Service Level Agreement

July 2019

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DEFINITION

This document is an agreement with Financial Information Systems (FIS) Technical Services and details which services can be expected under the policies and procedures specified in this document and other applicable documents, amendments, and appendices. Any violations of documented FIS 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 service. To provide the highest quality of service, we use Service Level Agreements to define roles, manage expectations, explain how requests are handled, and enable clear communication.

PROVIDER

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 three groups:

APPLICATIONS

The Applications area creates and implements value-adding custom business applications designed to complement the long-term strategies of our business units. The website design and development team creates mobile-friendly websites designed for optimal resonance.

INFRASTRUCTURE

The Infrastructure area is focused on providing a secure, reliable, and flexible platform for business units including cloud and locally hosted solutions. We are a recognized leader in virtualization, possessing an over 95% virtualized infrastructure. In addition, we offer cloud services for seamless access and secure data with improved functionality.

OPERATIONS

The Operations area is dedicated to securely and reliably connecting people to IT solutions and serves as the single point of contact for all business unit inquiries. Our goal is to deliver the highest quality and most current solutions by making it easier to request and receive assistance through our continuous offerings of new services. In addition, we bring the digital workplace to the University by implementing virtualization, cloud-based services, and mobile technologies.

BUSINESS PARTNERS

FIS Technical Services partners with the following University business units:
- Business and Auxiliary Services
- Facilities Management
- Internal Audit
- Leasing and Real Estate
- Office of the Chief Financial Officer

FIS additionally partners with business units throughout the University community and UPMC for Payment Card Terminals, PRISM Printing Services, Application Development, Website Development, and University Business Forms.

HOURS

STANDARD BUSINESS HOURS

Our standard business hours are 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).

CONTACT METHODS

These contact methods are to be used when requesting service from FIS Technical Services. Use the correct contact method to ensure that your ticket is appropriately prioritized so we can assist you in a timely and efficient manner.

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

FIS SERVICE PORTAL

All requests for service are to be submitted through the FIS Service Portal at www.fis.pitt.edu. Using the FIS Service Portal is the preferred method of contact as it allows tickets to be prioritized and assigned appropriately.

When submitting a ticket through the FIS Service Portal, you will complete a brief form to describe the issue or request. FIS will respond to tickets based on the priority assigned. From the portal, you can track the status of tickets, request updates and changes, reserve loaner equipment, subscribe to known issues, make appointments with analysts, and view devices assigned to you.

FIS CHAT

Chat requests will be assigned to an available analyst during standard business hours. To chat with FIS, go to the FIS Service Portal and click the **Chat with us** button.

FIS HOTLINE

You can contact the FIS Hotline by telephone. The FIS Hotline is available during standard business hours by dialing 4-FIS1 (4-3471). **The FIS Hotline should only be used when you cannot access the FIS Service Portal.**

FIS AFTER HOURS HOTLINE

FIS provides limited evening and weekend emergency assistance. After Hours requests are only to be used for problems that severely affect immediate productivity outside of standard business 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 Hotline. Instead, place a ticket through the FIS Service Portal.**

The FIS After Hours 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 issue. Your call will be returned within one hour.**

Two main areas of emergency assistance are provided with the After Hours Hotline:

- **Large-scale service interruptions for FIS-provided services that affect multiple people.** Widespread problems with access to network resources affecting many people.

- **Issues affecting critical University business.** These problems may affect only a single individual, but the work they are doing may be deemed critical to the University, and therefore, emergency assistance would be provided.

This service is designed for wide-scale outages and critical University business. Though all issues are important to FIS, and we strive to resolve them all promptly, only emergencies as defined above can be addressed by the FIS After Hours Hotline.

TICKET PRIORITY

The Priority determines the response and resolution times set on a ticket and establishes the order in which FIS responds to tickets. All Response Times and Resolution Times are during standard business hours.

The below tables outline the response and resolution times set on a ticket based on the Priority level.

- The Response Time indicates the time for an analyst to initially call you regarding your ticket and collect additional information as necessary.
- The Resolution Time indicates how many business days it will take for your ticket to be resolved.

If you require a faster turnaround time, update your ticket in the FIS Service 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.

INCIDENTS

When reporting an issue (also known as an Incident) on the FIS Service Portal, you will be asked if the issue prevents you from doing your work and if it affects multiple users. Depending on the responses, a Priority level will be assigned.

		Targets	
		Response Time	Resolution Time
Priority	P1 Emergency	15 Minutes	1 Day
	P2 Critical	1 Hour	3 Days
	P3 Serious	4 Hours	5 Days
	P4 Moderate	1 Day	10 Days
	P5 Minor	1 Day	15 Days

The Priority Level on a Service Request is set according to the Service selected.

Default Service Request

Applies to all Service Requests not listed under Service Specific below.

		Targets	
		Response Time	Resolution Time
Priority	P2 Critical	1 Day	5 Days
	P3 Serious	1 Day	10 Days
	P4 Moderate	1 Day	15 Days
	P5 Minor	1 Day	20 Days

Service Specific Service Request

The below response and resolution times apply to the following Services:

- Desktop and Software Management
- Mobile Devices and Telephony
- Onboarding and Offboarding
- Printing and Scanning
- Professional Services

		Targets	
		Response Time	Resolution Time
Priority	P2 Critical	1 Day	5 Days
	P3 Serious	1 Day	10 Days
	P4 Moderate	1 Day	15 Days
	P5 Minor	1 Day	25 Days

FIS may change the Priority after assessing the ticket or providing a temporary solution. FIS may also change a ticket's priority to Minor, if work is scheduled in the future. This may include work such as:

- Future scheduled tasks to be performed.
- Lack of response.
- Issues that require third-party vendor involvement after the initial problem is addressed.

Please know that when a third party must be involved with a ticket, such as CSSD, the Priority may also be set to Minor. Examples of tickets that may require third party involvement include email requests, physical computer moves, computer hardware replacements, network ports, accounts, file restores, and firewall changes.

SERVICE CATALOG

The Service Catalog defines and categorizes all information technology services provided by FIS. The catalog allows you to quickly identify services that can assist you and provide an understanding of what each service provides. From the FIS Service Portal, select the **Request Services** option to view the Service Catalog.

The service offerings available for request include:

- Access Management
- Desktop and Software Management
- Email and Collaboration
- Enterprise Applications and Services
- Information Security
- Loaner and Event Management
- Mobile Devices and Telephony

- Network Connectivity
- Onboarding and Offboarding
- Online Storage and Data Management
- POS and Guest Swipe In Systems
- Printing and Scanning
- Professional Services
- Website Development

SYSTEM RELIABILITY AND CHANGES

MAINTENANCE AND CHANGES

FIS strives to provide 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, 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 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 change, enhancement, and maintenance requests are reviewed by the FIS Change Advisory Board (CAB) and are subject to the board's approval. The goal of the CAB is to review changes to ensure that they will not cause unnecessary downtime.

  o 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 is implemented. Changes scheduled during the NSMP may only result in a 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 on the following days and times:
    - **Wednesday at 9:00 PM until Thursday at 6:00 AM**
    - **Saturday at 9:00 PM until Sunday at 6:00 AM**
    - **Sunday at 9:00 PM until Monday at 6:00 AM**

  o 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 CAB. FIS will provide notification of scheduled downtime and will strive to ensure these downtime periods are as least disruptive as possible.

Non-scheduled emergency changes that require service outages are implemented at the discretion of the CAB. If an emergency change requires a service outage, FIS will attempt to provide notification of the outage as soon as possible. If a change is urgent, an advanced notification may not be possible.

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.
- All requested information must be supplied when filling out forms and documents, including Service Requests via the FIS Service 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.

TICKET RESOLUTION TIME

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

- If a ticket requires additional time, you will be notified of the approximate resolution time and the reason for the delay.
- Additional time must be allotted for tickets that require a third party vendor involvement for resolution, including working with CSSD.
- Resolution time will also be affected when an extensive period passes where the FIS staff member cannot contact you or you ask for a ticket to be resolved later.
- FIS will attempt to contact you three times spanning at least three days to resolve the ticket. If after three contact attempts, you do not return communications to the analyst, the ticket will be automatically closed.

OVERALL SATISFACTION

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

SERVER RELIABILITY

At least 99.95% server availability during standard business hours. If a disaster occurs, Server Reliability service goals are best effort only.

DISASTER RECOVERY

DISASTER EVENTS AND DISASTER RECOVERY

If a disaster or serious outage occurs during standard business 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 a P1 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 bins 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 to ensure backup.
- Select systems keep Shadow Copies of previous file versions. If a file is not available via Shadow Copy, FIS may submit a file restore request to CSSD.
- Databases are backed up at various schedules throughout the day to meet recovery time and point objective specific requirements per service. Also, a full database backup is performed at least twice a day.
- FIS provides a redundant infrastructure and the ability to recover to a standby site if failure for applicable services occurs.

MEDIA STORAGE

Secure off-site storage for all backup media is provided by Iron Mountain. 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.

USER ACCESS

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

ONLINE STORAGE SERVICE

- All accounts are created with:
    - 5GB storage on K drive space
    - 10GB storage on H drive space
    - 5TB (5000GB) storage on Office 365 OneDrive for Business
- Additional space will be granted upon request due to a reasonable business need. Before space is granted, you must try to remove unnecessary files that consume space. This includes the removal of files that are outdated, duplicates, multimedia, and email attachments. Office 365 OneDrive for Business space cannot be increased.

EMAIL SERVICE

Everyone is provided with an Office 365 (Exchange Online) email account. 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 should be placed through FIS.

ACCOUNT MODIFICATIONS

Account modifications and requests for additional account access are performed at the discretion of the requesting department's administrator and FIS. Account modifications are subject to these stipulations:

- Submission of a Service Request through the FIS Service Portal at www.fis.pitt.edu.
- Approval from the department administrator as per instructions outlined in the request.

ACCOUNT MAINTENANCE AND DELETION

- The department administrator must inform FIS of employees leaving the department or University at least three (3) days before the employee's last day.
- Files or information can be gathered from the departing employee's drives and delivered to the department administrator as requested up to one (1) week after employee's last day.
- Per University policies, mailbox and other online storage service access cannot be granted when an employee leaves. It is recommended that before 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.
- Computers may be rebuilt by FIS before being redistributed to other employees.
- FIS audits network, sponsored, resource, and other non-University issued accounts and will remove permissions and deactivate unnecessary accounts periodically.

STANDARD HARDWARE AND SOFTWARE

FIS provides standard hardware and software solutions. Standards related to IT Resources are established and maintained by FIS. Any requested exceptions to the standards require the submission of a Service Request at www.fis.pitt.edu, which must be 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.

- Horizon Desktop Hardware
- Desktop PC Hardware
- Laptop PC Hardware
- Tablet Hardware
- Smartphone Hardware

HARDWARE LIFE CYCLE

FIS proactively replaces client hardware based on these life cycles:
- Smartphones: 2 Years
- Laptop and Tablet Computers: 3 Years
- Desktop Computers: 5 Years
- Network Printers: 5 Years (excluding Sharp and Ricoh imagers)

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 smaller energy efficient clients in place of traditional full size 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.

- Adobe Acrobat Reader
- Adobe Flash Player
- Box Drive
- Core FTP LE
- Crowdstrike
- Google Chrome Web Browser
- KeePass
- Microsoft Edge Web Browser

- Microsoft Internet Explorer Web Browser
- Microsoft OneDrive
- Microsoft Office Professional Plus with Skype
- Microsoft Teams
- 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 Service Request via the FIS Service Portal, approved by both the designated department financial approver(s) and FIS. Only FIS-approved IT Resources may be used.

HARDWARE AND SOFTWARE REQUEST PROCESS

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 help to select hardware or software to ensure that it meets business and technical requirements.

Acquiring hardware or software is subject to these procedures:

1. Submission of a Service Request through the FIS Service Portal at www.fis.pitt.edu.

2. As required, FIS will seek approval from the designated department financial approver(s) for the request.

3. If the request is approved by the designated department financial approver(s), it will then be processed. **Any necessary hardware and software will be purchased and installed by FIS.**

4. **No purchase or installation will occur until approval is received from both the designated department financial approver(s).** If approval is not received within five business days, the request may automatically be closed.

MAJOR APPLICATION SOLUTIONS

FIS CUSTOM SOLUTIONS

- ACS MasterFile
- Arrival Survival Student Volunteer System
- Arrival Survival Staff Volunteer Registration
- Bankruptcy Database
- Cart Reservations
- Catering Exemption Request
- Central Receiving Manual Billing System
- Certificate of Insurance Request Application
- Chancellor Dashboard and Resource Center
- CHX II (Student Loan Check Management System)
- CPackMan
- Donated Food Online Request
- eFunds
- FMIS (Facilities Management Information System)
- FAEM (Funds and Endowment Management)
- Fleet Manager
- Foreign National Secure Document Submission
- Housing Maintenance Request
- InFAEMus
- Lunch Money
- Meal Plan Special Request Online System
- 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
- PRISM
- SafeRider
- SciQuest Delta
- SFS Budget Calculator
- SOX CSA
- Student Photo Retriever
- Student Refund Stop Payments/Voids Tracking
- Subrecipient Monitoring System
- Surplus Property Inventory Management System
- Surplus Property Online Catalog
- UC Legal
- UStore Payroll Deduction Management
- University Business Forms
- University Club Membership System
- UPAS (Unclaimed Property Analysis System)
- Variance Report

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)

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
- Microsoft System Center
- Newsletter Manager Pro
- NICE Mirra Audio Recording
- OpenText RightFax Fax Server
- Oracle Hyperion Brio
- Perceptive Content
- Persona Campus 1000 and LockLink System
- Priority Systems Mail Systems
- ProShip Office
- Quest Toad
- RENA FlexMail Direct Mail
- RPM Remote Print Manager (RPM)
- SAP Crystal Reports
- Satori Bulk Mailer
- SciQuest
- SCLogic SCLIntra Enterprise Package Tracking
- Sequoia QuadPoint
- Sybase InfoMaker
- T2 Flex Parking Access & Revenue Control Systems
- Tableau Professional
- Teammate
- TMASystems WebTMA & MobileTMA Solution
- UPExchange
- VMware Horizon
- VMWare Workspace ONE
- Wilshire Axiom Compass

SURVEYING

It is our goal to establish and maintain a successful partnership with business units based on measurable business value derived from the services that we offer . One of the ways in which we monitor the business value of our services is to conduct surveys based on ticket submissions. We strive to achieve at least a 50% sample size of closed tickets. These surveys are important to the ongoing refinement of our business strategies. 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 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 lifecycle. 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 five-year desktop, a five-year zero client, and a three-year laptop warranty on parts and labor. This limited warranty covers defects in materials and quality for the Dell-branded hardware products, including Dell-branded peripheral products, except for:

- 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 hardware carries the longer of either a 1-year limited warranty for new parts or 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 the limited warranty.

Covered:

Some examples of non-intentional damages covered:

- 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, is not covered by 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 with business-critical virtual infrastructure implementations.

PROFESSIONAL CERTIFICATIONS

FIS staff holds various professional certifications. We pledge to maintain these certifications and update them as industry standards change.

- Apple Certified Mac Technician
- Business Continuity Professional Certification
- Business Relationship Management Professional
- Certified Business Relationship Manager
- Certificate of Cloud Security Knowledge
- Certified Fraud Examiner
- Certified in Homeland Security
- 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+, Network+, Project+, Security+, Server+
- Dell Online Self Dispatch
- DevOps Foundation
- Global Information Assurance Certification
- HDI Certified: Desktop Support Technician, Knowledge-Centered Support Fundamentals, Support Center Analyst, Support Center Team Lead, Support Center Manager
- ITIL v3 Foundations
- ITIL Intermediate: Service Offerings and Agreements, Service Operations, Operational Support and Analysis
- Microsoft Certified IT Professional
- Microsoft Certified Technology Specialist
- Microsoft Certified Solutions Associate
- Microsoft Certified Solutions Expert
- Oracle Certified Associate
- PCI Professional Qualification
- Project Management Professional
- UX Interaction Design Specialty
- UX Certificate in User Experience
- 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.

HDI Team Certified Award

The HDI Team Certified Award is achieved when at least 80% of the members of 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.

The HDI Team Certified Pinnacle of Excellence Award was introduced in 2017 and is achieved when 100% of members of the team posses HDI certifications. FIS has also received this award two 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 while consistently exceeding performance objectives. FIS Support Analysts have been awarded this honor nine times for the Pittsburgh District and three times for the Midwest Region. In 2017, an FIS Support Analyst was named as the National HDI Analyst of the Year.

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 equipment and require additional skills, knowledge, tools, or authority. FIS desktop support analysts have been awarded this twice for the Pittsburgh District.