

CENG Information Technology Services
University of North Texas

**Service Level Agreement for the Information Technology Services as applied
To the University of North Texas College of Engineering**

1.0 Agreement

1.1 Purpose

The College of Engineering IT Services (CENGITS) supports The University of North Texas (UNT) mission as a national research institution assisting College of Engineering faculty, staff and students in that mission by providing and supporting technology services. CENGITS supports the mission while abiding by policies established by the State of Texas (TX-DIR), UNT and the UNT System Information Technology Shared Services (ITSS). CENGITS exists as a distributed support team responsible for all computer technology related systems in the College of Engineering including but not limited to server, desktop, laptop computers and peripherals. The College of Engineering includes the following units: College of Engineering Office of the Dean, College of Engineering Advising Office, College of Engineering Research Services, Biomedical Engineering, Computer Science and Engineering, Electrical Engineering, Engineering Technology, Materials Science and Engineering (including Center for Advanced Research Technology [CART]) and Mechanical and Energy Engineering.

The purpose of this agreement is to define the responsibilities of CENGITS and College of Engineering Faculty, Staff, Student Assistants and Students (Customer) in supporting Information Technology services associated with the College of Engineering.

1.2 Agreement Terms

The term of this agreement is effective immediately upon review and acceptance by the College of Engineering Dean and Department Chairs. This agreement is perpetual. The document is subject to change based on changes in State of Texas (TX-DIR), University of North Texas System (UNT System), University of North Texas (UNT) or ITSS Policies. This agreement is available as a reference to all College of Engineering Faculty, Staff and Student Assistants for review. The Departments agree to review this document a minimum of every three years.

2.0 Personnel, Space, Hardware and Budget

For service provided to the customer by CENGITS, the customer agrees to provide appropriate space, computer hardware, faculty and/or staff available required for CENGITS to complete service. Listed below are a definition of roles. A single person may fill multiple roles.

2.1 Sponsor: Sponsors are individuals authorized to enter into, receive service under this agreement and include College of Engineering Dean, CENGITS Manager, Departmental Chairs or Heads of Departments.

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- 2.2 Departmental Contact (Customer): This contact is the authorized person representing the department as the primary contact/liaison with CENGITS Staff. At its discretion, a department may designate a single person to serve as the primary contact in submitting service requests to CENGITS.
- 2.3 Service Contact (Customer): This contact or contacts are person(s) directly affected by service requests, problems or changes that may arise related to services provided. This contact is in direct contact with a CENGITS representative to provide additional information as needed until the service request is resolved.
- 2.4 Services Team (CENGITS): Consists of the IT Manager, IT Specialists and Student Assistants that support the College of Engineering.
- 2.5 Other Staff: Consists of ITSS Staff (ex. Data/Telecommunications, Information Security), facilities or other UNT staff involved in providing IT services.
- 2.6 Physical Space: Office and storage space occupied by CENGITS staff and owned by the College of Engineering Dean's Office. B189 currently houses all CENGITS staff. Additional space must be acquired in the event CENGITS increases staff to provide resources required to maintain support for the College of Engineering
- 2.7 Desktop/Laptop Purchases: To assure optimum and reliable technology services, the customer agrees to replace all desktop and laptop computers a minimum of every five years at customer's expense. The preferred replacement cycle is three years. CENGITS actively assists customers in identifying desktops/laptops approaching or exceeding age limitations as defined by the ITSS. CENGITS will meet and/or consult with customers on all equipment purchases as mandated by UNT System Policy (06.2000) to ensure compliance with desktop standards. A campus-wide committee consisting of IT staff establishes guidelines for Desktop and laptop standards. Hardware support guidelines established by ITSS and approved by the ITSS. It is highly recommended departments specifically budget for replacement of desktop/laptop computers, establish a replacement plan (ex: Number of replaceable computers divided by number of years in the life cycle $[100/4= 25]$, approximate cost per machine \$1100.00 and budget the amount of replacement costs for each year \$27,500.00). The customer agrees to contact the CENGITS IT Manager for current pricing to effectively budget yearly computer replacement. Customer agrees and must consult with CENGITS on the purchase of all desktop and laptop computers to ensure compliance with UNT System policy the support model outlined as well as meet the needs of the customer. CENGITS works effectively to maximize use of computer and computer related equipment.
- 2.8 Specialized equipment is exempted from this policy due to proprietary use and the high cost of replacement. Specialized equipment is defined as:
 - a. Can be attached or not attached to a computer

- b. Often contract supported by third party
- c. Computer used solely for use of proprietary equipment and no additional software or programs should be installed
- d. Requires vendor specific computer/computer related equipment

CENGITS should be contacted during the purchasing phase of any computer related or specialized equipment. CENGITS will collaborate with faculty and/or third party support groups to assist in determining best practices for operation (i.e. network connectivity, virus protection, etc.) Ideally, CENGITS recommends network connectivity where possible to ensure security patches and antivirus software is updated frequently protecting the integrity of the equipment and the UNT network. CENGITS can also work with third party support groups in coordinating remote access where possible to provide equipment support.

- 2.9 Printers/Scanners/Other peripherals: The Customer agrees to consult with CENGITS on the purchase of printers, scanners and other peripherals as it applies to information technology to assist in selecting the device that best meets the needs of the customer and integrates with the IT support model.
- 2.10 Servers, Data Storage and Backups: All servers managed by CENGITS are moving toward more centralization and housed in the ITSS Datacenter. The ITSS manages and updates the hardware as well as provides backups. Some exceptions apply: Research Clusters, license servers (which by agreement must be physical servers). Customer agrees to consult with CENGITS prior to purchasing any servers categorized as exceptions to ensure proper environmental, data and security concerns comply with all state, UNT and security policies. Any unauthorized device is subject to denied access to the network per UNT's computer use policy.
- 2.11 Personal Equipment: To maintain the integrity of the network, personal equipment (i.e. equipment not purchased with university funds) or computers not configured by CENGITS, including desktop, laptop and other networkable devices will not be granted access to the physical network. Guests, students, faculty and staff bringing personal equipment to campus will only be granted access to the EAGLENET or UNT (Wireless) networks. Personal equipment is not supported by CENGITS and cannot be guaranteed that it is in full compliance with all UNT security policies.
- 2.12 Eaglenet and/or UNT Wireless Access: "Eaglenet" and "UNT" are UNTs wireless network systems managed and supported by ITSS's Data Communications team. All UNT faculty, staff and students have Eaglenet access privileges via EUID and password authentication. Guests visiting the University may request access to Eaglenet. The

respective CENG Department must submit a request to CENGITS including guest's name, email address, contact phone number and length of visit. A guest access account is generated and information sent to the requester. Accounts have a maximum term of 120 days. Guests who require access beyond 120 days simply request an extension. Guests who periodically visit campus may continue use of the same account. Contact CENGITS to request re-activation of account for length of visit.

- 2.13 Software/Hardware: Customer must consult with CENGITS on all software and computer hardware purchases to ensure compliance with license agreements, proper installation and with regard to the purchase of all computer hardware to comply with the UNT System's Computer Purchasing Policy. CENGITS stays current on software currently available to the College of Engineering. This includes software covered by campus-wide license agreements resulting in no additional costs or greatly reduced costs. All software purchases installed in departmental and General Access labs must be requested one full semester in advance to provide sufficient planning, testing and implementation. (Note: This is critical to any purchases that require review by the General Counsel's Office. CENGITS is not responsible or accountable for the legal review process. Customer agrees to take into account additional time that may be required to review legal contracts and request software/hardware accordingly.) CENGITS must be consulted for individual license purchases to ensure software is not currently licensed or can be obtained at a reduced cost due to existing agreements.

3.0 Research

- 3.1 UNT CENGITS works effectively to support UNT and the College of Engineering in UNT's efforts to be recognized as a national research university. The customer agrees to consult with CENGITS on any/all research involving IT services to ensure proper implementation. This includes all facilities; data communications and hardware associated with IT related research projects.
- 3.2 Customer agrees to make provisions for support of any research cluster. Persons hired for technical support of clusters agree to abide by all state of Texas, UNT and UNT security policies and work closely with CENGITS Manager.
- 3.3 Customer agrees to secure physical access to servers and server rooms to authorized personnel only to protect equipment and data including key or card access. Access must be removed immediately upon termination, graduation, etc. to comply with state and UNT security policies. A list of persons requiring physical access to servers and server rooms must be maintained by the customer and provided to the CENGITS IT Manager. High performance clusters and other shared resources must be used only for the purposes of the research project and follow proper security policies.

4.0 CENGITS Responsibilities:

- 4.1 CENGITS provides customer support using best practices for the provision of information technology services. CENGITS will:
- 4.1.1 Provide IT services as defined in “Support Services” (Section 7).
 - 4.1.2 Resolve service requests and notify affected customers of resolution
 - 4.1.3 Utilize a call tracking system as means to monitor and respond to customer service requests. The call tracking system metrics may also serve CENGITS in requests for additional resources, increases in staff and/or student assistants and improve customer satisfaction.
 - 4.1.4 CENGITS responds to requests as quickly as possible. Some requests require additional information from the customer or may even require the customer to be on site for effective troubleshooting. All closed requests should include confirmation and a brief description of the resolution. If the customer determines the problem is not fully resolved, replying to the closed ticket reopens the ticket.
- 4.2 Hours of Operation: CENGITS provides customer support staff during business hours Monday through Friday 8 am to 5 pm. No on-campus support is provided on weekends, holidays or other university closings. CENGITS is notified of server outages that occur outside business hours and responds to restore services as quickly as possible. Customers requiring emergency support outside normal business hours should submit requests to cengsupport@unt.edu. For campus-wide issues contact the ITSS help desk (940.565.2324).
- 4.3 Server management: CENGITS monitors College-wide servers and responds according to impact. Data communications, telecommunications and campus-wide services are managed and administrated by ITSS personnel.
- 4.4 Data Archiving, Backups and Recovery: ITSS provides backup services to all college-wide servers currently in the college of engineering data center and ITSS’s data center. CENGITS is responsible for restoring data at the customer’s request. It is recommended that the customer store all data on the provided file servers. Customer assumes complete responsibility for protection of their data from loss and unauthorized access.

5.0 Customer Responsibilities:

- 5.1 The customer is the owner of their data and agrees to comply with all university policies including:

- 5.1.1 Compliance with policies and regulations defined by federal and state laws and University of North Texas policies.
- 5.1.2 Supervisors and managers agree to provide mechanisms to enforce these policies for faculty, staff and students.
- 5.1.3 Maintain compliance with all software license requirements. In special circumstances customer may be required to provide additional training services on specialized departmental or proprietary services.
- 5.1.4 Ensure all faculty, staff and students have access to and are familiar with computer usage policies.
- 5.1.5 Provide for funding of hardware and software funding not covered by College of Engineering Office of the Dean or ITSS.
- 5.1.6 Provide funding for desktop, laptop and peripheral equipment not covered by other funding

6.0 Security:

- 6.1 Each customer is the owner of all data and is expected to exercise professional judgment in managing risks to the information and systems used. CENGITS will make recommendations and assessments based on classification of data. All security controls should be proportional to the type of data generated. CENGITS will not be held liable for loss of data due to compromise or loss of data due to improper data security controls. Please refer to the security policy <https://its.untsystem.edu/divisions/mrs/policies>.

7.0 Support Services

- 7.1 CENGITS Description of Service: CENGITS provides onsite local and remote support of desktop, laptop and peripherals used at the University of North Texas.
 - 7.1.1 CENGITS will configure, install and update computer operating systems on all UNT purchased equipment. Software must have a valid license and purchased by the university.
 - 7.1.2 CENGITS will install, configure and maintain software licensed by the customer or university
 - 7.1.3 Assist the department in hardware inventory for record keeping and replacement

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- 7.1.4 Coordinate repair/replacement for in warranty hardware. Troubleshoot desktop/peripheral hardware for repair and in warranty service
 - 7.1.5 Troubleshoot and coordinate network connectivity in conjunction with ITSS Data Communications
 - 7.1.6 Advise customers on security best practices and policy requirements. Act as an information resource for locating resources
 - 7.1.7 Provide recommendations and generate quotes for computer hardware and peripherals per service level agreement section 2
 - 7.1.8 CENGITS works with ITSS in resolving requests that escalate beyond CENGITS support model.
- 7.2 Customer Responsibilities:
- 7.2.1 Initiate requests for support through the tracking system (via email: cengsupport@unt.edu)
 - 7.2.2 Provide CENGITS physical access to supported systems.
 - 7.2.3 Define and implement a lifecycle model for hardware
 - 7.2.4 Use campus and vendor supported operating systems and hardware
 - 7.2.5 Provide CENGITS with software and licenses for departmental specific software.
 - 7.2.6 Consult with CENGITS prior to purchasing or renewing IT related equipment or services that impact support.
 - 7.2.7 Maintain compliance with all software license agreements
 - 7.2.8 Fund software costs associated with required upgrades or migrations