

Service Level Agreement

Service: uConnect Skype for Business

Version: 2017.07.31

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

Service Details:

Description

Skype for Business is an enterprise-ready unified communications platform (it was formerly known as uConnect Lync or Lync at UC Davis; see Microsoft's [statement](#) on the name change).

Skype for Business connects people everywhere from anywhere, on Windows 8 and other operating systems including mobile devices, as part of their everyday productivity experience. It provides a consistent client experience for instant messaging, voice, video and meetings. Skype for Business can be used anywhere in the world where an internet connection is available.

uConnect provides this service to all UC Davis faculty, staff and students free of charge. All users with an active Kerberos account are enabled for the service regardless if they are using DavisMail or another email service on campus.

Features & Benefits

- **Skype for Business Instant Messaging:** Skype for Business 2015 provides instant messaging (IM) and presence helping your users find and communicate with one another efficiently and effectively.
- **Skype for Business to Skype for Business/Skype Audio Call:** Skype for Business 2015 client allows users to call each other using VOIP with no need for a physical phone line. Calls can be made between Skype-to-Skype, Skype-to-Skype mobile, Skype-to-Skype Personal, Skype-to-Lync. By default, Skype mobile clients can place audio calls using only Wi-Fi; however, these settings can be changed to allow calls over 3G or 4G.
- **Skype for Business Web App:** The Skype Web App allows PC and Mac users to join a Skype meeting from within an HTML5-based browser and delivers a full Skype meeting experience, including multiparty HD video, voice over IP, instant messaging, desktop, application, and PowerPoint sharing.
- **Skype for Business Screen Share:** Screen share allows users to present their desktop screen(s) in real time to other Skype users. By default, Skype mobile clients can perform screen share using only Wi-Fi; however, these settings can be changed to allow over 3G or 4G.

- **Skype for Business Mobile Clients:** Skype Mobile Clients are available for Windows Phone, iPhone, iPad, and Android.
- **Skype for Business Meeting:** Previously known as "online meeting," Skype Meetings provide capabilities to interact with people through multiparty HD video, audio, instant messaging, and content sharing.
- **Single Click Conference:** Joining a Skype for Business Meeting requires only a single click or touch, whether from an Outlook meeting reminder on a Windows PC or from the calendar or meeting pane on Windows Phone, iOS, and Android devices.
- **Persistent Chat:** Organize or participate in topic-based virtual rooms where workgroups or designated colleagues meet and collaborate in real-time. Discussions are searchable and persist over time, enabling efficient information sharing. *Only available with Skype for Business 2015 windows desktop client.
- **Skype for Business Federation:** Skype Federation extends unified communications securely over the Internet to customers, suppliers, and partners using Skype. UC Davis is federated with several other University of California campuses and other colleges and universities.
- **Skype Personal Connectivity:** Skype Personal Connectivity enables presence sharing, instant messaging (IM), and voice calling with the hundreds of millions of people around the world who use Skype.

*Some Skype for Business features are limited by client version.

Availability

24/7

Refer to the system [maintenance schedule](#) for additional availability details.

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.