



Service Level Agreement

March 2017

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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. FIS provides secure and reliable technology solutions to achieve the business and financial goals of the University. The Technical Services department comprises 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 • Cloud Services • 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 SERVICES

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

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, except for University Faculty & Staff holidays as listed in the [University Calendar](#). Standard business week, as defined in this document, is Monday through Friday (five business days).

FIS TECHNICAL SERVICES CONTACT METHODS

These contact methods are to be utilized when requesting technical support from FIS Technical Services. 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 device with the FIS website address and emergency telephone number. **FIS 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.

When submitting a ticket through the FIS Support Portal, you will complete a brief form to describe the problem or request. FIS will respond to tickets based on the priority assigned. From the portal, you can track the status of your tickets, request updates and changes, reserve loaner equipment, make an appointment with an analyst, and view hardware assigned to you.

FIS SUPPORT CHAT

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.

FIS EMERGENCY SUPPORT HOTLINE

You can contact the FIS Emergency Support Hotline via telephone. 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 when you cannot access the FIS Support Portal.**

FIS AFTER HOURS CRITICAL SUPPORT HOTLINE

FIS 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.**

Two main areas of emergency support are provided with the After Hours Critical Support Hotline:

- **Large scale service interruptions for FIS-provided services that affect multiple people.** Widespread problems with access to network resources affecting many people.
- **Problems affecting critical University business.** These types of problems may affect only a single individual, but the work 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**. Based on the selections for Urgency and Impact, a **Priority** will be assigned to your ticket. The Priority determines the response and resolution times 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 for more information.

URGENCY

Urgency is used to indicate the 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 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 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. These tables outline the response and resolution times set on a ticket based on the Priority level.

| INCIDENTS | | Targets | | REQUESTS | | Targets | |
|-----------|----------------|---------------|-----------------|----------------|------------|---------------|-----------------|
| | | Response Time | Resolution Time | | | Response Time | Resolution Time |
| Priority | Emergency (P1) | 15 Minutes | 1 Day | Emergency (P1) | 15 Minutes | 1 Day | 1 Day |
| | Serious (P2) | 1 Hour | 2 Days | Serious (P2) | 1 Hour | 3 Days | 3 Days |
| | Moderate (P3) | 4 Hours | 3 Days | Moderate (P3) | 4 Hours | 5 Days | 5 Days |
| | Minor (P4) | 1 Day | 5 Days | Minor (P4) | 1 Day | 10 Days | 10 Days |
| | Planned (P5) | -- | Planned | Planned (P5) | -- | Planned | Planned |

FIS analysts may change a ticket's priority to Planned due to:

- 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 that may require CSSD involvement include email requests, physical computer moves, computer hardware replacements, network ports, UCA accounts, file restores, and firewall changes.

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. From the FIS Support Portal, select the **Request a Service** option to view the Service Catalog.

The service offerings available for you to request include:

- Account and Access Services
- Application and Web Development
- Email and Calendar Services
- Cloud and Collaboration Solutions
- Hardware and Client Services
- Information Security Services
- Loaner and Event Services
- Network and Storage Services
- Printing, Scanning, and Faxing
- Software Services
- Training and Consultation
- On Premise Appointment

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 convenient 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 maintenance are reviewed by the FIS 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.

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

FIS Technical Services systems and services, including computers, servers, databases, and applications, will be unavailable each week:

- **Wednesday at 9:00 PM until Thursday at 6:00 AM**
 - **Saturday at 9:00 PM until Sunday at 6:00 AM**
- Changes not considered routine 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 will notify customers of scheduled downtime and will strive to ensure 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. If an emergency service occurs outage, FIS will attempt to notify customers of the outage as soon as possible. If a change is 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 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 assets regardless of these service goals.

REQUEST SUBMISSION RESPONSE RATE

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

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 reason for the delay.
- Additional time must be allotted for tickets that require a third party vendor involvement for resolution. This includes working with CSSD.
- Resolution time will also be affected when an extensive period passes where the FIS staff member cannot contact the customer or the customer asks for tickets to be resolved later.
- FIS analysts will attempt to contact the customer three times spanning across a minimum of three days 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. If a disaster occurs, 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.

DISASTER RECOVERY

DISASTER EVENTS AND DISASTER RECOVERY

If a disaster occurs 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.

All Service Level Response and Resolution Times listed above will be unavailable except for 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

- Microsoft provides location redundancy, previous versions, and recycle bin for all Office 365 cloud services including SharePoint Online and OneDrive.
- CSSD provides the backups and file restorations for FIS servers. FIS will work with CSSD 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.
- All University data should be stored on servers so it may be properly backed up.
- The H: and K: network drives 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 backup media is provided by Iron Mountain. Our backup media is stored in Iron Mountain's National Underground Storage (NUS) facility. Iron Mountain provides us with protection for our backup media while allowing emergency access to it 24x7.

CUSTOMER ACCOUNTS

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

NETWORK ACCOUNT

- All customer accounts are created with:
 - 1 GB limit on K drive space
 - 5GB limit on H drive space
 - 5TB (5000GB) on Office 365 OneDrive for Business
- Additional H: and K: space will be granted upon request due to a reasonable business need. Before space is granted, customers must try to remove unnecessary files that consume space. This includes the removal of files that are outdated, duplicates, multimedia, and email attachments. FIS provides CD creation services for these files upon request. Office 365 OneDrive for Business space cannot be increased.

EMAIL ACCOUNT

All customers are provided with an Office 365 (Exchange Online) email account through CSSD. New email accounts have a storage size limit of 100 GB.

Messages 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 provides our email through Microsoft cloud services, 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. Account modifications are subject to these stipulations:

- Submission of a Service Request through the FIS Support Portal at www.fis.pitt.edu.
- Email sign off from department administrator as per specific instructions outlined by FIS Customer Support at the time of the request.

ACCOUNT MAINTENANCE AND DELETION

- The department administrator must inform FIS of employees leaving the department or University a minimum of three (3) days prior to employee's last day.
- Files or information can be gathered from the departing employee's hard disk or network share and delivered to the department administrator as requested up to one (1) week after employee's last day.
- Per University policies, mailbox access cannot be granted when an employee leaves. It is recommended that prior to the employee's departure, they grant temporary access through Outlook permissions to a designated staff

member. In unique situations, mailbox access can be requested through the Office of General Counsel where approval is determined.

- All computers will be rebuilt by FIS before being redistributed to other employees.
- Unless FIS 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 disabled for over 90 days.

STANDARD HARDWARE AND SOFTWARE

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

STANDARD HARDWARE

FIS provides the following standard client hardware. The hardware that a department receives is determined by FIS based on business and technical requirements. For detailed specifications, please visit our [Knowledgebase](#).

- Zero Client All-In-One Hardware (Wyse 5050)
- Thin Client All-In-One Hardware (Wyse 5020)
- Desktop PC Hardware (Dell Optiplex 7040)
- Laptop PC Hardware (Dell Latitude 7000, 3000, and XPS series)
- Tablet Hardware (Apple iPad Pro or Mini 4)
- Smartphone Hardware (Apple iPhone 7)

HARDWARE LIFE CYCLE

FIS proactively replaces client hardware based on these life cycles:

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

ENERGY SAVINGS

FIS utilizes 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 on limited maintenance windows.

STANDARD SOFTWARE

The following is a general listing of standard productivity software installed on all FIS supported computers. Standard software varies by computer type. For a comprehensive list of Standard Software, please visit our [Knowledgebase](#).

- Adobe Flash Player
- Adobe Acrobat Reader
- Apple Safari Web Browser
- Cisco WebEx
- 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
- ZScaler Web Security Service

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. Any requested exceptions to the standards require the submission of a Non-Standard Request approved by both the requesting department's management and FIS. Only FIS-approved IT Resources may be used.

All hardware and software must be purchased and supplied through FIS. 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 and technical requirements.

Acquiring non-standard hardware or software is subject to these procedures:

1. Submission of a Service Request through the FIS Support Portal at www.fis.pitt.edu.
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.**
5. **No purchase or installation will occur until approval is received from both the department's AVC and FIS management.** 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)
- Donated Food Online Request
- Espresso Book Search
- FAEM (Funds and Endowment Management)
- Fleet Manager
- Foreign National Secure Document Submission
- Lunch Money
- Meal Plan Special Request Online System
- OAR
- Ombudsman and Resignation Database
- Panther Central ID Scanner/Data Transfer for PORT Authority
- Panther Card Self Service Photo Upload
- 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

- Alloy Navigator
- Amano McGann AMS-Charge
- Automated Logic
- Advent Tamale RMS
- Best Access Systems Keystone Key Core Control
- Blackboard Transact
- Bloomberg Professional
- Bomgar Remote Support
- Bottomline C-Series Check Printing
- Burgiss Private i
- Catermate FE
- cbord EventMaster Plus!
- cbord NetCatering
- CCH ProSystem fx Suite
- Datacard ID Works Identification Standard
- Globalscape sFTP
- 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 Web Control
- Maximus CRIS
- MBS POS
- MeetingMatrix
- Mellon CheckInsight
- Microsoft Bitlocker and Administration Monitoring
- Microsoft System Center
- Newsletter Manager Pro
- NICE Mirra Audio Recording
- OpenText RightFax Fax Server
- Oracle Hyperion Brio
- Perceptive ImageNow
- Persona Campus 1000 and LockLink System
- Priority Systems Mail Systems
- PRISM
- ProShip Office
- Quest Toad
- RENA FlexMail Direct Mail
- RPM Remote Print Manager (RPM)
- SAP Crystal Reports
- Satori Bulk Mailer
- SciQuest
- SCLLogic SCLIntra Enterprise Package Tracking
- Sequoia QuadPoint
- Sybase InfoMaker
- T2 Flex Parking Access & Revenue Control Systems
- Tableau Professional
- Team Foundation Server
- Teammate
- TMASystems WebTMA & MobileTMA Solution
- UPEXchange
- VMware Horizon
- VMWare Airwatch
- Wilshire Axiom Compass

REGISTERED COPYRIGHTS

FIS holds registered copyrights for these 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)

REPORTING AND SURVEYING

REPORTING

FIS will provide monthly reports via our web site containing information on actual performance achieved compared to service level objectives. These results can be viewed at <https://support.fis.pitt.edu/sspweb/go/KB002214>. Additional reports for management may be provided upon request.

SURVEYING

It is our goal to provide the highest support and customer service possible. To accomplish this 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. These surveys are important to our operations. It is the responsibility of the recipients of these surveys to answer in the most truthful and thorough way possible.

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 with a high impact on business operations.

- A dedicated Microsoft Technical Account Manager acts as our internal advocate at Microsoft to help ensure that the 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.
- Preventive, prescriptive guidance on many 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, five-year zero client, 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:

- 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.
- 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 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 not covered under limited warranty.

Coverage:

Some examples of non-intentional damage 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 NOT covered are:
 - Damaged in a fire (covered by insurance)
 - Intentional damage (user handles 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.

APPENDIX B

PROFESSIONAL CERTIFICATIONS

FIS is committed to providing the highest quality of service possible. To do so, our staff hold various professional certifications. We pledge to maintain these certifications and update them as industry standards change. FIS staff holds these certifications.

- Apple Certified Mac Technician
- Business Continuity Professional Certification
- Business Relationship Management Professional
- Certificate of Cloud Security Knowledge
- Certified Fraud Examiner
- Certified Identity Theft Risk Management Specialist
- 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
- Certified Scrum Product Owner
- CompTIA Certified: A+, i-Net+, Network+, Project+, Security+, Server+
- Dell Online Self Dispatch
- Global Information Assurance Certification
- HDI Certified: Desktop Support Technician, Knowledge-Centered Support Fundamentals, Support Center Analyst, Support Center Team Lead, Support Center Manager
- Hubspot Inbound Marketing Certified
- ITIL v3 Foundations
- ITIL Intermediate: Service Offerings and Agreements, Service Operations, Operational Support and Analysis
- Microsoft Certified IT Professional: Enterprise Administrator Server 2008, Enterprise Desktop Administrator Windows 7, Enterprise Desktop Support Technician Windows 7, Database Administrator
- Microsoft Certified Technology Specialist: Server 2008 Active Directory Configuring, Server 2008 Network Infrastructure Configuring, Server 2008 Applications Infrastructure Configuring, Windows 7 Configuring
- Microsoft Certified Solutions Associate: Windows Server 2012
- Oracle Certified Associate
- PCI Professional Qualification
- VMWare Certified Professional



AWARDS AND RECOGNITION

FIS is committed to being a leader in information technology. The following are awards and recognition that FIS has received.

HDI CSAT Elite 50

FIS 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 over 800 organizations that utilize the HDI Customer Satisfaction Index, FIS consistently ranks in the top five.



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 staff members hold one or more of these certifications: HDI Support Center Analyst, HDI Desktop Support Technician, HDI Support Center Team Lead, HDI Support Center Manager and HDI Support Center Director. FIS has received this award six 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 Support Analysts have been awarded this honor eight times for the Pittsburgh District and twice for the Midwest 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 related to customer equipment and require additional skills, knowledge, tools, or authority. FIS desktop support analysts have been awarded this two times for the Pittsburgh District.



CompTIA Authorized Service Center

The CompTIA Authorized Service Center program showcases service centers that offer high levels of repair and customer service capabilities. The CompTIA Authorized Service Center (ASC) validates an organization's level of technical certification, resulting in competitive differentiation and customer confidence. It identifies organizations that employ CompTIA certified technicians in at least 50% of their technical roles. 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.

