



WASHINGTON STATE UNIVERSITY
**Academic Outreach
and Innovation**

SERVICE LEVEL AGREEMENT

for

ACADEMIC OUTREACH & INNOVATION SUPPORT

Department/College (Customer)	[Department Name]
Period of Performance	[Start and End Date]
Version Number	[Version Number]

ACADEMIC OUTREACH & INNOVATION

SERVICE LEVEL AGREEMENT

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1.0 Service Level Agreement Overview

This Service Level Agreement ("Agreement" or "SLA"), effective [Start and End Date] ("Effective Dates") is made by and between Academic Outreach & Innovation ("AOI") and [Department Name] ("Department"), collectively referred to as "Parties".

WHEREAS, the Parties have entered into an agreement effective [Start and End Date] for the purpose of identifying services (as defined therein) to be provided by AOI; and

WHEREAS, this SLA contains all the terms and conditions agreed upon by the parties. No other understandings, oral or otherwise, regarding the subject matter of this agreement shall be deemed to exist or to bind any of the parties hereto. Any amendments to the terms of this SLA must be mutually agreed upon by both parties with written consent.

WHEREAS, the SLA will be reviewed, at a minimum, once per fiscal year and may be amended when mutually agreed upon in writing by both parties.

NOW, THEREFORE, in consideration of the foregoing, and of the terms and conditions, the Parties hereby agree as is outlined in the following sections:

2.0 Services Provided

Room Devices Preventative Maintenance

The following support, if selected, is provided standard in the SLA.

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- Coordinate with Department's primary technical contact to perform preventative maintenance on selected devices based on the checklist provided in Appendix B.
- Provide maintenance reports and recommendations semi-annually on a schedule mutually agreed upon by AOI and Department.
- When computer devices are integrated in the system, AOI will coordinate with Department primary support regarding maintenance, upgrades, and University standards.

Collaborative Technology Room Support

The following support, if selected, is provided standard in the SLA.

- AOI help desk support for video conferencing equipment and device connection issues.
- Hold Zoom dashboard admin access to configure calendar integration, auto-join, auto-end as well as configuration of Polycom admin side.
- Train Department technical staff on functionality and system operations to be primary support for troubleshooting issues.
- Provide support up to what the vendor can deliver and coordinate with vendor regarding deficiencies in collaboration with the Zoom Service Desk in Information Technology Services ("ITS").
- Assist participants for those who can only join a video conference via telephone.
- Assist remote participants and consult on various mobile clients and devices.
- Provide document/resource on basics of endpoint specific operation to be refreshed annually.
- Provide consultation/support upon request for software updates to endpoints. Including any android or iOS updates for appliances. This can be coordinated with Department technical contact as well, depending on department capacity & preference.
 - **Does not include ad-hoc software installation requests—only approved academic software.**
- Coordinate escalation of issues to vendor providers such as endpoint malfunctions.
- Coordinate with ITS regarding configuration of network connected video conference and control equipment to comply with applicable security standards.

Exclusions

The following services and support are NOT provided standard in the SLA. Any support or services provided outside the preventative maintenance cycle, or specifically included with the SLA, will be billed for separately based on established rates.

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- Primary technical support/phone support
- After hours support outside of 7:30am-5pm
- Event support
- Installation of new equipment or relocation of existing equipment
- Maintenance contracts for Department equipment/device(s)
- Equipment/device replacement, including video projector bulbs
- Collaborative Technology Event Support (i.e., streaming and recording of events)

3.0 Service Costs

Annual support fees for Department support are calculated as a flat, per device charge. Fees are billed as a one-time charge via an Internal Service Delivery through Workday based on charges agreed upon in this SLA. The charge will be expensed to the Department account(s) specified below.

Any fees incurred for services not included in this SLA as outlined in the Exclusions section will be billed separately based on the fees charged by the AOI Service Center.

Devices & Services (Details in Appendix A)	# of Units	Unit Cost	Total Cost
Administrative Fee			
SLA Administration Fee - Initial Setup	-	\$ 650	\$ -
SLA Administration Fee - Renewal	-	\$ 225	\$ -
Video Conference Devices			
Endpoints	-	\$ 910	\$ -
Purpose Build Appliances	-	\$ 910	\$ -
Room Devices			
Annual Projector Maintenance (2 Hours/Projector/Year)	-	\$ 114	\$ -
Semi-Annual Computer Maintenance (1.5 Hours/Computer for 3 Hours/Year)	-	\$ 171	\$ -
Semi-Annual Touch Panel/Controller Maintenance (1 Hour/Panel for 2 Hours/Year)	-	\$ 114	\$ -
Total			\$ -

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Department Account Information

Cost Center	Program	Fund	Function	Percent Split

4.0 Responsibilities of the Parties*AOI Responsibilities*

- Provide the Services and support as outlined in this SLA.
- Invoice Department timely for Services as outlined in **3.0 Service Costs**.
- Make recommendations based on University standards and Department needs. AOI staff will make every reasonable effort to extend the life of Department's devices to the manufacturer's scheduled end of life. Based on availability, AOI will provide temporary device placement if equipment repair and/or warranty replacement is delayed.
- Provide maintenance report/checklist documenting what was completed and any recommendations.
- In the case of endpoint warranty replacement of video conference devices with active manufacture support contracts, AOI will coordinate such replacements with the manufacturer. **All other equipment warranty replacement is the responsibility of the customer.**
- Maintain database of room(s)/device(s) and contact information.
- Review list of devices to ensure AOI and Department Technical Contact has necessary access for maintenance.

Department Responsibilities

- Provide AOI with detailed information of device(s) included in the SLA, to include make, model, serial number, jack ID, and most recent manufacture support contract renewal documentation. Update as necessary.
- Coordinate with AOI to schedule appropriate time to perform maintenance tasks.
- **Purchase of any maintenance contracts necessary.**
- Provide AOI primary and secondary technical contact information and also post within room(s) for users to know who to contact for assistance. Update as necessary.
- Review and approve installation of ad-hoc software with AOI.

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5.0 Support Hours

Department should make every effort to first contact their Department primary support as listed in this agreement. In the event of any issues that require secondary support, Department should contact AOI Academic Technology Support in the following manner:

- Email: ats.aoi@wsu.edu
- Phone: 509-335-5044

AOI's normal operating and support hours are 7:30am to 5:00pm Monday through Friday, excluding University holidays. Afterhours support is available for a fee. Please provide at least two business days' notice when requesting after hours support.

6.0 Contacts

AOI

Name	Role	Email	Phone
Christopher Coons	Area Technology Officer	coonsc@wsu.edu	509-335-8588
Aly Kincaid	Area Finance Officer	aly.kincaid@wsu.edu	509-335-6841
Aneska Sanders	Business Operations Manager	aneska@wsu.edu	509-335-5940
Academic Technology Support	Technical Contact	ats.aoi@wsu.edu	509-335-5044

Department

Name	Role	Email	Phone
	Area Technology Officer		
	Area Finance Officer		
	Primary Technical Contact		
	Secondary Technical Contact		
	Scheduling Contact		

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7.0 Acceptance

The Parties affirm the individuals signing this SLA have been granted the authority to do so. The Parties hereby affirm they will complete all the terms and conditions of this SLA.

IT Approval

	Department	AOI
Name		
Title		
Signature		
Date		

Administrative Approval

**Must be expenditure authority.*

	Department	AOI
Name		
Title		
Signature		
Date		