Unified Level of Service (“ULS”)

for a Minimum Level of Support for Mobile Devices

provided by Purdue University Academic IT
to Purdue University Faculty, Staff & Graduate Staff

Effective Date: March 1, 2013

Document Owner: Purdue University Academic IT Leaders, WL Campus

Version

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Approval

(The Academic IT Organizations listed below have agreed to this Unified Level of Service.)

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1. Unified Level of Service Overview

This document represents a *Unified Level of Service* (‘ULS’) provided by Purdue Academic IT to Purdue Faculty, Staff and Graduate Staff for a:

**Minimum Level of Support for Mobile Devices**

For the purposes of this document, a *mobile device* is defined as a portable computer that connects to Purdue wireless networks and/or email servers.

This *Unified Level of Service* remains valid until superseded by a revised level of service mutually endorsed by the Purdue Academic IT Leaders.

This document outlines the parameters of the unified service as it is mutually understood by the Purdue Academic IT Leaders. This unified service level does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The *purpose* of this *Unified Level of Service* is to ensure that the proper elements and commitments are in place for Purdue Academic IT areas to provide consistent IT service support and delivery to faculty and graduate staff in their respective Colleges and Schools.

The *goal* of this *Unified Level of Service* is to obtain mutual agreement for a unified level of IT support throughout all Purdue Academic IT areas.

The *objectives* of this agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis for this *Unified Level of Service* and represent the primary stakeholders associated with it:

**Service Provider(s):** Purdue Academic IT (‘Provider’)

**Customer(s):** Purdue Faculty and Graduate Staff associated with a respective College or School where support is offered by Academic IT (‘Customer’)

*Unified Level of Service - Purdue University Academic IT*
4. Periodic Review

This *Unified Level of Service* is valid from the **Effective Date** outlined herein and is valid until further notice. This *Unified Level of Service* should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current *Unified Level of Service* will remain in effect.

The **Academic IT Leaders** ("Document Owner") are responsible for facilitating ongoing reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

5. Unified Service Level Detail

The following detailed service parameters are the responsibility of Academic IT in the ongoing support of this *Unified Level of Service*:

5.1. Service Scope

The following Services are covered by this *Unified Level of Service*:

- **Configure Purdue Network settings** for mobile devices used by actively affiliated Purdue Faculty, Staff and Graduate Staff.
  - Personal consultation with IT staff to configure Purdue Wi-Fi ("PAL") settings.
  - Knowledgebase referral if the user does not desire a consultation.

- **Configure Purdue Email settings** for mobile devices used by actively affiliated Purdue Faculty, Staff and Graduate Staff.
  - Personal consultation with IT staff to configure Purdue Email.
  - Knowledgebase referral if the user does not desire a consultation.

- **Provide Purdue Career Account troubleshooting** for mobile devices used by actively affiliated Purdue Faculty, Staff and Graduate Staff.
  - Personal consultation with IT staff to troubleshoot career account problems.
  - Knowledgebase referral if the user does not desire a consultation.

- **Provide Hardware Support** and/or troubleshooting for *Purdue-owned* mobile devices that are currently covered under a warranty.
  - For hardware support, users should first check with their local IT staff for a personal consultation to troubleshoot *Purdue-owned* mobile device hardware. IT staff may contact the vendor for hardware support or recommend that the user contact the vendor directly for warranty service.
5.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Unified Level of Service include:

- The owner of a personally owned mobile device must be present at all times during consultations and must agree that IT staff members are not liable for damages or problems that may arise from the consultation. Academic IT staff will not “take possession” of a personally owned mobile device, but will hold and interact with the device for purposes of configuration.
- Customers understand that if local IT staff are unable to make a connection after reasonable attempts, customers may be referred to other areas, or to the vendor or manufacturer, for additional assistance.
- In some cases, hardware troubleshooting for Purdue-owned mobile devices must be directly handled by the vendor working with the user.
- All shipping costs will be the responsibility of the device owner.

5.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Unified Level of Service include:

- Academic IT staff will make reasonable attempts to research and identify configuration settings for a given mobile device. Successful configuration of every mobile device make and model cannot be guaranteed.
- Academic IT staff will offer to schedule to meet with customers to reasonably attempt to configure the Purdue wireless network and Purdue email accounts.
- During a consultation, Academic IT staff must clearly communicate to the customer what changes they are making to the device.
- Academic IT staff will assist with account modifications, lockouts and password resets.

5.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.
6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following section provides relevant details on service availability and/or related components.

6.1. Service Availability

General coverage parameters specific to the service(s) covered in this *Unified Level of Service* are as follows:

- **In-Person Support**: 8:00 A.M. to 5:00 P.M. Monday – Friday. Location will be specified by the local Academic IT group.
  - NOTE: Times and locations may vary according to the operational hours, physical facilities and policies of the local Academic IT area. Users should contact their local Academic IT area for more information about specific locations where support can be obtained.
- **Telephone Support**: 8:00 A.M. to 5:00 P.M. Monday – Friday
  - NOTE: Times may vary according to operational hours of the local Academic IT area.
- **Email Support**: Monitored 8:00 A.M. to 5:00 P.M. Monday – Friday
  - NOTE: Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.