



Service Partnership Agreement

By and Between

Client

And

Finance and Administration Shared Services

Effective Date: July 1, 2019 – June 30, 2020

This Agreement represents a Service Partner Agreement (SPA) between Finance and Administration Shared Services (FASS) and **Client**, hereby referred to as “Client”, for the provisioning of administrative support to enhance and support departmental activities as outlined below. The elements of the service covered by this agreement include:

- Business Operations
- Human Resources
- Information Technology

Agreement Period

This Agreement remains valid until terminated by either party or superseded by a revised agreement mutually endorsed by both parties. This Agreement is valid from the Effective Date outlined herein. This Agreement will be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect. The agreement may be terminated by either party with 180 day notice. FASS agrees to take whatever means are necessary to fully transition functions back to Client or to whomever it designates prior to the termination date.

Client Responsibilities

- Adhere to all applicable Federal, State, University, and Shared Services Policies and Procedures.
- Commit to building collaborative environments working towards a solution based agenda.
- Commit to the utilization of FASS software for specific functions
- Provide timely responses to requests for information
- Use FASS provided forms and intake procedures for requests.
- Notify FASS of department level updates that may affect this service partnership or procedures governing this agreement.
- Provide authentic and clear feedback for process improvement.
- Maintain all department specific documentation.
- Provide training to internal staff regarding this agreement or processes requirements outlined here or within specific FASS procedure.



FASS Responsibilities

- Meeting response times associated with service related incidents.
- Generating semi-annual reports on service levels for the Clients indicating KPI adherence.
- Train required client staff on appropriate service support tools.
- Provide appropriate notification and coordination to the business unit for all interruptions to service delivery.
- Facilitate all service support activities outlined in this document, including related contracts.
- Maintain current contact and escalation information.
- Communicate to all appropriate client staff regarding unit or University-wide incidents that may impact service availability.
- Represent the Client as the relevant Subject Matter Experts in support of services outlined in this document.
- Adhere to all Federal, State and Institutional Policies and procedures
- (IT Specific) Test results that indicate backup and data recovery commitments are met.

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Jon Marchetta

Director of Finance and Administration Shared Services

Name

Associate Vice President **Department**

Signature

Signature

Date

Date



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Service Definition, Prioritization and Response

Critical Definitions - What do these terms mean?

- **SPA** -- Service Partnership Agreement, this document outlining FASS provided services
- **FASS** -- Finance and Administration Shared Services
- **SME** -- Subject Matter Expert, an individual who can authoritative speak on a given subject
- **Client** – Unit, Department, individual or group receiving services from FASS
- **Program Management** – Identifies responsible party for the direction and strategic decision for a particular program or service. The decision maker on how the program or service is administered. In some cases state law, federal law or institutional policy act as the program management for a service.
- **Program Support** – The technical and professional staff or contracts needed to properly execute the objectives of a program or service, as dictated by the program management
- **Liaison** – The means of communicating between two different groups
- **Service Request** – A submission of a request for support from any of the FASS business units which will be prioritized and responded to
- **Incident** – FASS IT definition of a provided service that is deemed to be malfunctioning or unavailable
- **Data** – A collection of information points (E.G. – an invoice was paid on 4/1/19.)
- **Metric** – A comparison of data points (E.G. – an invoice that was paid on 4/1/19 was paid 5 days after receipt.)
- **KPI** – Key Performance Indicator, a comparison metrics against a target goal, used to provide indicators on service level and quality (E.G. –pay 95% of invoices within 7 days of receipt, the invoice paid on 4/1/19 met this KPI)
- **Success Measure** – A KPI for a particular service in this document
- **Business Hours** – Typical business hours for support are Monday-Friday, 8am-5pm

Service Definitions – How FASS provides Services

- **Partner** -- FASS acts as the Clients' single point of contact and liaison with other UO departments to address the Service Request or Incident. Other university units (non-client) act as the program support and program management.
- **Consult** –FASS acts as a SME for the Client. FASS acts as the program support while other university units (non-Client) act as the program management. Final deliverables are the responsibility of the Client. (E.G. Drafting a letter of expectations)
- **Coordinate** -- FASS acts as a SME for the Client. FASS acts as the program support while other university units (non-Client) act as the program management. Final deliverables are the responsibility of FASS. (E.G. Making travel arrangements for client staff)
- **Provide** -- FASS provides end-to-end support of this service, acting as the program support while other university units (non-Client) act as the program management. There may be FASS specific criteria or procedures in support of this service.
- **Manage** -- FASS acts as both the program support and program management of a program or service. There may be FASS specific criteria or procedures in support of this service.
- **Maintain** -- FASS acts as the program support for a service. Other university units (Client or non-Client) acts as the program manager.



- ***Optional*** -- A FASS Service marked *Optional* can be opted in or out by the client. All other services are core services and cannot be selected ala-carte.

Service Prioritization and Response

The following details the process utilized by FASS to prioritize incidents. Note the prioritization is determined by FASS in consultation with the user submitting the request.

Service Request Priority, Response, and Resolution– Clients can expect an initial first response time for all service requests (issues) submitted via an approved submittal method within one hour of initiation. All requests enter the system as a STANDARD priority until they are assessed by a FASS representative for the following factors (not all inclusive): who the requestor is, the overall impact of the issue, and the urgency of the issue.

If a specific due date is provided by the client, FASS will do their best to adhere to the request or negotiate a different time frame depending on the nature of the issue. If Due Dates are negotiated, those dates become the point of measurement for Resolution Time. This due date supersedes the date as calculated using the Target Resolution Time.

“VIP” users are typically Directors and Assistant/Associate Vice Presidents, or their equivalent org chart positions. Additional and/or specific employees may be assigned FASS “VIP” status if agreed upon by both FASS and the Client. These agreements will be documented in a specific client service addendum.

PRIORITY	TARGET FASS RESOLUTION TIME*			
	FASS Information Technology	FASS Human Resources	FASS Business Ops-Purchasing <small>*Based on PREQ submittal</small>	FASS Business Ops-Accounting & Finance
URGENT	2 hours	8 hours	8 hours	8 hours
HIGH	1 Day	3 Days	3 Days	3 Days
STANDARD	3 Days	5 Days	5 Days	5 Days
MINOR	N/A – target dictated by actions required.	N/A – target dictated by actions required.	N/A – target dictated by actions required.	N/A – target dictated by actions required.

*resolution time does not include scheduled activities or waiting on client and other UO support units. For example, if FASS HR is working with a client on a recruitment and a meeting is scheduled today for three days from now, the time from today to the time of the meeting is not included in the resolution time calculation. Total time for a Service Request will be available for clients review upon request and is the basis for some FASS success measures outlined in the services provided section.

References to Days and Hours refer to periods of time, considered normal business hours 8AM-5PM Monday-Friday, University Holidays excluded. Example: A High Priority FASS IT request submitted at 1PM on Thursday will be consider late if resolved after 12PM on Friday



PRIORITY	GENERAL OVERVIEW OF SERVICE REQUEST IMPACT, ISSUE and URGENCY			
	FASS Information Technology	FASS Human Resources	FASS Business Ops-Purchasing	FASS Business Ops-Accounting & Finance
URGENT	<ul style="list-style-type: none"> • Work cannot be completed • Highly time sensitive • Damage, vulnerability or cost is continually being incurred. • VIP user 	<ul style="list-style-type: none"> • Affects immediate job status • same day employee pay requirements 	<ul style="list-style-type: none"> • Unplanned needs affecting immediate staff, faculty and student safety. • Damage or cost is continually being incurred. 	<ul style="list-style-type: none"> • Request comes from users with VIP status and turnaround requirements less than one business day.
HIGH	<ul style="list-style-type: none"> • A large number of staff are affected • Client unit mission is compromised • Service request scale escalation can be prevented by action • Work is significantly hindered 	<ul style="list-style-type: none"> • Unforeseen personnel action that must be processed immediately • Request comes from users with VIP status and has immediate impact to their operation if action is not taken. 	<ul style="list-style-type: none"> • Purchase is unplanned and reactive, and/or repair or replacement of damaged equipment or buildings critical for the function of the University 	<ul style="list-style-type: none"> • Request comes with turnaround requirements less than one week. • Request is required to meet fiscal policies and/or deadlines. • Request involves past-due or lost payments.
STANDARD	<ul style="list-style-type: none"> • A moderate number of staff are affected • Work is being negatively affected, but still can be completed • Typical data requests 	<ul style="list-style-type: none"> • Service Request has been planned and a specific target date set 	<ul style="list-style-type: none"> • Purchase is routine and planned 	<ul style="list-style-type: none"> • Request involves required payments or billings within the month, • Request is for research and resolution of financial transactions with deadlines greater than two weeks.
MINOR	<ul style="list-style-type: none"> • Minimal effect on work and/or the issue is only an inconvenience. 	<ul style="list-style-type: none"> • Service Request is in the planning phase with limited information or no requested timeline. 	<ul style="list-style-type: none"> • Purchase is strategic or complex in nature with significant definition requirements and lead times. Can also be planned contract renewals. 	<ul style="list-style-type: none"> • Request is exploratory or strategic in nature with flexible deadlines.



FASS Emergency Response

In the event of an emergency where critical support is required, FASS can provide immediate support:

1. During Business Hours, call 541-346-2455 for immediate connection to the FASS service team for SME connection
2. During non-Business Hours, Call 541-346-2232 for 24/7 IT support, for all other FASS support services call 541-346-2285 for connection to the Director of Finance and Administration Shared Services.

For non-business hours support, FASS will review any emergency calls with the requesting client after the event has been resolved in an effort for continual improvement. FASS may require an after action report be completed with the client.

University Policy and Initiative Compliance

The University will, from time to time, add, delete or otherwise change policies, rules, regulations and service levels that impact services and/or service levels provided under this SPA. FASS will, within a reasonable timeframe and with prior notice, adjust the services provided to conform to these changes. These changes may occur outside of the annual review process for this SPA. The SPA will be amended to reflect the service level change during the following review period.



SERVICES PROVIDED

BUSINESS OPERATIONS

1.0 Budget and Resource Planning Support

1.1 Budget Methodology

Services Provided	Success Measures
<ul style="list-style-type: none"> • Maintain the Client annual financial plan • Manage fiscal year close and open activities • Provide indirect cost recovery (ICC) allocation • Manage pooled cost analysis and allocation, such as training and equipment renewal • Provide recurring allocations analysis • Provide salary and benefits analysis and forecasting • Consult on strategic initiatives allocation management requests • Provide data entry for all budgetary data into the UO budget system • Manage departmental budget training and operational budget guidance documents 	<p>95% Compliance with Resolution targets</p> <p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>

1.2 Resource Planning

Services Provided	Success Measures
<ul style="list-style-type: none"> • Consult on special analytical studies and presentations • Consult on resource and management policy trends and prepare reports and recommendations • Consult on financial asset and management issues • Consult on planning strategies to pursue new resources for the department. • Coordinate restructuring strategies for existing departmental financial resources 	<p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>

1.3 Long Term Planning and Operational Capital Asset Planning

Services Provided	Success Measures
<ul style="list-style-type: none"> • Provide financial scenario analysis support, including best practice recommendations • Provide financial and resource related policy analysis • Consult on and recommend departmental resource priorities • Coordinate planning of department managed provisions, and capital programs consistent with institutional resource priorities 	<p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>



2.0 Labor or Service Rate Development

Services Provided	Success Measures
<ul style="list-style-type: none"> • Manage rate policy development and implementation • Coordinate the annual UO Fines and Fees process • Coordinate recharge or internal rate review and approvals • Coordinate the annual rate report • Manage rate audits/internal quality reviews • Consult on external and internal sales review, per department specifications • Manage rate use training coordination and technical support 	<p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS customer Survey</p>

3.0 Informal Contract Support

Services Provided	Success Measures
<ul style="list-style-type: none"> • Coordinate Memorandum of Understanding (MOU), or informal contract management and organization • Provide review of established MOU's annually, or per established agreement review period. • Coordinate establishment of new internal or external agreements, in collaboration with UO Purchasing and Contracting services and the UO General Counsel 	<p>95% Compliance with Resolution targets</p>

4.0 Accounting and Financial Support

Services Provided	Success Measures
<ul style="list-style-type: none"> • Provide an internal control structure for partner departments to ensure compliance with state, federal and departmental policies and procedures • Coordinate annual spending plan process • Manage a master schedule of fund availability • Coordinate new project initiation/set up or appropriations • Coordinate annual departmental carryforward process and allocation • Manage reconciliation services for appropriate accounts, funds, and supported systems. • Manage journal vouchers for internal charges to credit and debit expense indexes, including plant funds, as needed. Become office of record for these transactions for audit purposes. • Coordinate shadow system data transfers on a periodic basis, as established by FASS IT and department 	<p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>



5.0 Forecasting and Reporting

Services Provided	Success Measures
<ul style="list-style-type: none"> • Manage monthly unit budgetary reports • Manage monthly cash flow reports when requested and appropriate • Provide cost analysis for departmental shadow systems • Monitor accounts for emerging issues, statutory compliance, accuracy and cash flow needs • Coordinate and report on project funding as requested by department • Coordinate or provide ad-hoc financial reports, as requested 	<p>95% adherence to published reporting schedules</p>

6.0 Accounts Payable, Billing and Accounts Receivable

Services Provided	Success Measures
<ul style="list-style-type: none"> • Coordinate internal billing services for departmental services • Consult on administrative processing of departmental account receivables (AR) activities • Coordinate event billing via approved departmental program or tools • Coordinate payment of all invoices associated with purchasing forms on records such as purchase orders, PCard transactions, PSC, TSA, and other executed agreements per terms and conditions of the particular approved tool • Manage PCARDS for departments and act as PCARD Custodian for all FASS PCARDS except those related to travel • Coordinate paying all employee reimbursements according to University requirements. • Manage appropriate University budgetary approval of all payments • Maintain guidelines and best practices for timely payment • Insure all approvals are in place, all budgets are active, and proper posting of vendor and internal codes per the University FIS guidelines • Maintain all documents per the University Retention Policy 	<p>95% Compliance with Resolution targets</p> <p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>

7.0 Purchasing

7.1 Requisitions and Requests

Services Provided	Success Measures
<ul style="list-style-type: none"> • Manage purchasing services, or all commodity and service requisitions and requests under \$25,000.00, using the most cost effective means applicable and following University, State, and Federal rules in a timely fashion that meets both client and FASS timelines and needs • Consult with Purchasing and Contracting Services for all formal and informal procurements greater than \$25,000.00 and outside of FASS delegated authority • Provide guidance during pre-requisition phase of projects, programs and needs. This includes: <ul style="list-style-type: none"> ○ Consultation and approval of appropriate purchasing method 	<p>95% Compliance with Resolution targets</p> <p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>



<ul style="list-style-type: none"> ○ Review and ensure use of any specific vendor requirements (QRF, UO-wide contract, etc.) for the procurement ○ Review appropriate use of approved State, federal and cooperative agreements approved for use by the University ○ Vendor review and verification for compliance with UO, State and Federal Policy ○ Price verification for best University value ○ Specification review and consultation to ensure best practices in regards to transition into a best value contract ○ Serve as primary liaison with Purchasing and Contracting Services (PCS) to ensure proper procurement procedures ● Provide tools, storage, and methods of requisition that are compatible with systems in place. ● Provide data on historical purchases and market trends ● Maintain training and communication methods that are compatible with systems in place. ● Maintain all purchasing records for audit purposes and record retention ● Manage and process standard University of Oregon approved purchase orders following University, State and Federal rules, under FASS delegated authority 	
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7.2 – Contracting Support (Less than 25,000 or within FASS delegated authority)

Services Provided	Success Measures
<ul style="list-style-type: none"> ● Provide general contracting services: <ul style="list-style-type: none"> ○ Ensure proper due diligence has been completed by purchasing department ○ Ensure QRF involvement, when appropriate according to UO, State and Federal Policies. ○ Ensure MWESB involvement, when appropriate according to UO, State and Federal Policies. ● Provide full representation in all dealings with PCS on purchase order and intake requirements ● Maintain storage of all documents for the required retention program ● Manage and act as primary liaison with vendors associate with the procurement ● Maintain records for all purchase orders and contracts processed for the department <p>PERSONAL SERVICES CONTRACTS:</p> <ul style="list-style-type: none"> ● Manage all requests for Personal Service Contracts (PSC) per University rules and using PCS template contract forms under \$25,000.00 ● Consult with UO Human Resources units to ensure compliance with UO labor agreements ● Consult with Other UO procurement entities to review opportunities for alternative procurement methods, such as the UO retainer program for consulting services <p>TRADE SERVICES AGREEMENTS</p> <ul style="list-style-type: none"> ● Manage requisitions and requests for Service Agreements using approved PCS template contracts and Purchase Orders under \$25,000.00. Become the office of record for this process. ● Consult with Other UO procurement entities to review opportunities for alternative procurement methods, such as the UO retainer program for construction services 	<p>95% Compliance with Resolution targets</p> <p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>



7.3 Contracting Support (greater than 25,000 and outside of FASS delegated authority)

Services Provided	Success Measures
<ul style="list-style-type: none"> • Consult in determination from requisition/request that a formal/informal process is needed. Partner with client to determine evaluation committee, contract requirements, and all other aspects of the process • Partner with PCS and vendors during the procurement process. This includes all posting and communication requirements per UO and PCS policies • Partner with PCS and intake all documents to process these requisitions/requests, and the steps required until contract execution, per PCS guidelines and policies. • Consult on client specifications to ensure a best value contract for the University. • Consult on recommendations and requirements regarding the procurement committee, scoring and documentation of the process • Consult on contractual funding plan • Maintain all documentation per retention requirements 	<p>95% Compliance with Resolution targets</p> <p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>

8.0 Stores Inventory Management and Support (*Optional)

8.1 – Inventory Management

Services Provided	Success Measures
<ul style="list-style-type: none"> • Manage FASS and Client owned inventory in an organized storeroom management system • Manage controlling sales, receiving and shelf item management system. Manage materials including order placement, receiving, stocking and distribution • Maintain staging space for prioritized activities per departmental needs • Manage on-demand material pickup from local vendors for emergency or critical needs • Maintain the inventory value and perform an annual inventory check for reconciliation purposes • Manage appropriate separation of duties in regard to ordering, receipt, and payment of deliveries • Manage will-call or delivery services that are scheduled within 24 hours of receiving and notification • Provide a daily delivery route, based on client delivery needs, Monday through Friday 	<p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>

8.2 – Surplus Asset Program Support

Services Provided	Success Measures
<ul style="list-style-type: none"> • Coordinate with department disposal, recycling, or surplus of excess assets when requested 	<p>N/A</p>



Human Resources

9.0 Recruitment

9.1 Recruiting

Services Provided	Success Measures
<ul style="list-style-type: none"> • Manage all recruitments within the HRIS system and manage all documents associated with recruitments • Manage primary departmental contact for all recruitments for both applicants and division • Consult on strategies for specific hiring needs, including recommending recruitment methods targeted to specific groups of candidates • Manage budgetary allocation for posting type • Consult and process marketing including: advertising, and posting plan • Consult with and advise hiring Supervisor and hiring committees on recruitment best practices; committee composition; UO standards, compliance which includes a member of FASS-HR being a non-scoring member of all committees • Consult with department leadership to evaluate effectiveness of recruitment techniques and strategies • Coordinate initial screening services of applicant pools with search chair • Manage all pre-employment screenings; reference checks work history, education, criminal history background checks, and any other required pre-employment testing • Manage offer process and partner with central HR to ensure internal and external equity. • Consult with hiring supervisor to establish start date • Manage new hire communications including welcome letter, communications related to onboarding activities to new employee, and communications to other stakeholders as appropriate 	<p>90% recruitment completion (offer card issued or recruitment terminated) within 90 days (classified) and 120 days (unclassified) from requisition initiation.</p>

9.2 Onboarding

Services Provided	Success Measures
<ul style="list-style-type: none"> • Manage onboarding checklists; including enrollment in appropriate orientations. • Manage new hire paperwork; including I-9, w-4, etc. • Provide supervisor checklist to assist with communication to new employee regarding job description, departmental expectations, required training, etc. Ensure HRIS system is updated with current position information • Maintain recruitment files as the office of record 	<p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>



10.0 Employee & Labor Relations

10.1 Performance Management

Services Provided	Success Measures
<ul style="list-style-type: none"> • Manage communication regarding evaluation due dates and overall completion rates. Collect evaluations, and track completion • Maintain Officer of Administration files as the office of record. • Consult with supervisors or employees to resolve performance based disagreements, providing coaching and feedback • Consult with supervisors in development of written performance standards and crafting constructive feedback 	<p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>

10.2 Consultation

Services Provided	Success Measures
<ul style="list-style-type: none"> • Provide supervisors information on how to constructively coach and focus attention on key aspects of employee behavior • Provide supervisors and employees with additional human resources support when needed for various issues • Consult with units regarding policy, practices, and Collective Bargaining Agreement (CBA) interpretation. • Consult departmental or leadership teams on various initiatives, including strategic planning, projects, program development, and staffing initiatives 	<p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>

10.3 Investigations, Grievances, Dispute Resolution

Services Provided	Success Measures
<ul style="list-style-type: none"> • Manage investigations which ensure preservation of confidentiality, sensitive materials and protection of the employee, managerial and University rights • Consult with unit to develop and maintain cohesive work units with climates of cooperation and collaborative problem solving by identifying and mediating minor disputes • Consult with departments towards achieving objective resolution • Consult with department to identify core issues and conduct; follow up on recommended outcomes using disciplinary actions as appropriate • Provide meeting facilitation and track documentation of outcomes, assisting department with notifications, to include disciplinary letters as appropriate. • Partner with Central HR regarding implications of grievances and corresponding impacts of recommended resolutions • Provide University representation during grievances, contract disputes, arbitrations, state or federal investigation or external legal challenges 	<p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>



<ul style="list-style-type: none"> Consult with supervisors on strategies for handling complex situations 	
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10.4 Employee Separation

Services Provided	Success Measures
<ul style="list-style-type: none"> Manage employee separation process and documentation 	N/A

10.5 Leave of Absence

Services Provided	Success Measures
<ul style="list-style-type: none"> Provide initial intake and triage then refer to Central HR 	N/A

11.0 Payroll Administration

11.1 Payroll Processing and time entry

Services Provided	Success Measures
<ul style="list-style-type: none"> Manage all payroll processes Manage, review, and audit of time submittals for employees Manage entry of pay adjustments due to employment change actions (work out of class, temporary appointment, etc.) Manage entry of time records into Banner for pay processing Manage tracking, verification and ensure accuracy of pay; differentials, overtime pay, etc. Manage upload of pay information into Departmental systems for chargeback activities Consult with managers and supervisors on payroll best practices for compliance Provide training and updates on policy Partner with Central Payroll on complex pay issues 	99% standard payroll delivery each month

12.0 Organization Development & Training

12.1 Staff Engagement

Services Provided	Success Measures
<ul style="list-style-type: none"> Consult with department leadership in relation to engagement strategies and cross-departmental engagement opportunities 	Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey



12.2 Training program coordination

Services Provided	Success Measures
<ul style="list-style-type: none"> • Provide consultation and support to departments for training and professional development opportunities • Provide in-house training • Provide logistics for training opportunities including: facility selection, AV needs, and catering • Partner with Central HR to develop, design, and track professional development activities • Provide support to business partners in navigation of MyTrack. • Partner with other University resources external consultants, etc. to align department based initiatives to organizational initiatives and implement improvement strategies 	<p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>

13.0 Workforce Planning

13.1 Consultation

Services Provided	Success Measures
<ul style="list-style-type: none"> • Consult department leadership to find workable solutions for staffing issues (Return to Work, FMLA, Census), such as temporary assignments, work out of class, contract temp workers, workforce re-organizations and departmental transformations, etc. • Consult with department on retention strategies which align workforce with departmental objectives • Consult with department leadership on appropriate recognition strategies, in line with UO standards and collective bargaining agreements • Manage staff development through mentoring, cross-training, internships, campus staff organizations, professional associations, committee and task force assignments, and skill assessment programs • Consult with department leadership regarding workforce planning through review and evaluation of forecasted workforce projections, historical trends, metrics, and KPI analysis • Partner with Central HR, regarding complex disability management, workers compensation, and reduction in force issues Partner with Safety and Risk Services to identify and find solutions to accommodate or to minimize employee injury or worker’s compensation issues • Consult with department leadership on position and pay actions such as, equity reviews, reclassifications, and merit increases, etc. • Partner with Central HR on appropriate compensation issues 	<p>Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey</p>



13.2 Position Management

Services Provided	Success Measures
<ul style="list-style-type: none">• Manage position description development and edit process• Manage departmental position inventory and organizational charts• Manage compensation and position adjustment forms	Complete MyTrack submission of new and revised position descriptions within 20 business days of department submittal to FASS.

13.3 Travel Coordination

Services Provided	Success Measures
<ul style="list-style-type: none">• Provide travel support including: flight, transportation, lodging, and event reservations• Provide Concur support	Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey



Information Technology

14.0 Deskside Support

Services Provided	Success Measures
<ul style="list-style-type: none"> • Manage daily issue resolution related to desktops, mobile devices and peripherals • Provide remote and deskside desktop support* • Maintain peripheral and spares stock • Provide relationship management for services provided by Central IS 	[Outlined on page 23]

* Service may be provided remotely using remote access tools or by a visit of the technician to the requestor’s location. Remote support will typically be used as it is the most efficient for all involved, but from time-to-time it will be necessary for a technician to physically access the machine. Certain end-users may prefer a face-to-face service interaction. We will strive to satisfy such desires, but unless the circumstances of the request warrants a desk side visit, FASS IT will, at its own discretion and with prior communication with the client, deliver the service in a manner that provides the most efficient request resolution.

15.0 UO Network Account and Login Support

Services Provided	Success Measures
<ul style="list-style-type: none"> • Provide new user network set-up plus any other changes to user accounts as might be required • Examples would include creation and adding users to security groups to grant shared file server access, adding shared mailboxes, UO Directory information, etc. • Provide relationship management for services provided by Central IS 	[Outlined on page 23]

16.0 UO Network Wired and Wireless Local and Remote Connectivity

Services Provided	Success Measures
<ul style="list-style-type: none"> • Partner with client for workstation move requests that require jack activation/de-activation, private network access provisioning, VPN requests and other solutions that enable off-site access to network resources • Provide relationship management for services provided by Central IS 	[Outlined on page 23]

17.0 Desktop, Laptop, Tablet and Portable Devices

Services Provided	Success Measures
<ul style="list-style-type: none"> • Manage assets (desktop, laptop, tablet and university-owned hardware) utilized by client operating system • Manage initial asset setup and deployment • Manage asset electronic inventory, maintenance history and replacement schedule 	[Outlined on page 23]



<ul style="list-style-type: none"> • Manage new asset acquisition • Provide asset tagging and tracking services • Manage productivity application installation* • Manage upgrade and patching* • Provide relationship management for services provided by Central IS 	
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* The services outlined are delivered professionally and in accordance with industry best practices. In most cases, upgrading and patching are done with automated tools with no user involvement required. There are times, however, that a technician visit will be required. These are treated as FASS IT -initiated requests on behalf of the end-user.

18.0 Shared File Server System Access Management, Backup, Recovery and Education on Data Management Best Practices

Services Provided	Success Measures
<ul style="list-style-type: none"> • Consult and recommend on how to structure or re-structure shared file servers • Provide shared file technical support to keep the information contained in them accessible and secure • Coordinate critical data storage and work to construct a backup and recovery scheme that meets the goals and objectives of client • Consult and train on best practices to meet the client need • Provide relationship management for services provided by Central IS 	[Outlined on page 23]

19.0 Support for Standard Suite of Productivity and Collaboration Tools

Services Provided	Success Measures
<ul style="list-style-type: none"> • Provide, for the list of applications in Appendix B, adequately patched and upgraded current supported versions on client workstations as requested and approved by client approval processes. Note that some applications require a licensing or support fee as indicated in the Appendix B 	[Outlined on page 23]

20.0 Anti-Virus and Other Security Tools Plus Best Practice Education and Training for End-Users

Services Provided	Success Measures
<ul style="list-style-type: none"> • Provide University-approved Anti-virus and security tools as part of the standard system load for applicable supported devices • Provide system monitoring and ensure that the Anti-virus is functioning at all times 	[Outlined on page 23]



<ul style="list-style-type: none"> • Manage routine training and notification for end-users regarding email, portable device and online browsing safe practices. Part of this practice involves IT review and vetting of suspected “bad” emails and suspect sites encountered by end-user • Partner with the Information Security Office to keep abreast of current security matters 	
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21.0 Copier Contract and Device Management

Services Provided	Success Measures
<ul style="list-style-type: none"> • Partner with Client and Printing Services on UO managed print program <ul style="list-style-type: none"> ○ The University has an enterprise contract for providing printing devices and consumables replenishment at very reasonable costs • Provide acquisition of devices according to contract, set-up printing services infrastructure and configure client machines to print to that infrastructure • Coordinate repairs, billing configuration and other aspects of the UO printing services contract 	[Outlined on page 23]

22.0 Other Service and Applications

Services Provided	Success Measures
<ul style="list-style-type: none"> • Provide or manage support for the application at whatever level that the client and FASS IT care to negotiate. Agreed upon support will be documented in a specific Addendum to this agreement 	[Outlined on page 23]



Availability Restrictions

Standard [maintenance](#) periods as implemented by Central IS for services provided by Central IS. These include Email, Banner, Remote System Access and Shared File services.

During curtailment or closure of normal UO operations, FASS IT will continue to support those systems designated as mission critical UO systems only.

All systems require maintenance from time to time that render them unavailable. FASS IT will work with the Client to determine a recurring maintenance window that will minimize impact.

Desktops systems are automatically rebooted once a week on Saturday at 6PM.

Events outside the control of FASS IT may temporarily restrict meeting response times.

Exclusions

Systems and software not covered by this or other in-force SPA's.

Equipment and software obtained outside of this agreement.

Equipment moved without prior notification of FASS IT.

BANNER Finance, HR and IDR applications and system support beyond workstation set-up. Drupal or other web hosting or development.

Network architecture and provisioning – these requests must go through NTS. FASS IT will broker conversations with NTS.

Installation and configuration of software and hardware that is otherwise available as a service offered by Central IS.

Operational Parameters

The following describes the operational parameters that affect the performance of the service provided by this SPA that govern the service delivery environment:

Number of End Users:	<i>[Range, within 5 FTE, call out student position support.]</i>
User Base Description:	<i>[User Base Description, software used, local or remote to main campus, mobility needs, criticality]</i>
Estimated Yearly FTE Increase:	<i>[Range, with check-points bi-annually]</i>
Desktop Hardware Inventory:	<i>[Brand/Model numbers, acquisition date and location]</i>
Laptop/Tablet/Portable Device Inventory:	<i>[Brand/Model numbers, acquisition date and owner]</i>
Shared File Server(s) and Devices:	<i>[Server specification, Backup mechanism and policy]</i>
Software used by client:	<i>[Name, Website or other contact information if not found in Appendix B]</i>
Service Contracts currently in force:	<i>[Name, link to contract]</i>
VIP Users	<i>[Positions titled Director or above, specified critical positions]</i>



Service Assumptions

Assumptions related to in-scope services and/or components include:
Client user base will remain within 5 FTE or 5% (whichever is greater) of current staff levels.
Funding for major upgrades and service contracts costs not defined in this agreement will be provided by the Client and treated as a project outside the scope of this Agreement.
Communication and documentation of service changes are issued to all stakeholders prior to implementation.

Service Metrics

The following metrics will be established and maintained by the IT organization to ensure optimal service provision to the business unit:

Metric	Definition	Success Measures
Service Request Initial Response Time	Initial response to client-initiated request. Response may include notification of assignment to an agent or clarifying question sent back to the client	90% responded to within one business hour of request.
Service Request Resolution time	FASS IT resolution times by due date	90% compliance within 1 business day of calculated or negotiated due date.
Customer Satisfaction	Overall measure of customer satisfaction with this service across Incident and Requests	Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey



Appendix A – Service Criticality

Client determines Service Criticality. FASS IT provides multiple services to a broad set of clients and needs a mechanism to gauge their importance in relation to each other. The criticality designation thus helps determine the recovery sequence when outages occur that impact multiple services. If Client has multiple mission critical or business critical services, FASS IT will request that services within these categories be ranked.

The prioritization structure defined above is not the same as service criticality as defined here. For example, it is possible to have an incident occur that has a Priority of MINOR for a mission critical service. For example, if the Client has determined that email is a mission critical service and an incident is reported whereby one user cannot access a particular mailbox, that incident will still be treated as a MINOR request with target resolution time of 3 business days. If, however, it is reported that the entire service is unavailable and there is another service entirely unavailable that has a lower service criticality designation, the mission critical service will be brought back into service first.

The following describes a structure for determining service categories and corresponding criticality of services for Client:

Mission Critical

A mission critical service requires continuous availability. Breaks in service are intolerable and immediately and significantly damaging. Availability required at almost any price.

Key characteristics of this type of service are:

- Generates revenue: customer of client books orders through the service.
- External customers are direct users of the services.
- Underpins the service the client provides to its customers.

The typical impacts of a service outage are:

- Inability to conduct business as usual.
- Damaging for the Client's commercial reputation and credibility.
- Long-term outage threatens financial harm.

An example of a mission critical service are the point-of-sale terminals for the Duck Store.

Business Critical

A business critical service requires continuous availability, though short breaks in service are not catastrophic. Availability required for effective business operation.

Key characteristics are:

Indirectly affects supply of client service to its customers.
Supports customer-facing activities

The typical impacts of a service outage are:

- Inability to answer respond to customer queries at a help desk.
- Long-term outage can significantly reduce company cash flow

An example of a business critical service is email.



Business Operational

Contributing to efficient operations but out of direct line of service to customer.

Key characteristics of business operational:

- Internal users only

The typical impacts of a service outage are:

- Reduced efficiency and increased cost of operations

An example of a business operational service is web access.

Administrative Services

Services on the level of office productivity tools, required for business to operate. Failures are undesirable but do not affect clients and can be tolerated a little more. Cannot justify extreme additional expenses for higher availability.

Key characteristics:

- Internal users only

The typical impacts of a service outage are:

- Reduced individual performance and productivity

Examples of administrative services applications are desktop applications such as Microsoft Excel and Word.



Appendix B – List of standard supported desktop applications

Application	Standard?	Fee	Available in O365	Note
MS Outlook	Y	N	Y	Communication and Calendaring
MS Excel	Y	N	Y	Spreadsheet
MS Word	Y	N	Y	Word Processor
MS PowerPoint	Y	N	Y	Presentation tool
MS Teams	Y	N	Y	Collaboration tool
MS Visio	N	Y		Graphic design tool
MS Project	N	Y		Project Management
MS Access	N	Y		Desktop Database Management Sys
MS OneDrive	Y	N		Secure cloud-based file storage
Qualtrics	N	N		Survey Tool
Bluebeam	N	Y		Design document mark-up
ArcGIS	N	Y		Client for UO GIS infrastructure
AutoDesk	N	Y		Construction Design Suite
7Zip	Y	N		Used for file archiving
MS Edge Browser	Y	N		Web Browser
Firefox	Y	N		Web Browser
McAfee	Y	N		Virus protection
Adobe Acrobat	Y	N		PDF reader
Adobe Creative Cloud	N	Y		Electronic content creation
Adobe Flash & Shockwave	Y	N		Animation display container
GoToMeeting client	Y	N		Online meeting client
WebEx client	Y	N		Online meeting client
LiveMeeting client	Y	N		Online meeting client
PDFCreator	Y	N		Create PDF documents
CD Burner	Y	N		Burn CD's
VLC	Y	N		Media player
Skype	Y	N		Online video conferencing



ADDENDUM

Enterprise Asset Management System Support – Assetworks AiM

This Agreement represents an extension of the support scope outlined in the SPA. The CPFM and FASS agree that FASS IT will provide services for the AssetWorks AiM system, the Asset Management, Capital Project Management and job costing application used by for CPFM. This includes the AiM IQ data warehouse, interfaces to UO Banner Accounting system and the GIS Call Log system. This system is considered ***Business Critical***¹.

In addition to the Services outlined in the SPA, the following are provided specifically within the scope of this service:

Specialized Systems covered by this agreement

System	Service Criticality	Note
AssetWorks AiM	Business Critical	Work Management, Job Cost and Capital Construction Budget management system

- System availability according to the Service Criticality matrix
- Server system administration and management of the servers hosting the service
- Implementation of security policies according to statutory requirements and CPFM standards
- Application-specific performance monitoring and tuning of the application components that comprise the systems indicated above
- Technical support for the implementation of upgrades and new modules, including data conversion/uploading
- Assistance with Business Process analysis and design, including integrations with other applications, and recommendations for improvement
- Assistance with training in any of the systems listed above

Service availability according to the Service Criticality matrix

Services Provided	Success Measures
FASS IT will take all steps necessary to ensure that the systems meet their pre-determined availability requirements. This includes implementing IT systems configurations that may include redundant systems, “warm” stand-by systems or alternative operations. Additionally, operational policies and procedures to support the availability requirements will be implemented as necessary. This includes mandatory testing on production system to ensure that measure to support high availability function properly.	100% meeting Availability Target

¹ See Appendix A – Service Criticality



Server system administration and management of the servers hosting the service

Services Provided	Success Measures
FASS IT will implement policies that incorporate industry best practices for administering systems. These policies include patch application and upgrade timeliness for hardware and server operating systems, security as well as 7x24x365 monitoring of disk, processor(s) and memory usage to ensure health and availability.	All hardware, operating system and application patching current within 90 days of release

Implementation of security policies according to statutory requirements and CPFM standards

Services Provided	Success Measures
In addition to the standard server system administration and management of servers outlined above, FASS IT will also implement security policies according to statutory, University and CPFM-dictated requirements. These policies and their implementation will be subject to yearly audit by qualified internal or external auditors.	Successful yearly audit by Central IS of Security practices by FASS-IT for CPFM

Application-specific performance monitoring and tuning of the application components that comprise the systems indicated above

Services Provided	Success Measures
FASS IT will monitor and tune applications components. Measurable performance thresholds will be established for each component and events that cause exceedance will be recorded and FASS IT will be notified. Additionally, data will be captured to allow trends to be graphed. Monthly reviews of server performance will be conducted with results shared with CPFM management.	Monthly report Provided

Technical support for the implementation of upgrades and new modules, including data conversion/uploading

Services Provided	Success Measures
For the systems indicated above, FASS IT will, with consultation with CPFM management, plan and coordinate the timing and execution of upgrades, ensuring that system is maximally available. We will also provide for review the detailed plans for the technical portion of the upgrade, which includes timelines, risks and backout-plans.	No unplanned outages due to activities related to upgrades

Assistance with Business Process analysis and design, including integrations with other applications, and recommendations for improvement.

Services Provided	Success Measures
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FASS IT will continue to support, maintain and, with a documented Statement of Work, will enhance interfaces to the Banner and GIS Systems as well as maintain the Custodial Labor Upload and Mobile Equipment Notification applications. Note that FASS IT will avoid acting in as a process owner within the application.	Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey
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Assistance with training in any of the systems listed above

Services Provided	Success Measures
FASS IT will provide training in the use of any of the systems above upon request. Additionally, for upgrades, FASS IT will provide training for known application changes. FASS IT will assist with report development and data extraction, but in-depth training in tools and techniques (SQL, data warehouse design, etc.) is outside the scope of this agreement.	Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey

CPFM Building Automation Systems

This Agreement represents an extension of the support scope outlined in the SPA. The CPFM BAS Department and FASS agree that FASS IT will provide services to support Siemens Insight, Desigo and Navigator applications and the associated data feeds to the Energy Data Warehouse and Lucid cloud storage. These are the systems that support the Building Automation Systems across camps. These systems are considered ***Business Critical***².

Specialized Systems covered by this agreement

System	Service Criticality	Note
InSight/Desigo	Business Critical	Siemens Building Automation Systems for UO

- System availability according to the Service Criticality matrix
- Server system administration and management of the servers hosting the service
- Implementation of security policies according to statutory requirements and CPFM standards
- Application-specific performance monitoring and tuning of the application components that comprise the systems indicated above
- Technical support for the implementation of upgrades and new modules, including data conversion/uploading
- Manage access to the system by non-UO employees (Siemens and 3rd-party commissioning agents)
- Manage network components that allow secure remote access to UO and contract resources
- Provision building-level network access for system endpoints, ensure network continuity between server and endpoint and troubleshoot connectivity issues on demand
- Analysis, design, construction, maintenance and ETL for the Energy Data Warehouse

² See Appendix A – Service Criticality



- Assistance with training in any of the systems listed above

Service availability according to the Service Criticality matrix

Services Provided	Success Measures
FASS IT will take all steps necessary to ensure that the systems meet their pre-determined availability requirements. This includes implementing IT systems configurations that may include redundant systems, “warm” stand-by systems or alternative operations. Additionally, operational policies and procedures to support the availability requirements will be implemented as necessary. This includes mandatory testing on production system to ensure that measure to support high availability function properly.	100% meeting Availability Target

Server system administration and management of the servers hosting the service

Services Provided	Success Measures
FASS IT will implement policies that incorporate industry best practices for administering systems. These policies include patch application and upgrade timeliness for hardware and server operating systems, security as well as 7x24x365 monitoring of disk, processor(s) and memory usage to ensure health and availability.	All hardware, operating system and application patching current within 90 days of release

Implementation of security policies according to statutory requirements and CPFM standards

Services Provided	Success Measures
In addition to the standard server system administration and management of servers outlined above, FASS IT will also implement security policies according to statutory, University and CPFM-dictated requirements. These policies and their implementation will be subject to yearly audit by qualified internal or external auditors.	Successful yearly audit by Central IS of Security practices by FASS-IT for CPFM

Application-specific performance monitoring and tuning of the application components that comprise the systems indicated above

Services Provided	Success Measures
FASS IT will monitor and tune applications components. Measurable performance thresholds will be established for each component and events that cause exceedance will be recorded and FASS IT will be notified. Additionally, data will be captured to allow trends to be graphed. Monthly reviews of server performance will be conducted with results shared with UE management.	Monthly report provided

Technical support for the implementation of upgrades and new modules, including data conversion/uploading



Services Provided	Success Measures
For the systems indicated above, FASS IT will, with consultation with UE management, plan and coordinate the timing and execution of upgrades, ensuring that system is maximally available. We will also provide for review the detailed plans for the technical portion of the upgrade, which includes timelines, risks and backout-plans.	No unplanned outages due to activities related to upgrades

Manage access to the system by non-UO employees (Siemens and 3rd-party commissioning agents)

Services Provided	Success Measures
FASS IT will gather the information from non-UO employees required to create the Banner accounts necessary to grant UO network access. Additionally, FASS IT will submit and follow-up with UO Accounts on the successful creation of those accounts. Finally, FASS IT will ensure that the appropriate network permissions exist for access and will provide detailed instructions to the non-UO contractors on how to access the system. FASS IT will provide to CPFM Management yearly and on-demand reports regarding which contractors have access to which systems and will remove those no longer needing access.	Access is made available within 7 days of request

Manage network components that allow secure remote access to UO and contract resources

Services Provided	Success Measures
FASS IT will create and maintain secure network components that allow remote access for UO employees and contractors. This includes the infrastructure to connect to applications and networked devices from both wired and wirelessly-connected client machines.	NA

Upon demand, provision building-level network access for metering endpoints, ensure network continuity between server and endpoint and troubleshoot connectivity issues

Services Provided	Success Measures
FASS IT will assist U&E technicians with the configuration and commissioning of panel and other endpoint hardware, including integration of such metering into the associated monitoring and management software as needed.	Service Request SLA

Assistance with training in any of the systems listed above

Services Provided	Success Measures
FASS IT will provide training in the use of any of the systems above upon request. Additionally, for upgrades, FASS IT will provide training for known application changes.	Avg. 4.0 or higher (on 5 point scale) as indicated on the



FASS IT will assist with report development and data extraction, but in-depth training in tools techniques (SQL, data warehouse design, etc.) is outside the scope of this agreement.	Annual FASS Customer Survey
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Utilities and Energy

This Agreement represents an extension of the support scope outlined in the SPA. CPFM U&E Department and FASS agree that FASS IT will provide services for systems that support the services U&E provide to the University. There are multiple systems covered by this agreement, some of which are considered ***Mission Critical***³.

Specialized Systems covered by this agreement

System	Service Criticality	Note
Hardware Cluster	Mission Critical	Servers and hardware that support the systems below.
VMWare	Mission Critical	Virtualization software that supports the systems below
WonderWare	Mission Critical	Schneider Control/visualization system for Utility Systems
PME	Business Critical	Schneider Electrical Energy Monitoring system
iVue	Business Critical	Carrier Chiller Plant control system
FourWinds	Business Critical	Plant information and notification platform
Alerting System	Mission Critical	Alerting for events that may impact the plant (ShakeAlert, Win911, etc.)

- 7x24x365 On-call support for Mission Critical systems
- System availability according to the Service Criticality matrix
- Server system administration and management of the servers hosting the service
- Implementation of security policies according to statutory requirements and U&E standards
- Application-specific performance monitoring and tuning of the application components that comprise the systems indicated above
- Technical support for the implementation of upgrades and new modules, including data conversion/uploading
- Manage access to the system by non-UO employees (K2, Carrier and Schneider staff)
- Manage network components that allow secure remote access to UO and contract resources.
- Provision building-level network access for metering endpoints, ensure network continuity between server and endpoint and troubleshoot connectivity issues on demand
- Analysis, design, construction, maintenance and ETL for the Energy Data Warehouse.
- Assistance with training in any of the systems listed above

7x24x365 On-call support for Mission Critical systems

Services Provided	Success Measures
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³ See Appendix A – Service Criticality



Refer to Appendix D	100% calls answered within timeframe
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Service availability according to the Service Criticality matrix

Services Provided	Success Measures
FASS IT will take all steps necessary to ensure that the systems meet their pre-determined availability requirements. This includes implementing IT systems configurations that may include redundant systems, “warm” stand-by systems or alternative operations. Additionally, operational policies and procedures to support the availability requirements will be implemented as necessary. This includes mandatory testing on production system to ensure that measure to support high availability function properly.	100% meeting Availability Target

Server system administration and management of the servers hosting the service

Services Provided	Success Measures
FASS IT will implement policies that incorporate industry best practices for administering systems. These policies include patch application and upgrade timeliness for hardware and server operating systems, security as well as 7x24x365 monitoring of disk, processor(s) and memory usage to ensure health and availability.	All hardware, operating system and application patching current within 90 days of release

Implementation of security policies according to statutory requirements and U&E standards

Services Provided	Success Measures
In addition to the standard server system administration and management of servers outlined above, FASS IT will also implement security policies according to statutory, University and U&E-dictated requirements. These policies and their implementation will be subject to yearly audit by qualified internal or external auditors.	Successful yearly audit by Central IS of Security practices by FASS-IT for UE

Application-specific performance monitoring and tuning of the application components that comprise the systems indicated above

Services Provided	Success Measures
FASS IT will monitor and tune applications components. Measurable performance thresholds will be established for each component and events that cause exceedance will be recorded and FASS IT will be notified. Additionally, data will be captured to allow trends to be graphed. Monthly reviews of server performance will be conducted with results shared with UE management.	Monthly report provided



Technical support for the implementation of upgrades and new modules, including data conversion/uploading

Services Provided	Success Measures
For the systems indicated above, FASS IT will, with consultation with UE management, plan and coordinate the timing and execution of upgrades, ensuring that system is maximally available. We will also provide for review the detailed plans for the technical portion of the upgrade, which includes timelines, risks and backout-plans.	No unplanned outages due to activities related to upgrades

Manage access to the system by non-UO employees (K2, Carrier and Schneider staff)

Services Provided	Success Measures
FASS IT will gather the information from non-UO employees required to create the Banner accounts necessary to grant UO network access. Additionally, FASS IT will submit and follow-up with UO Accounts on the successful creation of those accounts. Finally, FASS IT will ensure that the appropriate network permissions exist for access and will provide detailed instructions to the non-UO contractors on how to access the system. FASS IT will provide to U&E Management yearly and on-demand reports regarding which contractors have access to which systems and will remove those no longer needing access.	Access is made available within 7 days of request

Manage network components that allow secure remote access to UO and contract resources

Services Provided	Success Measures
FASS IT will create and maintain secure network components that allow remote access for UO employees and contractors. This includes the infrastructure to connect to applications and networked devices from both wired and wirelessly-connected client machines.	NA

Upon demand, provision building-level network access for metering endpoints, ensure network continuity between server and endpoint and troubleshoot connectivity issues

Services Provided	Success Measures
FASS IT will assist U&E technicians with the configuration and commissioning of utility metering hardware, including integration of such metering into the associated monitoring and management software.	Service Request SLA

Analysis, design, construction, maintenance and ETL for the Energy Data Warehouse

Services Provided	Success Measures
FASS IT will, according to specifications gleaned from U&E stakeholders, create the appropriate data extraction, data storage and data delivery mechanisms to support an	Avg. 4.0 or higher (on 5 point scale) as indicated on the



Energy Data Warehouse. Additionally, FASS IT will monitor the health and performance of the processes to extract data from source systems (PME, Wonderware, Insight/Desigo, iVue) as well as deliver data to systems upstream of the EDW.	Annual FASS Customer Survey
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Assistance with training in any of the systems listed above

Services Provided	Success Measures
FASS IT will provide training in the use of any of the systems above upon request. Additionally, for upgrades, FASS IT will provide training for known application changes. FASS IT will assist with report development and data extraction, but in-depth training in tools techniques (SQL, data warehouse design, etc.) is outside the scope of this agreement.	Avg. 4.0 or higher (on 5 point scale) as indicated on the Annual FASS Customer Survey



ADDENDUM

UOPD

This Agreement represents an extension of the support scope outlined in the SPA. UOPD and FASS agree that FASS IT will provide services for systems that support the services UOPD provide to the University. There are multiple systems covered by this agreement, including those that are **Mission Critical**⁴.

The support offered is for system and application support; we provide support according to best practices and at the direction of the responsible Program Manager(s).

Specialized Systems & Software covered by this agreement

System	Service Criticality	Note
Hyper-V	Mission Critical	Virtualization software that supports the systems below
UOPD.org	Mission Critical	Active Directory and related services for the UOPD domain
UOPD Exchange	Business Critical	CJIS-compliant email infrastructure and related systems
UOPD SQL Servers	Business Critical	System for storing data.
UOPD Web Servers	Business Critical	Apache and IIS for Passwordstate, Confluence, PRTG.
CAD/RMS	Business Critical	End-user support for configuration and usage
AMAG	Business Critical	Programming codes, settings schedules, configuring panels, running reports.
Milestone	Business Critical	Programming codes, settings schedules, configuring panels, running reports. Includes Desktop, Web and Mobile client.
Bosch Security System	Business Critical	Programming codes, settings schedules, configuring panels, running reports.
Ubiquiti	Business Critical	This is for in-car video.
Manitou	Business Critical	Programming codes, settings schedules, configuring panels, running reports.
WatchGuard	Business Critical	In-car and body cams
UOPD-specific desktop applications	Business Critical	DualShield, MailStore, MailScape, Barracuda, TickeTrak, iParc, Digital IRIS, Milestone client, Spark, Manitou client, AMAG client, NetMotion, Crossmatch Livescan (fingerprinting), Openfire (chat server).
Vehicle Systems	Business Critical	This includes ensuring all in-car software systems are functioning properly.

Specialized Hardware covered by this agreement

System	Service Criticality	Note
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⁴ See Appendix A – Service Criticality



Hardware Cluster	Mission Critical	Servers, storage and other hardware that support the systems below.
Cisco Network Gear	Mission Critical	Firewalls, Switches, includes configuration, routing, VPN Tunnels.
AMAG	Business Critical	Indirect support in conjunction with 3 rd Party (we don't touch panels, in other words..)
Milestone ⁵	Business Critical	Milestone and other camera's used for Surveillance by UOPD.
Bosch Security System	Business Critical	Receivers, plus indirect support in conjunction with 3 rd Party (we don't touch panels, in other words..)
Manitou	Business Critical	Indirect support in conjunction with 3 rd Party (we don't touch panels, in other words..)
Gate Hardware	Business Critical	Vehicle entry into UOPD compound
LE Hardware	Business Critical	Body Cams, in-vehicle technology, Audio Recording, other video recorders.
LiveScan	Administrative	Fingerprinting scanner
ID Card Printer	Administrative	UOPD ID Cards
AverMedia	Administrative	Video Conferencing gear
Nice Express	Business Critical	Phone and Radio voice recording
Radios	Mission Critical	Ensure radio devices and network functions properly. This includes maintain spares and charging stations as needed ⁶ .
Vehicle Systems	Business Critical	This includes ensuring all in-car hardware systems are functioning properly ⁷ .
UOPD-specific desktop applications	Business Critical	DualShield, MailStore, etc – see appendix

Specialized Services covered by this agreement

System	Service Criticality	Note
CJIS – Local Agency Security Officer	Mission Critical	Perform prescriptive tasks related to maintaining CJIS compliance for the department. Provided Information System security compliance, consulting and support for all UOPD systems.
CJIS – Systems Agency	Mission Critical	Security POC for CJIS Division ISO, document technical policy compliance plus incident response and reporting procedures for the Agency and its users.

⁵ Note that certain aspects of this service will be provided by a 3rd-party, which may be a UO or outside contracted resource.

⁶ Note that certain aspects of this service will primarily be provided by a 3rd-party. An example would be in-vehicle wiring. We would obtain and manage a contract with a local 3rd party to perform all wiring additions and upgrades.

⁷ Note that most aspects of this service will primarily be provided by a 3rd-party, either from within the UO or externally with a contracted resource.



Information Security Officer		
PCI Compliance	Business Critical	Provide technical support for maintaining PCI Compliance
WatchGuard Evidence Library	Business Critical	Electronic (Video) evidence library
UOPD-specific desktop applications	Business Critical	DualShield, MailStore, etc – see appendix
CentralSquare CAD/RMS	Business Critical	Functional support, interface to EPD/ISD resources, network and client-workstation function.
Video Evidence Management	Administrative	Milestone exports
WebLEDS	Business Critical	Web interface to State LEDS
SharePoint	Administrative	Web publishing
Wikis	Administrative	Confluence, MediaWiki
Physical Inventory	Administrative	Maintain current inventory of all assets related to supported systems.

- 7x24x365 On-call support for Mission Critical systems.
- System availability according to the Service Criticality matrix.
- Server system administration and management of the servers hosting the service.
- Implementation of security policies according to statutory requirements (CJIS/PCI) and UOPD standards.
- Application-specific performance monitoring and tuning of the application components that comprise the systems indicated above.
- Technical support for the implementation of upgrades and new modules, including data conversion/uploading.
- Assistance with training in any of the systems listed above.

7x24x365 On-call support for Mission Critical systems

Services Provided	Success Measures
See above Mission Critical systems	100% calls answered within timeframe.

Service availability according to the Service Criticality matrix

Services Provided	Success Measures
FASS IT will take all steps necessary to ensure that the systems meet their pre-determined availability requirements. This includes implementing IT systems configurations that may include redundant systems, “warm” stand-by systems or alternative operations.	100% meeting Availability Target



Additionally, operational policies and procedures to support the availability requirements will be implemented as necessary. This includes mandatory testing on production system to ensure that measure to support high availability function properly.	
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Server system administration and management of the servers hosting the service

Services Provided	Success Measures
FASS IT will implement policies that incorporate industry best practices for administering systems. These policies include patch application and upgrade timeliness for hardware and server operating systems, security as well as 7x24x365 monitoring of disk, processor(s) and memory usage to ensure health and availability.	All hardware, operating system and application patching current within 90 days of release.

Implementation of security policies according to statutory requirements (CJIS/PCI) and UOPD standards

Services Provided	Success Measures
In addition to the standard server system administration and management of servers outlined above, FASS IT will also implement security policies according to statutory, University and UOPD-dictated requirements. These policies and their implementation will be subject to yearly audit by qualified internal or external auditors.	Successful yearly audit by OSP for CJIS and BAO for PCI

Application-specific performance monitoring and tuning of the application components that comprise the systems indicated above

Services Provided	Success Measures
FASS IT will monitor and tune applications components. Measurable performance thresholds will be established for each component and events that cause exceedance will be recorded and FASS IT will be notified. Additionally, data will be captured to allow trends to be graphed. Monthly reviews of server performance will be conducted with results shared with UOPD management.	Monthly report

Technical support for the implementation of upgrades and new modules, including data conversion/uploading

Services Provided	Success Measures
For the systems indicated above, FASS IT will, with consultation with UE management, plan and coordinate the timing and execution of upgrades, ensuring that system is maximally available. We will also provide for review the detailed plans for the technical portion of the upgrade, which includes timelines, risks and backout-plans.	No unplanned outages due to activities related to upgrades.



Assistance with training in any of the systems listed above

Services Provided	Success Measures
FASS IT will provide training in the use of any of the systems above upon request. Additionally, for upgrades, FASS IT will provide training for known application changes.	Customer Service Metric



ADDENDUM

Safety and Risk Services

This Agreement represents an extension and modification of the support scope outlined in the SPA.

Safety and Risk Services Policy Exception

According to IT best practices and FASS IT Policy, users do not have administrative rights to university personal computers. The following individuals are essential to Emergency Operations Center (EOC) function during activation and require an exception to this policy. From time-to-time, they will require local administrative rights to their personal computers to discharge those duties:

- Andre LeDuc – CRO/Associate VP, Safety & Risk Services
- Krista Dillon – Director of Operations, Safety & Risk Services
- Ken Kato – Director Campus GIS and Mapping, Safety & Risk Services

Additionally, there are administrative staff that support computer laptop devices during EOC activation. Adequate support of those machines during activation requires these individuals obtain local administrative rights:

- Jennifer Clark – Executive Assistant, Safety & Risk Services
- Lindsey Salfran - Office Specialist II, Safety & Risk Services

To support this need, FASS IT has created a local account that has administrative rights on the machines for which the above folks have responsibility. The same account and password is used for all machines covered by this policy. This account is managed by FASS IT and carries appropriate password length, complexity an expiration period. Any change to these passwords must be carefully coordinated between SRS and FASS IT. Otherwise, a desk side visit by FASS IT personnel will be required to recover and reset the password.

Emergency Operations Center Activation Support

The Safety & Risk Services Department and FASS agree that FASS IT will provide services for systems that support the technology listed below which is utilized by Safety & Risk Service during activation of EOC in room 271 of the 1715 Franklin building. The technology is ***Mission Critical***⁸.

Systems specifically covered by EOC Activation Support

System	Service Criticality	Note
EOC Laptops	Mission Critical	Laptops that are stored in the EOC for use during EOC Activation.
EOC Participant Devices	Mission Critical	Laptops/Tablets/Phones used during EOC Activation
Printers	Mission Critical	Printing devices and function during EOC Activation

⁸ See Appendix “A” – Service Criticality



Presentation Devices	Mission Critical	Projection equipment and associated displays and controls within the EOC.
GIS Applications	Mission Critical	Specialized Applications used during EOC Activation

EOC Activation Support

Services Provided	Success Measures
<ul style="list-style-type: none"> • Manage issue resolution related to desktops, mobile devices and peripherals • Provide remote and desk side desktop support⁹ • Maintain peripheral and spares stock specifically for the EOC • Provide relationship management for services provided by Central IS¹⁰ • Provide changes to user accounts as might be required <ul style="list-style-type: none"> ○ Examples would include creation and adding users to security groups to grant shared file server access, adding shared mailboxes, UO Directory information, etc. • Troubleshoot and resolve network resource access issues that may arise during EOC activation. • Partner with client for private network access provisioning, VPN requests and other solutions that enable off-site access to network resources. • Provide shared file technical support to keep the information contained in them accessible and secure • Resolve File Server access problems and provide recovery services on demand during EOC Activation • Support Productivity and Collaboration tools as needed during EOC Activation • Troubleshoot and resolve printing issues during EOC Activation • Provide or manage support for the server, network and application as a Best Effort. 	<p>[Outlined on page 23 of core SPA]</p>

Desktop, Laptop, Tablet and Portable Devices dedicated to the EOC

Services Provided	Success Measures
<ul style="list-style-type: none"> • Ensure devices charged and patched/updated weekly. • Test device function, to include boot-up and access to network file systems both wired and wirelessly, at least monthly. • Resolve hardware and system issues during EOC activation. 	<p>[Outlined on page 23 of core SPA]</p>

⁹ See Service Definition, Prioritization and Response – Emergency Response for details

¹⁰ After-hours request to Central IS (typically NTS) are handled by their on-call resources. They do not publish an SLA for after-hours support.



On-Call Support for Critical Systems

FASS IT provides service to the Emergency Operations Center (EOC) that includes 24/7 emergency on-call support for the systems that enable it to effectively function.

Support Commitment

Trained FASS IT staff are available for 24/7 emergency on-call support for the systems in the “**What We Cover**” section below. To obtain emergency on-call support, EOC Participants should use the FASS IT Hotline (**541.346.2232**) at any time of the day. Calling this number will ring a voicemail box, which will then immediately forward the voice message received to the assigned on-call staff for that day. Within 15 minutes, we will review the voicemail and contact the requestor to acknowledge receipt of the message. This will begin the process of resolving the issue. Note that other modes of contact (email, direct phone calls to internal extensions, grabbing someone in the hall) are acceptable in an emergency, but be aware of the limitations of those alternative channels (email may not be read, phone calls may not be answered, etc.). Note also that the Hotline will ring the numbers in priority order for all available support staff in an attempt to reach a warm body.

In most cases, problems can be resolved remotely. In those cases where they can't and upon request or at the discretion of the responding technician, FASS IT will arrive at the EOC within 1 hour of the determination of a need for on-site technician presence. If the responding technician cannot meet this requirement, they will contact the escalation contacts below to arrange for someone else to appear on-site.

What We Cover

Currently, we support the systems identified above. Note that for some of these systems, complex issues will require escalation to the appropriate vendor. We will at all times make a best effort to resolve issues, but if vendor escalation is required, return-to-service times will be extended.

What We Do Not Cover

Items that fall outside of our purview:

Networking – NTS is responsible for the switches, routers and structured wiring in the plant. Typically, networking issues are reported as application issues and thus the root cause of a problem identified as “I can't print” might really be a failed networking component. While we will own the problem until resolution, it will be necessary for us to contact on-call NTS resources for resolution, extending return-to-service times.

Audio/Visual Presentation equipment – We do not currently possess the skills to fully support these. If problems arise, we will make best effort to coordinate the appropriate resources but cannot add much value beyond that.

Application functionality – In most cases, we can assist with basic navigation within the application. We don't, however, have the skills to make application configuration or programming changes. We can help with vendor communication, system access and act as “smart hands” for others with system expertise.



Communication and Escalation

We will use the appropriate mailing list to keep staff apprised of incidents. We will use this list to share any relevant information about incidents as we work them to resolution (this includes problem acknowledgements, updates, resolutions and escalation notifications), subject to approval from the then-acting lead for EOC functions.

If an emergency incident is not being resolved to your satisfaction, please escalate to the Associate Director for FASS IT at 303.847.9152 or the Director FASS at 716.572.2853.