compliance regulations. You may also place a request to purchase non-standard software or request that updates be applied to existing software.

**TRAINING AND CONSULTATION**

*Have a technical question? Need instructions to perform a computing task? Would your department like a custom training class? Do you need help starting a new technology driven project?*
Through our Training and Consultation service, you will receive the highest level of assistance and training with all of your
technical computing needs. FIS strives to maintain the highest level of customer service for our customers so they are
satisfied with every experience. Technical Support is provided for you to assist with questions, service requests, and
computing problems. We also provide hands-on training classes for new releases of software and operating systems.
Customized training classes can be designed and conducted based on the needs of the customers department.

Through this service, FIS will assist with analyzing and designing workflows within your department to streamline
technological processes and improve efficiency. Our Engagement Analysts can help you to improve business processes,
realize the benefits of using technology to become more effective business leaders, and support critical business strategies.

ON PREMISE APPOINTMENT

Want to learn how to navigate Outlook? Do you have a question with your iPhone? Do you need help with a mail merge?

FIS is here to assist you with all of your technology needs. Request an on premise appointment in our office at 1917
Cathedral of Learning. One of our support analysts will sit down with you to answer your computing questions, give you a
demo, or assist with whatever your needs may be.

SYSTEM RELIABILITY AND CHANGES

MAINTENANCE AND CHANGES

FIS strives to provide our customers with the highest level of server and client computer uptime possible. Occasionally, it is
necessary to perform regular, routine maintenance on our servers and client computers. To make these downtimes as
convenient as possible for our customers, FIS Technical Services performs normal maintenance during a pre-defined Normal
System Maintenance Period (NSMP). This period is scheduled during off-hours and our staff is dedicated to performing
these tasks during late evenings or on weekends when it is less likely to disrupt customer work time.

• Access to business applications and servers are offered 24 hours a day, 7 days a week, 365 days a year, except
during Normal System Maintenance Periods.

• All changes, enhancements, and maintenances are reviewed by the FIS Technical Services Change Management
Board and are subject to their approval. The goal of the Change Management Board is to review changes to
ensure that they will not cause unnecessary downtime for our customers.

  o The NSMP (Normal System Maintenance Period) is the time in which regularly scheduled, non-emergency
  events that can cause a service outage or have an impact on performance are implemented. Changes that
  are scheduled during the NSMP may only result in short loss of service and are not necessarily meant to
  define long periods of downtime.

    • FIS Technical Services systems and services, including computers, servers, databases, and
    applications, will be unavailable each week from Wednesday at 9:00 PM until Thursday at 6:00 AM.

  o Changes that are not considered routine and/or are planned for times outside of the NSMP, which result in
  an extended period of downtime, will be scheduled by the Change Management Board. FIS Technical
  Services will notify customers of scheduled downtime via email and will strive to ensure that these
downtime periods are as least disruptive as possible to our customers.

Non-scheduled emergency changes which require service outages are implemented at the discretion of the Change
Management Board. In the event of an emergency service outage, FIS will attempt to notify customers of the outage as
soon as possible. If a change is extremely urgent, advanced notification may not be possible.
CUSTOMER COMMITMENTS FOR SERVICE

- All FIS policies including the Guidelines on Use of Information Technology Resources and this Service Level Agreement will be followed.
- All University of Pittsburgh defined policies and procedures will be followed.
- All requests, problems, questions, and concerns will be submitted according to the FIS Technical Services Contact Methods listed above.
- Customers must supply all requested information when filling out forms and documents, including requests for service via the FIS Support Portal.

SERVICE GOALS

*FIS reserves the right to take necessary precautions to protect the security of the organization and University data assets regardless of promised service goals.*

REQUEST SUBMISSION RESPONSE RATE

At least 99% of all requests will be responded to within the above-defined response times.

CALL ABANDONMENT RATE

At least 90% of all calls made to the FIS Support Hotline will be answered by a support analyst.

FIRST TIER RESOLUTION

At least 70% of all incidents will be resolved by Tier 1 Support. These incidents will be resolved by Customer Support staff without the involvement of other areas such as Client Computing, Server Computing, or Application Development.

TICKET RESOLUTION TIME

At least 99% of all tickets will be resolved as described below.

- If a ticket requires additional time, customers will be notified of approximate resolution time and/or reason for delay.
- Additional time must be allotted for tickets that require a third party vendor involvement for resolution. This includes working with CSSD in resolving customer issues/requests, such as email or other Enterprise Services.
- Resolution time will also be affected when an extensive period passes where the FIS staff member is unable to contact the customer or the customer asks for tickets to be resolved at a later date.
- FIS Technical Services analysts will attempt to contact the customer at least three times spanning across a minimum of three days in an attempt to resolve the ticket. If after three contact attempts, the customer does not return communications to the analyst, the ticket will be closed.

OVERALL CUSTOMER SATISFACTION

At least 99% Overall Customer Satisfaction rating based on returned surveys.
SERVER RELIABILITY

At least 99.95% server availability during standard support hours. In the event of a disaster, Server Reliability service goals are best effort only.

CLIENT COMPUTER UPGRADES

At least 95% Overall Customer Satisfaction rating based on returned client computer upgrade surveys.

MOBILE DEVICE SUPPORT

FIS will provide technical support for Smartphones and other mobile devices, whether they are University or personally owned, as long as the mobile device meets our security standards. If you choose to receive support from FIS for your personally owned device, we will record information about your device to keep in our inventory. Additionally, we will configure security settings on your device to meet our standards.

SUPPORTED DEVICES

FIS provides full support for the following devices:
- Apple iOS devices (e.g. iPhone, iPad)
- Google Android (“Droid”) devices (e.g. Samsung Galaxy)

FIS provides best-effort support for the following devices:
- Windows Mobile devices (e.g. Nokia Lumia)

The following devices are not currently supported by FIS:
- Blackberry devices
- Palm devices

Since the security capabilities of each type of device varies and can change as operating systems are upgraded, please contact FIS for the latest supported mobile devices. If you do not want FIS to inventory or configure your device then we will be unable to provide you with support.

FIS Technical Services will provide the following services for supported mobile devices:
- Configure device to connect to Enterprise Exchange, which enables you to access your email, calendar, and contacts.
- Configure FIS baseline security settings for your device.
- Provide best-effort technical support for your device operating system.
- Contact your wireless carrier for hardware failures or upgrades if device is University owned. FIS is unable to contact the wireless carrier for any reason if your device is personally owned.
- Provide life cycle management for your device which includes ensuring that your device is replaced on a regular basis.
- FIS will attempt to restore your personal settings and applications when needed. However, FIS Technical Services cannot restore purchased apps to the mobile device. You will need to restore these applications yourself.
- FIS will not install any software on your work computer to be used for the purpose of synchronizing or managing your mobile device.

You are responsible for:
- Following all policies pertaining to mobile devices as outlined in the Guidelines on Use of Information Technology Resources. If you choose to receive FIS support for personally-owned devices, you are subject to all applicable FIS...
policies, including but not limited to the examination of personal data and the possible deletion of personal data on lost or stolen devices.

- Installing the latest operating system updates and security patches on your mobile device. Updates are to be installed within one month of the release date. FIS Technical Services can only provide support if your device has the latest updates and patches. Failure to regularly update your mobile device may result in FIS no longer providing support for your device.
- Using an anti-malware software application and ensuring that it is kept up-to-date when using an Android device.
- Performing regular backups of information stored on your mobile device. Sensitive or confidential information must not be stored on mobile devices without additional security precautions to prevent unauthorized access to that information. All data, whether personal or work-related, transferred to or from University IT Resources must be in compliance with applicable Guidelines and University policy.
- Only downloading mobile applications from reputable sources.
- Password protecting your mobile device and keeping it physically secure.
- Reporting any loss or theft of your mobile device immediately to FIS.
- You are not permitted to “jailbreak” or modify the operating system or cellular network configuration of your mobile device.
- Ensuring that you only connect mobile devices to trusted wireless networks and trusted computers. Unauthorized wireless networking access points or ad hoc networking is prohibited.

DISASTER RECOVERY

DISASTER EVENTS AND DISASTER RECOVERY

In the event of a disaster or serious server outage during standard support hours, FIS will notify the Emergency Contact in each department by telephone and inform them of the situation.

NOTE: All Service Level Response and Resolution Times listed above will be considered unavailable with the exception of an “Emergency” Priority. An Emergency incident will be attended to as quickly as possible based on an assessment of the disaster situation, but no Response or Resolution times are promised.

BUSINESS CONTINUITY AND DISASTER RECOVERY

- CSSD provides the backups and file restorations for FIS servers. FIS will work with CSSD to attempt to recover any missing or lost files to the best of our abilities. CSSD does not provide an estimated time of completion for these services. Servers are backed up to tape within 24 hours of data being written to the disk.
- All University data should be stored on servers so it may be properly backed up.
- The network H: and K: drives are setup to keep Shadow Copies of previous file versions. If a file is not available via Shadow Copy, a file restore request can be submitted to CSSD.
- Databases are backed up at various times throughout the day to meet the business needs specific to each individual application. In addition, a full database backup is performed at least twice a day.

MEDIA STORAGE

Secure off-site storage for all network backup media is provided by Iron Mountain. Since 1951, Iron Mountain has been the partner that thousands of companies trust to store, manage, and protect records, media, and electronic data in any format for any length of time. Our backup media is stored in the Iron Mountain’s National Underground Storage (NUS) facility. Iron Mountain provides us with protection of our backup media while allowing us access to it 24x7.
CUSTOMER ACCOUNTS

The following section outlines requirements for accounts that provide access to FIS supported computers or systems.

NETWORK ACCOUNT

- All customer accounts are created with:
  - 150MB warning/200MB limit on K drive space
  - 3GB warning/5GB limit on H drive space
  - 150MB per upload session on FIS Cloud
  - 1GB limit on FIS Cloud My Site

- More space will be granted upon request if reasonable business need is illustrated. Before new space is granted, customers must make an attempt to remove extraneous files that may be consuming space. This includes the removal of files that are outdated, duplicates, multimedia types, and email attachments. FIS Technical Services will provide CD creation services for these files upon request.

EMAIL ACCOUNT

All customers have an Enterprise Exchange email account hosted through CSSD. New Exchange accounts have a storage size limit of 250 MB. When you are near to reaching your limit, you will be notified by email.

CSSD does not restore deleted mail items. Messages which are deleted from the Deleted Items folder can be retrieved up to 14 days later by selecting Tools—> Recover Deleted Items within Outlook. After 14 days, deleted mail items are no longer recoverable.

Although CSSD hosts our email service, all requests for support should be placed through FIS.

ACCOUNT MODIFICATIONS

Account modifications and requests for additional account access are performed at the discretion of the requesting customer’s department administrator and FIS Technical Services. Account modifications are subject to the following stipulations:

1. Submission of a non-urgent request.
2. Submission of a completed Data Access Form.
3. Signature of department administrator and customer as per specific instructions outlined by Support Services at the time of the request.

ACCOUNT MAINTENANCE AND DELETION

- It is the responsibility of the department administrator to inform FIS of employees leaving the department or University a minimum of three (3) days prior to employee’s last day.

- Any data and/or information can be gathered from the departing employee’s hard disk, network share, or email and delivered to the department administrator as requested up to one (1) week after employee’s last day.

- All computers will be rebuilt by FIS before being redistributed to other employees.

- Unless FIS Technical Services is informed that an employee is on an extended leave or absence:
  - FIS will disable any accounts left unused for 30 days.
  - FIS will delete any accounts that have been disabled for more than 90 days.
STANDARD HARDWARE AND SOFTWARE

FIS provides standard hardware and software solutions to customers. Standards related to IT Resources are established and maintained by FIS. Any exceptions to the FIS Standards require the submission of a Non-Standard Request approved by both the requesting department’s management and FIS. Only FIS-approved IT Resources are permitted to be used.

STANDARD HARDWARE

FIS offers the following standard client hardware. The type of client computing hardware that a department receives is dependent on customer needs. For a comprehensive list of Standard Hardware, including detailed specifications, please visit our Knowledgebase.

- Desktop PC Hardware (Dell Optiplex 9020)
- Zero Client All-In-One Hardware (Wyse 5030)
- Thin Client All-In-One Hardware (Wyse 5020)
- Guard Station Thin Client for Guest Check-In (Dell Wyse Z90S7)
- Laptop PC Hardware (Dell Latitude E7450 or XPS 13)
- Mobile Thin Client Hardware (Dell Wyse X90m7)
- Tablet Hardware (Apple iPad Air 2, iPad Pro, or Mini 4)
- Smartphone Hardware (Apple iPhone 6s)

HARDWARE LIFE CYCLE

FIS proactively replaces client hardware based on the following life cycles:

- Smartphones: Every 2 Years
- Laptop and Tablet Computers: Every 3 Years
- Network Printers: Every 5 Years (excluding Sharp and Ricoh imagers)
- Desktop Computers: Every 4 Years
- Desktop Thin Clients: Every 6 Years
- Desktop Zero Clients: Every 6 Years

ENERGY SAVINGS

FIS utilizes a number of power saving measures to increase energy savings with our computers.

- Automatically powering off the hard drive and monitor after 15 minutes of inactivity.
- Purchasing computers with 90% power efficient power supplies.
- Purchasing low power thin and zero clients in place of traditional desktop computers.
- Eliminating high power requirement components such as floppy and CD-ROM drives wherever possible.
- Standardizing to a single maintenance window on Wednesday nights.
STANDARD SOFTWARE

The following is a general listing of standard productivity software that is installed on all FIS supported computers. Standard software varies by computer type. For a comprehensive list of Standard Software by computer type, including all utilities, client agents, and security software, please visit our Knowledgebase.

- Adobe Flash Player
- Adobe Reader
- Apple QuickTime
- Apple Safari Web Browser
- Cisco WebEx Meeting Center for Internet Explorer
- Cisco WebEx Recorder and Player
- Core FTP LE
- Identity Finder
- KeePass
- Microsoft Internet Explorer Web Browser
- Microsoft Office Professional Plus 2013 with Skype
- Microsoft Silverlight
- Mozilla Firefox Web Browser
- Oracle Java
- SecureZIP for Windows
- Webroot SecureAnywhere EndPoint Protection or Trend Micro Deep Security Agent (Antivirus)

NON-STANDARD HARDWARE AND SOFTWARE

Per the Guidelines on Use of Information Technology Resources, standards related to IT resources and software are established and maintained by FIS Technical Services. Any exceptions to the standards require the submission of a Non-Standard Request approved by both the requesting department’s management and FIS Technical Services.

All hardware and software is to be purchased and supplied through FIS Technical Services. This ensures that the new hardware and software will be compatible with the infrastructure and security policies. FIS can additionally assist customers with the selection of hardware or software to ensure that it meets business requirements.

FIS has the authority to provide, inventory, label, control, maintain, and allocate all IT Resources within its service area. To ensure effective utilization of technology, IT Resources are purchased, upgraded, replaced, rotated and retired on a schedule determined by FIS. Customers are not permitted to purchase, install, modify, move, or dispose of any IT Resources, services, or network ports without the approval of FIS.

Only software that has been properly licensed to the University, and approved and installed by FIS shall be used. All such uses must be in compliance with the applicable software license and University policy. Unauthorized duplication, storage, or distribution of copyrighted materials or intellectual property is prohibited. Customers are not permitted to download software from the internet. All non-approved or personally owned software, software that isn’t properly licensed, or software incompatible with the standards established by FIS may be deleted without notice.

The standard hardware and software for all supported computers is listed in the previous section. FIS provides a process to purchase additional non-standard hardware or software. Once a request is submitted, it will be researched to find the best solution that meets the customer’s needs. The acquisition of non-standard hardware or software is subject to the following procedures:
1. Submission of a request ticket.
2. Submission of a completed Non-Standard Request Form.
3. Approval from the department administrator and AVC. FIS will handle obtaining all approvals or denials.
4. If the request is approved by the AVC it will then be processed. Any necessary hardware and software will be purchased and installed by FIS Technical Services.
5. No purchase or installation will occur until FIS receive approval from both the department administrator and the AVC. If approval is not received after 30 days, the request will automatically be closed.

MAJOR APPLICATION SOLUTIONS

FIS CUSTOM SOLUTIONS

- Arrival Survival Student Volunteer System
- Arrival Survival Staff Volunteer Registration
- Central Receiving Manual Billing System
- Chancellor Dashboard and Resource Center
- CHX II (Student Loan Check Management System)
- Espresso Book Search
- FAEM (Funds and Endowment Management)
- Fleet Manager
- Lunch Money
- OAR
- Ombudsman and Resignation Database
- Panther Card Self Service Photo Upload
- Panther Central ID Scanner/Data Transfer for PORT Authority
- PARA (PRISM Account Request Application)
- Payroll Applications
- SafeRider
- SciQuest Delta
- SFS Budget Calculator
- SOX CSA
- Student Photo Retriever
- Student Refund Stop Payments/Voids Tracking
- Surplus Property Inventory Management System
- Surplus Property Online Catalog
- UC Legal
- University Business Forms
- University Club Membership System
- UPAS (Unclaimed Property Analysis System)

THIRD PARTY SOLUTIONS

- ACL Desktop
- Alloy Navigator
- Amano McGann AMS-Charge
- Automated Logic
- Advent Tamale RMS
- Best Access Systems Keystone Key Core Control
- Blackboard Transact
- Bloomberg Professional
- BomGar Appliance
- Bottomline C-Series Check Printing
- Burgiss Private i
- Card Scanning Solutions CSSN
- Catermate FE
- cbord EventMaster Plus!
- cbord NetCatering
- CCH ProSystem fx Suite
- Datacard ID Works Identification Standard
- Deloitte Touche AuditSystem/2
- Globalscape sFTP
- Microsoft Bitlocker and Administration Monitoring
- Microsoft System Center Configuration Manager
- Microsoft System Center Operations Manager
- Microsoft System Center Configuration Manager
- Microsoft System Center Operations Manager
- Newsletter Manager Pro
- NICE Mirra Audio Recording
- OpenText RightFax Fax Server
- Oracle Hyperion Brio
- PATROLSAN Guard Tour System
- Perceptive ImageNow
- Persona Campus 1000 and LockLink System
- Priority Systems Mail System
- Priority Systems Mail Systems NeoPost
- PRISM (Pitt’s Realtime Integrated Solutions for Management)
- Quest Toad Data Point
- Quest Toad for Oracle
- rbs RATEX
• Gravic Remark Office OMR 8.4
• IBM Cognos 8
• IMScan Document Storage and Retrieval
• Insite Asset Management
• International Tax Navigator Client
• Intuit QuickBooks Pro
• Kinetic
• Kronos
• LaundryView Monitoring System
• LexisNexis Bridger Insight XG - 2
• Logical Automation Building Automation Web Control
• Maximus CRIS 2010
• MBS
• MeetingMatrix
• Mellon CheckInsight
• Microsoft Application Virtualization
• Microsoft Application Virtualization Desktop

## REGISTERED COPYRIGHTS

FIS Technical Services holds registered copyrights for the following developed applications:

• Arrival Survival Volunteer System
• Bankruptcy Tracking System
• CHX II (Student Loan Check Management System)
• eFunds
• FAEM (Funds and Endowment Management)
• Fleet Manager
• Housing Cart Rental Tracking System
• InFAEMus
• Lunch Money

• Ombudsman and Resignation System
• Photo Retriever
• SafeRider
• SOX CSA (Sarbanes-Oxley Control Self-Assessment)
• Student Refund Stop Payment
• Surplus Property Online Inventory System
• UBF (University Business Forms)
• UC Legal
• UPAS (Unclaimed Property Analysis System)

## FIS CLOUD

The FIS Cloud provides a central location for staff and departments to quickly find information, collaborate, and access files through the internet. Through its collaboration and search capabilities, the FIS Cloud solution will improve your ability to share documents dynamically, communicate effectively between departments and individuals, and coordinate projects regardless of computing device and location.

FIS Cloud is not for use outside of CFO, Internal Audit, and Auxiliary departments. FIS offers other solutions for forward facing and public web sites.

FIS Cloud through Microsoft SharePoint accomplishes three core goals:

- **Cloud**: Access from anywhere on any device.
- **Collaboration**: Communicate, inform, share, and notify.
- **Search and Classification**: Search tagged content, keywords, and other business terms.

All staff members are initially setup as a member of the FIS Cloud with access to their departmental team site, AVC site, and personal site (My Site). The FIS Cloud can be accessed at [https://cloud.fis.pitt.edu](https://cloud.fis.pitt.edu).
All staff members should read and understand the FIS Cloud Governance Plan. The FIS Governance Plan is a document outlining the hierarchy, administration, and support of the FIS Cloud SharePoint solution. It identifies lines of ownership for our business and technical teams and identifies who is responsible for which areas of the system. The plan also establishes rules for appropriate use of the SharePoint environments. This governance plan ensures that our system is managed and used in accordance with its designed intent.

FIS CLOUD SUPPORT

Full technical support will be provided when accessing the FIS Cloud from the following FIS supported devices:

- Primary work computer
- Teleworker computer
- Loaner laptop
- iPad and iPhone when using recommended applications

Best-effort technical support will be provided when accessing SharePoint from the following devices:

- Mobile devices
- Home computer or other non-supported computer

Requests for help should be made through the FIS Support Portal at www.fis.pitt.edu.

REQUEST PROCEDURES

REQUEST FOR ADDITIONAL SITE WEB PARTS, LISTS, AND LIBRARIES

When an additional Site web part, list or library needs created, Site Members should contact the Site Owner to create these items. The Site Owner is displayed on the Home Page of each Team Site. My Site web parts, lists and libraries are self-provisioned by each staff member. If a Site Owner requires additional training to fulfill the request, the Site Owner should submit a request through the FIS Support Portal at www.fis.pitt.edu.

REQUEST FOR SITE CUSTOMIZATIONS

When a Site needs customizations such as permission changes, custom data columns, or Home Page web part changes, Site Members should submit these requests to the Site Owner. The Site Owner may designate a Site Designer to also handle these requests. My Site customizations are self-provisioned by each staff member. If a Site Owner requires additional training to fulfill the request, the Site Owner should submit a request through the FIS Support Portal at www.fis.pitt.edu.

REQUEST FOR ADDITIONAL SUBSITES

A subsite is a subdirectory of a top-level SharePoint Site that is a complete Site. If a new subsite needs created, Site Members should submit the request to the Site Owner. The Site Owner should follow the Design Policies and Standards when creating subsites. Subsites should always be created judicially and with just cause. If a Site Owner requires additional training to fulfill the request, the Site Owner should submit a request through the FIS Support Portal at www.fis.pitt.edu.

REQUEST FOR NEW SITE

A SharePoint Site is a top level web site that provides central storage and collaboration space for documents, information, and ideas. The site is composed of a collection of pages, lists and libraries that Site Members can use to contribute their own content or others’ content without the need for any development skills. A SharePoint Site may also contain one or more subsites. Site pages make heavy use of web parts to display information from lists and libraries.
If a new root level Site needs created, the request should be submitted to FIS as follows.

1. Complete the SharePoint Site Creation Request form.
2. Follow all instructions in the form to email it to FIS Technical Services. You may alternatively email the completed form directly to support@cfo.pitt.edu. A new request ticket will be created for you.
3. An FIS Technical Services analyst will contact you to discuss your site requirements and will create the site for you.

REPORTING AND SURVEYING

REPORTING

Technical Services will provide monthly reports via our website containing information on actual performance achieved compared to service level objectives. These results can be viewed at https://cloud.fis.pitt.edu/SitePages/Service%20Performance.aspx. Additional reports for management will be made available upon request.

SURVEYING

It is our goal to provide the highest support and customer service possible. To accomplish that we survey customers based on ticket submissions and new computer installations. We strive to achieve at least a 50% sample size of closed tickets and 100% of client computer installations. FIS Technical Services utilizes the HDI Customer Satisfaction Index (CSI) service to survey customers and measure satisfaction. These surveys are extremely important to our operations. It is the responsibility of the recipients of these surveys to answer in the most truthful and thorough way possible.
APPENDIX A

VENDOR SUPPORT AND UNDERPINNING CONTRACTS

MICROSOFT PREMIER SUPPORT

FIS subscribes to Microsoft Premier Support, which allows the routing of problem resolution issues to senior level Microsoft Support Professionals, who are technical mentors or internal escalation resources, directly on the first call. This allows for quicker problem resolution on issues that have a high impact on business operations.

• A dedicated Microsoft Technical Account Manager acts as our internal advocate at Microsoft to help ensure that the appropriate resources are engaged to resolve our support issues.
• Microsoft Support Professionals deliver expert assistance by phone and onsite for technical problems that occur when we use a Microsoft product.
• Preventative, prescriptive guidance on a variety of issues – from answers to basic "how-to" questions to the discussion of best practices around deployments, migrations, and operations in our IT environment.
• Knowledge transfer services help our IT staff develop the skills and resources to mitigate potential IT issues.

MICROSOFT PREMIER SUPPORT FOR DEVELOPERS

Premier Support for Developers provides a comprehensive suite of services and support that spans the entire software development life cycle. Services are provided by a dedicated Application Development Manager (ADM) who is familiar with our systems and infrastructure.

• Proactive and reactive services are provided 24x7.
• Ensures a consistent and coordinated development effort in line with overall business initiatives.
• Knowledge transfer by sharing Microsoft best development practices.
• Access to workshops and online learning.

DELL LIMITED WARRANTY

Dell provides a four year desktop and three year laptop warranty on parts and labor. This limited warranty covers defects in materials and workmanship for the Dell-branded hardware products, including Dell-branded peripheral products, except for the following Dell-branded hardware:

• Laptop batteries carry a 1-year limited warranty.
• Projector lamps carry a 90-day limited warranty.
• Memory carries a lifetime limited warranty.
• Monitors carry the longer of either a 3-year limited warranty or the remainder of the warranty for the Dell computer to which the monitor will be connected.
• PDAs, MP3 players, earphones, remote inline controls, and AC adapters carry a 1-year limited warranty.
• Other add-on hardware carries the longer of either a 1-year limited warranty for new parts and a 90-day limited warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell computer on which such parts are installed.

This limited warranty does not cover:

• Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software.
• Non-Dell branded and Solution Provider Direct products and accessories.
• Problems that result from: External causes such as accident, abuse, misuse, or problems with electrical power.
• Servicing not authorized by Dell.
• Usage that is not in accordance with product instructions.
• Failure to follow the product instructions or failure to perform preventive maintenance.
• Problems caused by using accessories, parts, or components not supplied by Dell.
• Products with missing or altered Service Tags or serial numbers.
• Products for which Dell has not received payment.

**DELL ACCIDENTAL DAMAGE SERVICE**

Dell provides FIS with a three year warranty for all laptops on accidental damage. Dell Accidental Damage Service is a repair and replacement service that covers most accidental damage (spills, drops, surges, and breakages) to select systems or peripherals that is not covered under limited warranty.

**Coverage:**

Some examples of non-intentional damage that are covered are:

• Liquid spilled on or in unit
• Drops, falls, and other collisions
• Electrical surge
• Damaged or broken LCD due to a drop or fall
• Accidental breakage (multiple pieces)

**Not-Covered:**

• Damage caused by intentional acts, fire, theft or loss, are not covered under Accidental Damage Service. Some examples of damage that would NOT be covered are:

• Damaged in a fire (covered by insurance)
• Intentional damage (user is responsible for repairs)
• Stolen unit (covered by insurance)
• Normal wear (does not affect system performance)
• Consumables (batteries, bulbs)

**VMWARE BUSINESS CRITICAL SUPPORT**

VMware support centers are staffed around the clock to provide FIS access to their industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products. The VMware Business Critical Support option provides personalized reactive and proactive support services for VMware customers with business critical virtual infrastructure implementations.
FIS is committed to providing the highest quality of service possible. To do so, our staff is required to hold various professional certifications. We pledge to maintain these certifications and update them as industry standards change. Technical Services staff currently holds the following certifications.

- Apple Certified Mac Technician
- Business Continuity Professional Certification
- Certified Fraud Examiner
- Certified Identity Theft Risk Management Specialist
- Certified in Homeland Security
- Certified in the Governance of Enterprise IT
- Certified in Risk and Information Systems Control
- Certified Information Privacy Professional United States
- Certified Information Security Manager
- Certified Information Systems Auditor
- Certified Information Systems Security Professional
- Certified Protection Professional
- Certified ScrumMaster
- CompTIA A+ Certification
- CompTIA i-Net+ Certification
- CompTIA Network+ Certification
- CompTIA Project+ Certification
- CompTIA Security+ Certification
- CompTIA Server+ Certification
- Dell Online Self Dispatch
- Global Information Assurance Certification
- HDI Desktop Support Technician
- HDI Knowledge-Centered Support Fundamentals
- HDI Support Center Analyst
- HDI Support Center Team Lead
- HDI Support Center Manager
- ITIL v3 Foundations
- ITIL Intermediate Service Offerings and Agreements
- ITIL Intermediate Service Operations
- Microsoft Certified IT Professional: Enterprise Administrator
- Microsoft Certified IT Professional: Enterprise Desktop Administrator
- Microsoft Certified IT Professional: Enterprise Desktop Support Technician
- Microsoft Certified IT Professional: Database Administrator
- Microsoft Certified Technology Specialist
- Oracle Certified Associate
- VMWare Certified Professional
AWARDS AND RECOGNITION

FIS is committed to being a leader in the industry. The following are awards and recognition that Technical Services has received.

HDI CSAT Elite 50

FIS Technical Services has been named as part of the HDI CSAT Elite 50, a ranking that recognizes outstanding technical service and support centers across the country. Of the more than 800 organizations that utilize the HDI Customer Satisfaction Index, FIS Technical Services has been ranked as #1 worldwide.

HDI Team Certified Award

The HDI Team Certified Award is achieved when at least 80% of the members on a team possesses HDI Certifications. FIS Technical Services staff members hold one or more of the following certifications: HDI Support Center Analyst, HDI Desktop Support Technician, HDI Support Center Team Lead, HDI Support Center Manager and HDI Support Center Director. FIS Technical Services has received this award five times.

HDI Analyst of the Year Award

This award recognizes a local help desk analyst that exemplifies the best qualities among support practitioners. The winner will have demonstrated extraordinary commitment, dedication, and service to customers while consistently exceeding performance objectives. FIS Technical Services Support Analysts have been awarded this honor seven times for the Pittsburgh region.

HDI Desktop Support Technician of the Year Award

This award recognizes a desktop support specialist who illustrates the best qualities among the professionals in our region. It is intended for the best technicians that respond to incidents escalated by the service desk that are related to customer equipment and require additional skills, knowledge, tools, or authority. FIS Technical Services desktop support analysts have been awarded this two times for the Pittsburgh region.

CompTIA A+ Authorized Service Center Gold

The CompTIA Gold Authorized Service Center program showcases service centers that offer higher levels of repair and customer service capabilities. To qualify for this program, a company must prove that at least 75% of their PC service technicians are CompTIA A+ certified, demonstrate that at least 50% hold other CompTIA technical certifications and have 75% of technicians enroll in and pass the CompTIA Customer Service Skills Accreditation. The CompTIA Authorized Service Center designation is proof of our department’s capabilities and provides visibility to our customers.

CompTIA Network and Server Support Authorized Service Center Gold

The CompTIA Authorized Service Center program recognizes computer, network and server support businesses that employ technicians who have achieved CompTIA professional certifications. These certifications are recognized around the world and throughout the IT industry as the skills standards for technology professionals. This ensures that customers receive top-level service that is effective, efficient, and resolves their service issues in a timely manner.