



Service Level Agreement

Communications & Connectivity

Last Updated: March 27, 2020

Purpose		
<p>This Service Level Agreement (SLA) establishes a realistic foundational understanding of OIT’s performance expectations in the service line Communications & Connectivity. It describes available service level options. Custom services may be available through individual agreements between OIT and Departments.</p>		
Service Performance		
<p>OIT provides consistent network access, availability, and sufficient bandwidth to support day-to-day business communications and collaboration operations.</p> <p><i>Available Service Levels:</i> Two levels of service are available in this service line. Refer to the OIT service catalog to confirm which service levels are available for the specific service required.</p>		
Standard		
<i>Performance Commitments</i>		
Measure	Metric	Definition
Availability	99.00%	% of time the service is available (excludes planned maintenance)
Response and Call-Out Availability	24/7 monitoring Business hour response	
Plus		
<i>Performance Commitments</i>		
Measure	Metric	Definition
Availability	99.99%	% of time the service is available (excludes planned maintenance)
Response and Call-Out Availability	24/7 Monitoring 4-hour Response	