

NETWORK AND COMMUNICATIONS SERVICES

SERVICE LEVEL AGREEMENT

PREAMBLE

The McGill Network and Communications Services Group (NCS) is the sole provider of voice and network related services for University Faculties, Departments and Student Residences.

Voice services include telephone lines and sets, voice mail, connectivity to the public network, long distance, toll free services, maintenance of directories, operator service.

Network services consist of switched 10/100/1000 Mbs connections delivered over a multi-gigabit backbone network.

NCS also provides consulting, design and training services to the end users.

McGill NCS is committed to providing the Campus with an excellent level of installation and maintenance customer support. Under this Service Level Agreement (SLA), NCS agrees to provide the services described herein in the time frame specified.

INSTALLATION SERVICES

Installation, relocation and reconfiguration services are subject to numerous variables, ranging from the existence of cabling to the time of day when the requests are received. NCS will deliver these services as promptly as possible, within the limits specified herein.

DESCRIPTION OF SERVICE	INSTALLATION DELAY
Installation of a new phone line	Within 5 to 10 working days
Installation of a voice mail box	Within 5 to 10 working days, when done in conjunction with installation of a phone, within 1 working day otherwise

Reconfiguration of phone or voice mail	Within 1 working day
Relocation of a phone line	Within 5 to 10 working days
Delivery of an authorization code	Within 1 working day
Delivery of a calling card	Within 10 working days
Installation of a new network connection	Within 5 to 10 working days
Activation/deactivation of an existing network connection	Within 1 working day
Reconfiguration of a network connection	Within 2 hours if called in to Help Desk before 3:00 PM
Change VLAN Configuration	Within 2 hours if called in to Help Desk before 3:00 PM
Relocation of network connection	Within 1 business day if resources are available (jack and switch), within 5 to 10 working days otherwise.
Add a new VLAN or Subnet	Within one working day.

Note: Regular working day is defined as 8:00 am to 5:00 PM weekdays.

REPAIR SERVICES

Repair services are provided as promptly as possible. Response time is defined by the individual reporting the problem as he specifies the level of urgency when he reports the problem. Levels are defined as follows:

LEVEL	DESCRIPTION	TYPICAL RESPONSE
Level 1	Urgent	Within 2 hours of the call being reported to the Help Desk, 4 hours in the evening
Level 1A	Urgent REZ	Within 2 hours of the call being reported to the Help Desk, 4 hours in the evening
Level 2	Important	Within 4 working hours of call being reported to help desk
Level 3	Inconvenient	Within 1 working day

Guidelines have been established to assist in determining the typical response time to different types of service calls.

TYPE	DESCRIPTION	LEVEL
Network	Connection down – Commercial Internet	1
Network	Connection down – CA Net3	1
Network	Connection down – Backbone component	1
Network	Connection down – Distribution switch (13 major sites)	1
Network	Connection down – Local group switch	1
Network	Connection down – Affecting single/multiple server	1
Network	Connection down – Affecting single user	2
Network	Slow connection – Commercial Internet	1
Network	Slow connection – CA Net3	1
Network	Slow connection – Backbone component	2
Network	Slow connection – Distribution switch	2
Network	Slow connection – Local group switch	2
Network	Slow connection – Affecting single/multiple server	3
Network	Slow connection – Affecting single user	3
Voice	Dead phone – Multiple users inside cluster	1
Voice	Dead phone – Emergency service user (MNI, Security...)	1
Voice	Dead phone – Single user	2
Voice	Voice Mail down	1
Voice	Locus Liaison down	1
Voice	Link to remote peripheral system down	1
Voice	Sticky keys	3
Voice	Lost voice mail password	2
REZ Network	Connection down – Affecting single user	1A

Note: Service calls from Students in Residences for a dead network connection **get upgraded to Urgent** when reports are placed on the last day before a weekend or holiday. The principle behind this rule is that a REZ Student should never enter a weekend without minimum services.

QUALITY OF SERVICE

To be completed. This section will cover items like:

Consultation services (free)

Feed back to users

Cleanliness of premises

Signed access to rooms (REZ)

Tech's identified (badge, uniforms)

Contractors identified (special ID badges)

Last minute on site modifications to orders

ESCALATION PROCEDURE

To be defined.