

Secure Instant Messaging (IM)

Title:
Secure Instant Messaging (IM)

Effective Date: 12/05/08

Service Provider:
Office of Information Technology

Client:
University of Utah Faculty & Staff

Purpose and Objectives:

The purpose of this Service Level Agreement is to ensure a clear understanding and agreement between the Office of Information Technology (OIT) and campus and hospital departments regarding the delivery of a secure instant messaging solution. This Service Level Agreement will help to ensure that users of this service will receive excellent service and support.

Service Description:

Through Microsoft Office Communications Server (OCS), OIT will provide a secure instant messaging (IM) solution for University of Utah personnel. Secure instant messaging allows instantaneous communication between one or more parties by transmitting information quickly and efficiently, and features immediate receipt of acknowledgment or reply. Users of public IM tools such as AIM or Yahoo! are subjected to identity theft and "spoofing", posing a major threat to corporate and individual privacy and risk management; therefore, identity management becomes necessary to provide a secure instant messaging environment. Public IM users can utilize screen names that misrepresent their identity; therefore, the IM service provided by OIT will only be available for users set up on the University's Secure IM server.

OIT responsibilities:

- Manage and control the use of instant messaging
- Purchase the necessary Microsoft OCS licenses
- Protect against malicious external threats such as spam, viruses or other attacks
- Encrypt IM traffic to safeguard proprietary and sensitive data
- Secure IM server: In the event of a server outage, a spare server will be available for temporary replacement; however, IM services will be unavailable when an outage occurs. Replacements for failed hardware will be provided by the server manufacturer within 24 hours.
- OIT does not have control over individual customer network services, and therefore is not responsible for these services. In the event of a network-related outage, OIT will contact the appropriate Help Desk to report a trouble ticket and retain ownership of the problem until it is resolved.

Customer responsibilities:

- Use the provided work order tools to submit changes.
- Users are responsible for their individual desktop computer and all other desktop applications.
- If the desktop computer is not a HSC computer or if it is a home computer, then the customer is responsible for installing the client. HSC will do this for computers that they manage unless it is a Mac.
- If the client is loaded on a home computer not owned by the University, we won't support issues associated with the client.

Service Availability:

The Secure IM service support will be available 24 hours a day, 365 days a year except during scheduled outages. In addition to OIT support, 24-hour support is also available through the software manufacturer. Other factors excluded from network availability calculations include, but are not limited to:

- Power outages
- Personal computer issues
- Private network-related issues
- Acts of God such as earthquake, fire, flood, etc.

In the event of an emergency, OIT will provide a 15 minute response time. Within 15 minutes, OIT will begin the trouble shooting process to determine the nature of the problem and contact appropriate internal or external personnel to resolve the issue.

Change Management Procedures: Planned outages will be factored out of the availability calculations. Scheduled downtimes will be limited to ensure minimal impact to customers. **Note:** the regular Secure IM service maintenance window is the third Saturday of each month from 10:00 pm to 6:00 am. In order to remain informed of issues and regular outages for the UMail/Secure IM system, users may subscribe to the UMail outages list at www.lists.utah.edu/www/lists/Special_Interest/UMail. Critical patches will be applied to the server as needed. Customers will be notified within an adequate timeframe prior to the installation of software upgrades.

Service Rate/Funding:

Rates:

- Customer will be billed a one-time charge of \$17.00 per account when the service is implemented. In addition, there will be an annual charge of \$17.00 per account billed every July.

Campus Help Desk Support:

Support Hours:

Monday	12 a.m. to 10 p.m.
Tuesday – Thursday	7 a.m. to 10 p. m.
Friday	7 a.m. to 12 a.m.
Saturday – Sunday	24 Hour Support
After Hours and University Holidays	On-Call Support

During business hours: Contact the Campus Help Desk at **581-4000**.

After hours support: Contact the Campus Help Desk at **581-4000** and leave a voicemail providing your name, a phone number where you can be reached and a brief description of the problem. The system automatically pages the Campus Help Desk Tech Support person who is on-call. The Tech Support on-call person screens the message and contacts the caller within 15 minutes to let him or her know that the request has been received and to get more information if necessary. A page will be sent out to the on-call Voice Systems Team member.

Campus Help Desk Service Level Agreement Metrics:

- Answer Rate: 90% of calls answered within 60 seconds.
- Abandoned Rate: percentage of abandoned calls at <=6%.
- Satisfaction Survey: 90% satisfied or better based on customer satisfaction surveys.

Incident and Problem Management:

When an incident is reported, the Campus Help Desk classifies the severity levels as follows:

Case Priority	Time Frame	Criteria	Completion Timeframe/Escalation
Urgent	Response time 30 minutes to customer by support personnel	Unable to conduct business. Multiple Failures (a group of more than 5 people are down)	- Should respond within 15 minutes. -Should be completed within 4 hours, 90% of the time
High	Response time 30 minutes to customer by support personnel	Critical task cannot be performed. Affects a small group of users (less than 5)	- Should be completed within t business day, 90% of the time
Medium	Response time one business day to customer by support personnel	Service is lost by a single user or small number of users minimally affecting business functionality. Problems or incidents where a workaround exists or can be developed with a small amount of incremental resources.	- Should be completed within two business day, 90% of the time.
Low	Response time one business day to customer by support personnel	Single users can operate some of the system activities normally, but a definite problem is identified. Scheduled move, add or change Non-critical	- Should be completed within 2-5 business days, 90% of the time
After Hours	30 minute response time to customer	-Urgent or high criteria	- On site within 2 hours, completed by 6 hours

Escalation Procedures:

To escalate a problem, please contact the Campus Help Desk at 581-4000 and select option 1.

Incident Follow up:

A follow up call will be made by OIT staff to update the user of the status throughout the event to ensure that service has been restored to customer satisfaction.