

Service Level Agreement

Service: ServiceNow

Version: 2017.07.31

Valid: 07/01/2016 - 07/31/2018

Service Details:

Description

ServiceNow is an enterprise application that provides a robust suite of applications to automate and streamline IT and business unit operations. ServiceNow is offered under a Software-as-a-Service (SaaS) business model and is accessed through a web-based interface that can be easily configured to adapt to a variety of workflow and processes. ServiceNow is a leading provider of cloud-based services that automate enterprise IT operations and is used nationwide by Fortune 100 and 500 companies and leading universities, including many in the University of California system.

Automatic upgrades to ServiceNow occur three times a year and are designed to be compatible with configuration changes. Application enhancements are implemented approximately once a month.

Our goal is to share this tool broadly across all IT units at UC Davis and offer the campus community a single interface/gateway to learn about and order IT services. Departments currently using ServiceNow include: College of Engineering, HARCS-IT, Information and Educational Technology, Office of the Chancellor and Provost, School of Education, and the School of Law.

Features & Benefits

There are many applications available through ServiceNow, based on the Information Technology Infrastructure Library (ITIL) framework. Each application contributes to IET's overall IT Service Management strategy to improve our efficiency and align our offerings with the campus needs.

As of January, 2015, IET has enabled:

- Incident and Request Management
- Contract Management
- Change Management
- Knowledge Management

In addition, enhancements to existing modules are implemented on a monthly basis.

Availability

24/7

Agreement:

Scope

This document describes the standard service agreement provided by Information and Educational Technology to campus customers. Services covered by this agreement are subject to established rates and costs.

Terms of Reference

Terms and specific meanings used within this document are defined in the table below.

TERM	MEANING
Standard Service	Any IET service published within and offered to campus customers via the IT Service Catalog at URL link: itcatalog.ucdavis.edu
Non-standard Service	An IET service that does not have established rates/costs and must be agreed-to with customers on a case-by-case basis.
Service Manager	The Service Manager is the individual who has overall accountability for managing a service. This includes: - Operational management and support to deliver the benefits of the service - Ensuring services meet the business need and delivered in accordance with agreed business requirements
Service Owner	A member of the IET leadership team who has oversight of IET services

Cost Recovery

IET require costs are either paid directly by the customer through various methods and mechanisms or they are paid centrally by the campus. In cases where costs must be paid by the customer, established campus rates will be used.

- Changes to established campus rates will be applied following a **30 day** notice per campus policy.
- IET hourly labor rates are reviewed annually under campus rate guidelines, and may be changed during the course of the year. Customers are notified 30 days ahead of any rate changes.

As a cost recovery operation, IET will provide cost estimates but makes no guarantees on providing services at a fixed price or fixed total cost to customers for any long-term agreements. Pursuant to UC policy, IET cannot offer any rates lower than those offered to other campus units.

IET Service Assurance

IET assures services performance, availability, capacity, and the information security of the service(s) covered in this agreement.

Information Security

IET information security management practices, policies and regulatory compliance requirements are aimed at assuring the confidentiality, integrity and availability of customer information.

The UC Davis Cyber-safety Policy, UC Davis Security Standards Policy ([PPM Section 310-22](#)), is adopted by the campus and IET to define the responsibilities and key practices for assuring the security of UC Davis computing systems and electronic data.

Capacity

IET systems are monitored to optimize the use of resources and to control costs. Where services are hosted by external service providers (outsourced), agreements are in place to monitor capacity and performance.

Availability Exclusions (Force majeure)

A loss of availability from causes which are beyond the control of IET is excluded from the availability warranty. This includes but is not limited to, acts from natural events such as earthquakes, storms, natural flooding, and wild fires. Also excluded are police actions, explosions, labor disputes, war, pandemic, terrorism, riots, and inability to obtain energy.

Each party must provide prompt notice of service disruptions. Services will resume as soon as possible. Either party will take all reasonable steps to remove the causes of unavailability and resume services as soon as reasonably possible.

The availability status of major services is maintained on the IET status page. The status page is located at <http://status.ucdavis.edu/>

Change Management

Managed campus-wide systems, applications and services may be subject to the formal IET Change Management process. Changes to services may be required by system maintenance needs, corrective actions to resolve incidents, or service improvement projects. Changes may require adherence to change management policies including formal authorizations, approvals, peer reviews, risk assessments and lead times for notifying customers.

IET sends customer notifications when technology systems are changed. Notifications are sent at the start and at the conclusion of a change that may have a risk of directly or indirectly impacting IET services.

Responsibilities Between Parties

Information and Educational Technology

Information and Educational Technology shall be responsible for ensuring that reasonable skill, care and diligence are exercised in carrying out the services properly and efficiently in accordance with this

service level agreement.

Data and Information

Transactional data and information supplied by the customer or its clients are owned by the customer. IET serves as custodian of these data and will take measures to house, backup and protect the data for the customer, consistent with the services, and as appropriate.

General Customer Responsibilities

Customer agrees to use and pay for the services in accordance with the terms of this agreement and in compliance with any overarching UC Davis policies.

Customer agrees to take appropriate steps to ensure compliance with The UC Davis Cyber-safety Policy and UC Davis Security Standards Policy (PPM Section 310-22).

Customer agrees not to engage in actions or activities that circumvent, compromise, or introduce risks to the policy, standards or the controls established to ensure cyber security compliance.

Customer is responsible for costs which result from improper use of the services and which cause damage or loss to IET or its customers.

Cancellations

Unless otherwise specified in the IT Service Catalog, customers who opt-in for one or more standard services may cancel services with a **90-day notice of cancellation**, in writing. Cancellation requests may be withdrawn during the period of notice by mutual consent of the service manager and the customer. A shorter cancellation period is permitted by mutual consent of the service manager and customer.

IET will continue to provide services until the end of the notice period or until such time as a new starting date is agreed-to.

The customer remains responsible for obligations and any charges for the services provided until the end of the notice period or until such time as a new starting date or alternative arrangements have been agreed-to with the Service Manager.

Escalation

If the customer is dissatisfied with any aspect of the services provided by IET or the customer wishes to cancel services, the following escalation procedure will be used to reach a resolution:

Escalating Issues and Concerns

Step 1: The customer will contact the service manager to discuss the issue.

Step 2: If the customer is not satisfied with the resolution of the issue with the service manager, the service owner should be contacted to discuss the issue.