



Service Level Agreement

Enterprise Applications

Last Updated: March 27, 2020

Purpose

This SLA establishes a realistic foundational understanding of OIT's performance expectations in the service line Enterprise Applications. It describes available service level options. Custom services may be available through individual agreements between OIT and Departments.

Service Performance

Available Service Levels:

Two levels of service are available for on-premise applications within this service line. Refer to the OIT service catalog to confirm which service levels are available for the service required. Service levels for cloud applications are determined by the vendor and vary by application.

Cloud Application – Vendor Service Level (O365- Steven, DocuSign -Paula, Adobe Creative- Andy)

Application	Availability (General)	Additional Details
Office 365	99.9%	Vendor Information
DocuSign	99.99%	Vendor Information
Adobe Creative	99.9%	Vendor Information

Standard (On-Premise)

Performance Commitments:

Measure	Metric	Definition
Availability	99.9%	Excludes scheduled maintenance
Response and Call-Out Availability	24/7 monitoring Business hour response	Service monitoring when requested, set up, and callout information provided by the customer. Call-out during normal business hours, if requested.
Prioritized Response Time	6 hours	Response within 6 hours of outage alert, unless the system owner specifies a later time.
Recovery Time Objective (RTO)	24 hours	Recovery within 24 hours or sooner.

Plus (On-Premise)

Performance Commitments:

Measure	Metric – OIT Target	Definition
Availability	99.9%	Excludes scheduled maintenance
Response and Call-Out Availability	24/7 monitoring 24/7 response and call-out	Service monitoring when requested, set up, and callout information provided by the customer. Call-out on a 24x7 basis, or during the periods specified by the customer.
Prioritized Response Time	2 hours	Respond within 2 hours of outage alert, unless the system owner specifies a later time.
Recovery Time Objective (RTO)	2 hours	Recovery within 2 hours or sooner