MiWorkspace for Central Administrative Units

Service Level Expectations

June 2013

Service Description

U-M MiWorkspace for Central Administrative Units describes a new service to provide information technology resources and tiered support for our faculty, staff, and students. The service supports most computing devices, combined with wired and wireless U-M and Internet network connectivity, file storage, and data security. In addition, it provides the back-end engineering and operations required to deliver a solution that works seamlessly in the larger U-M and non-U-M technology environments.

Implementation of MiWorkspace for Central Administrative Units (the service) is a multi-phase, 2-3 year effort that began in mid-2012. The service is being redesigned to meet the needs of academic and research units, with that design work beginning in early 2013. Separate design and expectations documents will be created specifically for academic and research units in late-2013.

The features and service level expectations have been developed based on interviews with many campus stakeholders, along with review and feedback from NextGen program governance, including leadership of Central Administrative units.

Intended Consumers

MiWorkspace for Central Administrative Units serves the staff and faculty of central administrative units of the Ann Arbor campus. Units which are not strictly considered to be central administrative may request, and be considered for service, if the service expectations defined here meet their needs.

Value Statement

Establishing a consolidated service organization to provide end user support for all units provides consistent overall service quality, enhances security, and improves procurement cost. The design of MiWorkspace prioritizes self-service which enables users to access required services rapidly and empowers users to acquire needed services rapidly from anywhere at any time. Standardizing the processes, tools, and technologies used to support end users will increase operational effectiveness and improve the ability to collaborate at a higher level than is currently possible.

Management and Governance
Ongoing customer-led governance is currently in development, and is expected to be operational by the end of 2013. Design considerations include input from Accenture’s engagement with U-M’s Administrative Services Transformation initiative, and relationships with the existing campus IT governance structures. Customer-led governance is expected to address:

- Continuous improvement feedback and priorities
- Service performance issues and resolution of issues
- New/changing requirements and expectations for features, quality, and cost
- Joint accountability factors

### Service Details

Subscribers to the **MiWorkspace for Central Administrative Units** service experience a fully supported computing environment with the following key features:

1. **Full-Service Laptop and Desktop** – Subscribers of the new service experience a secure computing environment that allows easy access to applications and information. Windows and Macintosh hardware and software are supported. The service initially supports subscribers’ existing hardware and software. When it is time for hardware to be replaced (usually when equipment is between 3 and 5 years old), the new service helps plan for and provides the updated hardware. The cost of new hardware remains the responsibility of the individual unit. Any software licensing costs, either renewing existing licenses or purchasing new ones, is the responsibility of the individual unit (see the **Service and Fees** section below).

2. **Comprehensive Support Options** – Subscribers of the new service have multiple options for support; see the **Types of Support** section below.

3. **Special Order** – Subscribers can special-order hardware and software for additional needs (for example, higher capacity workstations) or special-needs (such as accessible technology), above and beyond what is covered by full-service laptop and desktop support. Knowledgeable specialists are available to consult with subscribers and help them with project planning, coordination, installation, and logistics (see the **Service and Fees** section below).

4. **Software Access** – The new service offers access to an extensive store of hundreds of software titles for the Macintosh and Windows platforms that are licensed by the university or the unit. Departments can define approval processes to authorize software usage specifically for their unit. Departments can also specify a standard software collection for their users. Customers may also request software for individuals, workgroups or departments that is not readily available; these requests are tested for compatibility with the service, and...
subject to an approval process defined by the subscriber's unit (see the Service and Fees section below). For software that requires no pre-approval, or after approval occurs, software downloads initiate immediately. User connection speeds determine download times. Note: This automated download feature is not available yet for Windows and is partially available for Macs. It will be incorporated into the academic and research re-design and will then be available to central administrative units.

5. Mobile & Remote Access – Our employees are increasingly mobile and expect to access U-M resources from devices they personally own or from mobile devices that are provided to them by their unit. MiWorkspace provides support to connect personal or U-M-owned mobile devices to the U-M network and provides a capability to allow them to print to some network connected printers. Selecting, purchasing, and learning to use devices, or finding specific U-M resources, remains the responsibility of individuals, or in some cases, the unit. Enhanced support is provided for executive leadership and units that currently support mobile devices (see the Service and Fees section below).

6. Storage & Backup – This service provides subscribers with access to secure storage for both shared and individual (or non-shared) files. Files stored on these network and cloud-based locations are backed up and retained according to the university’s Standard Practice Guide.

   ● Individual (non-shared) File Space Access – Each subscriber receives 50 gigs of fully integrated cloud-based storage for his or her personal files via the M+Box service which:
      ○ M+Box automatically syncs with the pre-defined local file storage folders on a user’s PC/Mac. Files can travel with subscribers anywhere and will be backed up whenever connected to the Internet.
      ○ Allow access to the cloud-based storage from the most common computing devices, including personal computers, smart phones, and tablets.

   Providing for additional storage when needed, may be a future enhancement for the service, but is not currently available.

   ● Departmental (Shared) File Space Access – Shared files can be backed up and stored on a secure, internally-hosted storage platform.

   ● User Home Directory File Space Access - Each subscriber also receives secure internally provided storage on equipment in a secure, internally hosted storage platform.

   ● Optional: Desktop Backup (CrashPlan) - Since effective backup is provided through the features above, most MiWorkspace customers will not need to use Desktop Backup (powered by CrashPlan) to meet their needs. We will work with individual units to determine who would most benefit from this option.

7. Network – Subscribers have wired and wireless access to the U-M network.

   ● Procuring and Installing Network Equipment - Units are responsible for funding the procurement and installation of new or additional wired and wireless networks and their respective infrastructure such as switches, in-wall wiring, in-building fiber riser cabling, conduits, cable trays, etc.

   ● Network Equipment Monitoring - All network equipment is monitored 24x7.

   ● Network Equipment and Infrastructure Repairs - ITS will respond to In-Building Network equipment and infrastructure experiencing failures between the hours of 8am and 5pm, Monday through Friday.
Units have the option to purchase 24x7 response for network switches. Units should refer to the In-Building Networks SLE for additional details on the types of equipment and infrastructure covered and the specific response times for during and after regular business hours.

- **Network Capacity Planning** - ITS will work with units to ensure that they have adequate amount of network capacity available to meet their business needs.
- **Network Equipment Lifecycle Analysis** - ITS will work with units to ensure that they have the network equipment in place to deliver the types of service they need to meet their business needs.

8. **Printing** – The new service provides printing on demand for devices supported by the service. Subscribers can print to networked printers that are in MiWorkspace units (see the Service and Fees section below).

9. **Network Printing Devices** – The printing service infrastructure is designed to provide the ability to print from university or personally supplied devices to a broad spectrum of university supplied network printer devices. These printer devices can be existing printers or new printers, purchased and installed through the U-M Procurement Services Print Smart program.
   - **Print Smart Program** – Through a unique partnership with U-M Procurement Services (Print Smart), MiWorkspace enables a full-service managed printer offering. Representatives of Procurement Services and the Print Smart supplier will work with units to survey needs and identify the right mix of network printers to meet the unique needs for each location. MiWorkspace will manage the hardware installation and implementation, the supplier is responsible for maintenance of printer hardware, and units will manage the supplies. A key focus of this service is environmental sustainability. This service strives to move 100% of unit printing to high-efficiency network printers, minimizing environmentally damaging desktop printing. This level of service is included for all subscribers, and helps to enable a unit to take advantage of all the advanced features of the MiWorkspace Print platform.
   - **MiWorkspace Printing Service** – Departments may choose to not partner with Procurement’s Print Smart hardware program and continue to supply and maintain some or all of their own printers. The MiWorkspace printing service infrastructure is designed to provide the ability to print to a broad spectrum of printer devices, but results will vary (some printers will perform better than others). To take advantage of the full-featured environment, it is recommended that units partner with Print Smart.

10. **Loaner Equipment** – Subscribers are able to borrow equipment (e.g., laptops, desktops, monitors) on a short-term basis for special needs such as travel or testing. A subscriber may pick up and return equipment from a local facility or have it delivered.

11. **Security** – Security is integral to every aspect of the new service: from malware defense, disk encryption, and core infrastructure, to the protection of file storage. In addition to secure technology, subscribers to the new services can rely on oversight from the ITS to continuously respond to emerging threats, minimize IT security-related service disruptions, and protect sensitive data stored on MiWorkspace workstations.

ITS provides a suite of services that provide a foundation of protection for university IT resources, as well as security services specific to MiWorkspace units.
IT Security Essential Service is a suite of services that provides a foundation of protection for university IT resources, including those that enable teaching, learning, research, and administration. It is provided as a common good across the University of Michigan, Ann Arbor campus, for all MiWorkspace and non-MiWorkspace units. The following services comprise the IT Security Essential Service:

- IT Policies, Standards, & Guidelines
- Compliance with Laws & Regulations
- Education & Awareness
- Security Incident Response
- Basic Network Monitoring and Protection
- Risk Analysis
- Hardening Guides
- Vulnerability Scanning

See IT Security Essential Service for more information about these services. In addition to IT Security Essential Service, MiWorkspace workstations benefit from the following enhanced IT Security Services:

- **Enhanced Network Monitoring and Protection** – Provides early detection of network attacks and compromises associated with MiWorkspace workstations storing sensitive information. In the broadest sense, network security monitoring is the collection and analysis of alerts to determine a course of action in response to intrusions, malicious network activity or compromised systems. The goal of enhanced network protection is instantiating a security mechanism closer to the services that are running on the MiWorkspace platform.

- **Risk Management** – Provides an independent security professional to perform risk assessments against sensitive or mission-critical environments deployed on the MiWorkspace platform. ITS then leads the implementation of mitigating controls for vulnerabilities discovered during the risk assessment.

- **Data Loss Prevention (DLP) Scan** – A DLP scan is an automated scan designed to detect social security numbers and credit card numbers. It is performed every six months on MiWorkspace servers and workstations, to ensure that the university is in compliance with laws and regulations governing the storage of these types of sensitive and regulated data. If any unsecured data is detected, unit IT security staff will receive a report of the findings and work with ITS to mitigate any potential security risks. DLP increases electronic security by reducing unnecessary storage of sensitive data. The DLP scan does not scan the Personal and Private folder on MiWorkspace workstations.

- **Vulnerability Management** – Provides frequent, in-depth vulnerability scanning of MiWorkspace systems provided within a comprehensive vulnerability management framework designed to identify and properly mitigate high-risk exposures. Provides scanning to detect publicly known vulnerabilities adversaries may exploit.

- **Workstation Hardening** – Ensures compliance with applicable regulations for the MiWorkspace Service utilizing appropriate configurations and controls to protect sensitive data stored on MiWorkspace workstations.

- **Information Asset Classification** – Identifies and tracks MiWorkspace workstations that store sensitive data. Meets the requirements of SPG 601.27 and determines whether additional MiWorkspace-specific security services are required.
Summary of In-Scope and Out-of-Scope Features

<table>
<thead>
<tr>
<th>Included in the MiWorkspace Service</th>
<th>Out of Scope for the Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Managing desktops, laptops, and the software that runs on them</td>
<td>• Approving and paying for Hardware and Software Purchases, including:</td>
</tr>
<tr>
<td>• Ordering (with customer funding and approval) laptops, desktops, and software</td>
<td>○ Mobile Devices</td>
</tr>
<tr>
<td>• Providing the related back-end infrastructure that supports MiWorkspace customers and equipment</td>
<td>○ Printers/Multifunction devices</td>
</tr>
<tr>
<td>• Securing desktops, laptops, and infrastructure including</td>
<td>○ Laptops</td>
</tr>
<tr>
<td>○ Monitoring, protecting, and scanning networks and responding to mitigate compromised systems</td>
<td>○ Desktops</td>
</tr>
<tr>
<td>○ Developing and implementing risk treatment plans for MiWorkspace environment</td>
<td>○ Peripherals</td>
</tr>
<tr>
<td>○ Identifying and tracking MiWorkspace systems that store sensitive data and scanning to locate sensitive info (SSNs, CC#s) stored in servers and systems</td>
<td>○ Network Equipment</td>
</tr>
<tr>
<td>○ Providing security awareness materials/training</td>
<td>○ Special Orders</td>
</tr>
<tr>
<td>○ Supporting specific compliance requirements in systems (e.g., for storing FERPA or HIPAA data)</td>
<td>○ Conference Room Technology</td>
</tr>
<tr>
<td>• Managing anti-virus and patches</td>
<td>• Web conferencing</td>
</tr>
<tr>
<td>• Supporting users via Service Desk, Desk-side Support, equipment repair and replacement, Self-Help, convenient online ordering/onboarding, and all appropriate documentation</td>
<td>• Special event planning and coordination</td>
</tr>
<tr>
<td>• Providing custom executive support (e.g., extended hours, advanced mobile device support, even the small things)</td>
<td>• Providing traditional voice or VoIP</td>
</tr>
<tr>
<td>• Managing user permissions (e.g., Active Directory)</td>
<td>• Providing user requirements for network service, as well as knowledge of buildings and facilities</td>
</tr>
<tr>
<td>• Providing consultation on the use of IT services</td>
<td>• Identifying and tracking sensitive &amp; mission-critical assets</td>
</tr>
<tr>
<td>• Providing complete in-building wired and wireless networks in a common way by consolidating existing networks, designing and configuring new networks while standardizing and operating all</td>
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</tbody>
</table>
in-building networks managed by MiWorkspace
  ○ Network service components include:
    DCHP, DNS, VPN, firewall, IPv4, IPv6
  ● Supporting secure mobile and off-campus
  connection to the U-M Network
  ● Printing
  ● Managing special order hardware
  ● Providing short-term equipment loans
  ● Managing conference room technology
  ● Provisioning and supporting storage and backup
    for individual and departmental shared files
  ● Service Level Expectation and trend reporting
  ● Providing a temporary workstation test environment
    for developers

Service Expectations

Service Availability

Service Hours

Laptops and Desktops – End-user devices can be expected to operate 24/7. Users will be prompted, as
needed, to restart their system when a restart is needed to apply system updates.

Special Order – The response time for special orders is dependent upon the order type. Some orders may
take longer to fulfill than others.

Software Access – Self-initiated software downloads are not available for Windows and are partially available
for Macs.

Mobile & Remote Access – Technicians are available Monday to Friday, a minimum of 8:00 a.m. until 4:30
p.m. Normal university holidays and seasonal days will be observed.

Storage & Backup – Individual file space access is available 24/7. Desktop Backup is available 24/7. The
standard maintenance windows for Desktop Backup is Saturday 11:00 p.m. through Sunday 7:00 a.m.

Network – Network monitoring occurs 24/7. ITS will respond to In-Building network equipment and
infrastructure experiencing failures between 8:00 a.m. until 5:00 p.m., Monday through Friday. Normal
university holidays and seasonal days will be observed. Note: Units have the option to purchase 24/7 response
for network switches.

Printing – Network printing devices are available 24/7. Technicians are available Monday to Friday, a minimum
of 8:00 a.m. until 4:30 p.m. Normal university holidays and seasonal days will be observed.
Loaner Equipment – For loaner equipment requests of 3 or less, ITS will fulfill the order within two days. For larger loaner equipment requests, order fulfillment will be based on quantity and availability.

Security – 24x7x365 Security Incident Response. Network attacks will be responded to within 2 hours of discovery. Policy and compliance inquiries are addressed within 3 business days. Support representatives are available Monday through Friday, 7:00 a.m. to 6:00 p.m. Normal university holidays and seasonal days will be observed for IT Security Essential Services, with the exception of IT Security Incident Response.

Planned Maintenance
Critical functions of the MiWorkspace service have been engineered for redundancy/high availability, and are not disrupted by planned maintenance processes. End-user devices can continue operating without any back-end system support.

Emergency Maintenance
In rare instances, an emergency may require an urgent maintenance process or change, and a related disruption of the service. ITS follows a standard process for emergency changes, documented at: http://www.mais.umich.edu/methodology/service-management/change-mgmt-process-summary.pdf

Service Support

Requesting Support
User requests for support regarding ITS services are processed through the ITS Service Center. To contact the Service Center:

- Submit a Service Request Online (login required)
- Call 734-764-HELP (764-4357)

Support Hours
Local Support Experts – Technicians are available Monday to Friday, a minimum of 8:00 a.m. until 4:30 p.m., and hours of service for a given location could be expanded at the agreement with the service and local customer leadership. Local support is closed on university Holidays and the four season days between Christmas and New Years. As the service is deployed to additional units, hours may be expanded.

Service Center Support – Support representatives are available Monday to Friday, 7:00 a.m. until 6:00 p.m. Service Center support is closed on University Holidays and the four season days between Christmas and New Years. As the service is deployed to additional units, hours may be expanded.

Self-Service – Self-service is available 24/7 with exception of standard system maintenance windows that occur during non-business hours on a monthly basis.

Executive-level Support – Executive leadership and others designated by their units will receive executive-level support. During regular hours of service, the service center will resolve issues promptly, or
rapidly engage a designated executive-support professional for best resolution. Designated executive-support professionals are also on-call for after-hours support.

**Core Infrastructure** – Network and storage services are monitored and supported 24/7 by the service provider.

**Types of Support**

**Local Support Experts** – Subscribers can rely on the continuity of a familiar, locally-based support technician to rapidly answer questions and provide personalized support. The support technician, while locally-based, is part of the ITS organization in its role as a shared service provider for MiWorkspace. MiWorkspace Local Support experts have access to extensive expertise such as shared best practices, and expanded knowledge base, and advanced technical engineering.

**Service Desk (4-HELP)** – The Service Center offers new tools and processes to deliver a higher standard of customer service. Knowledgeable support specialists are available to answer questions and provide support related to the use of common applications, hardware, and other issues. Subscribers may ask for help via phone, e-mail or by submitting a service request online (self-serve feature). Remote support for troubleshooting and shadowing is available.

**Self-Service Support**

An online self-service center provides the ability to request support and new or additional services.

**Incidents and Outages**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Target to Restore Services</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>Incidents are classified as critical priority when there is a major, immediate risk to the university's ability to conduct its mission, because of disruption to users' ability to perform a function related to that mission.</td>
<td>4 hours</td>
<td>Disruptions to the network printing services, remote access to applications, building-wide network disruptions, and the user self-service portal.</td>
</tr>
<tr>
<td>High</td>
<td>Incidents are classified as high priority when there is an elevated risk to the university's ability to conduct its mission, because of disruption to applications, building-wide network disruptions, and the user self-service portal.</td>
<td>1 day</td>
<td>Disruptions to the management platforms for Mac and Windows systems, and failures of individual workstations.</td>
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<tr>
<td>Service Level Expectations</td>
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</table>

**Medium**

- Incidents are classified as medium priority when users' ability to perform a function is impaired, and a risk to the university's ability to conduct its mission is present, but the university can manage around that risk over a short period of time.
- 5 days

**Low**

- Incidents are classified as low priority when users' ability to perform a function is impaired, but there is minimal risk to the university's ability to perform its mission.
- 10 days

**Data Retention and Restoration**

**Backup and Restoration**

<table>
<thead>
<tr>
<th>Data Type</th>
<th>Restoration Capability</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Departmental (Shared) File Space</strong></td>
<td>End users can use the system's snapshot feature to make self-service restorations of deleted files.</td>
</tr>
<tr>
<td><strong>User Home Directory File Space</strong></td>
<td>Snapshots are taken at the following times:</td>
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<td>● Daily snapshots at noon and 4:00 p.m., retained for 3 days</td>
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<td>● Nightly snapshots at midnight every day, retained for 7 days</td>
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<tr>
<td></td>
<td>● Weekly snapshots every Sunday morning at midnight, retained for 8 weeks</td>
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<tr>
<td></td>
<td>In addition to snapshots, a disaster recovery backup is created nightly and stored off-site.</td>
</tr>
<tr>
<td><strong>Individual File Space Access</strong></td>
<td>If a file is accidentally deleted, an individual has 30 days to recover the file</td>
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</tbody>
</table>
Data Retention

<table>
<thead>
<tr>
<th>Data Type</th>
<th>Restoration Capability</th>
</tr>
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<tbody>
<tr>
<td>Departmental (Shared) File Space</td>
<td>Deleted files are retained for 30 days</td>
</tr>
<tr>
<td>User Home Directory File Space</td>
<td>Deleted files are retained for 30 days</td>
</tr>
<tr>
<td>Individual File Space Access</td>
<td>Deleted files are retained for 30 days</td>
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</tbody>
</table>

Customer Responsibilities

Roles and Responsibilities

<table>
<thead>
<tr>
<th>IT Service Role</th>
<th>Service Owner</th>
<th>Service Manager</th>
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</thead>
<tbody>
<tr>
<td>MiWorkspace</td>
<td>Tim Kelly</td>
<td>John Hufziger</td>
</tr>
</tbody>
</table>

The Service Owner is responsible for continuous improvement of the MiWorkspace service to align with university missions and service portfolio, as well as cost of the service.

The Service Manager is responsible for the end-to-end performance of the MiWorkspace service, ensuring it meets service level expectations and escalating issues to appropriate stakeholders.

System Requirements

Hardware and software must meet minimum requirements to be supported within the above expectations. Purchase of new hardware and software remains the financial responsibility of the unit.

Minimum Requirements

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Minimum Configuration</th>
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</thead>
<tbody>
<tr>
<td>Processor</td>
<td>64-bit processor</td>
</tr>
<tr>
<td>Memory</td>
<td>2 GB</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>80 GB</td>
</tr>
</tbody>
</table>
### Display Adapter
DirectX 9 (or higher) graphics device with WDDM 1.0 (or higher) driver

### Network
100 Mbps (or higher) PXE-enabled NIC[1]

### Cryptography
Trusted Platform Model (TPM) 1.2

Users with workstations that do not (a) meet the minimum requirements, or (b) cannot for some technical or mission-related reason not be rebuilt with the standard MiWorkspace loadset are supported on a best-effort basis. Other expectations outlined for the MiWorkspace service do not apply for this best-effort support.

## Service Performance

### Service Metrics & Reporting

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
<th>Expectation</th>
<th>How Measured</th>
<th>How Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Fulfillment</td>
<td>Replacement of failed hardware</td>
<td>Within 24 weekday hours of reporting the issue.</td>
<td>Weekday hours mean clock hours Monday to Friday, excluding university holidays and season days.</td>
<td>Monthly reports on the number of hardware repairs / replacement, and the average time to fulfill the replacement.</td>
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<td></td>
<td>As a future enhancement to the service (expected in 2013), weekend and on-demand replacement of equipment will be available for pickup at the closest facility.</td>
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<tr>
<td>Request Fulfillment</td>
<td>User Onboarding - Equipment for a new/transferred user</td>
<td>Equipment is delivered and installed within 72 weekday hours of time of request.</td>
<td>Weekday hours mean clock hours Monday to Friday, excluding university holidays and season days.</td>
<td>Monthly reports on the number of new hardware devices for new/transferred users, and the average time to fulfill the request.</td>
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<td></td>
<td>An IT orientation for the user is scheduled at a mutually agreeable time.</td>
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<td></td>
<td>Requests can also be made well in advance.</td>
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</table>
## Incident Resolution

| Service Center Support | The service center answers support calls in the order received with a target average hold time of no more than 3 minutes. The service center dispatches local support within 1 hour of initial contact. | Within the support hours noted above | Monthly reports on the number of calls/contacts to the service center, and the average hold time. |

| Local Support | A Technician responds within 4 hours. | Within the support hours noted above, starting from the time the service center makes a dispatch request. | Monthly reports on the number of incidents for which local support staff were dispatched, the average time elapsed before dispatch by the service center, and the average time for the response by local support staff. |

## Customer Satisfaction

| ITS Service Center / Customer Relationship Managers | 80% of service users report positive satisfaction in the targeted survey | ITS currently surveys users' satisfaction with the support they receive from the Service Center; a survey of users’ satisfaction with IT services (e.g. satisfaction with the feature set of MiWorkspace, as well as the support) will begin in 2013. | ITS Service Center incident closure satisfaction survey; ITS staff will engage with customer representatives regularly (at least twice a year) to assess and discuss satisfaction with the service. |

### Responses to Missed Service Expectations

If service expectations are missed due to critical incidents and outages, a “Reason for Failure” report will be published within 48 hours, with an explanation of corrective action to be taken. The provider will supply a formal escalation process on the service portal, which will change from time to time due to organizational and
personnel changes in the provider organization.

Changes and Enhancements
The reporting and communication regarding changes and enhancements depends on the type. These are detailed below:

- **Patches.** Patches are required to make sure that the service continues to run as planned. These patches are implemented on a regular basis (weekly on Fridays, if applicable). No communications are sent regarding patches.
- **Enhancements.** Enhancements typically impact the user’s experience. A communications plan is created and the communications are shared with unit leadership and affected users. Standard build, test, and deployment processes are followed for enhancements.
- **Emergency changes.** These include fixes to critical functionality or security-driven releases and may or may not impact the user interface. Emergency changes are implemented as quickly as possible and will be communicated post-release (or pre-release, if viable).

Service and Fees
The Office of the CFO and the Provost Office are working with Schools, Colleges, and Administrative units to finalize the approach for service funding and cost recovery. Based on current plans, units should expect to continue funding their purchases of:

- Mobile Devices
- Printers/Multifunction devices
- Laptops & Desktops
- Peripherals
- Network Equipment
- Special Orders
- Conference Room Technology

MiWorkspace offers several printing options; additional fees may apply to some.

Document Review & Approval

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Reviewed by</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port previous document into this template</td>
<td>Phil Ray</td>
<td>5/15/2013</td>
</tr>
<tr>
<td>Updates completed. Reviewed by Service Owner.</td>
<td>Tim Kelly</td>
<td>6/20/2013</td>
</tr>
<tr>
<td>QA Review</td>
<td>Lynne Pavesi</td>
<td>6/10/2013</td>
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<tr>
<td></td>
<td>Phil Ray</td>
<td>6/14/2013</td>
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<tr>
<td>SPO Review</td>
<td>Bill Wrobleksi</td>
<td>6/18/2013</td>
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