Service Level Agreement

Service: myucdavis

Version: 2018.07.31

Valid: 07/31/2015 - 07/31/2019

Service Details:

Description

myucdavis (my.ucdavis.edu) is the student, faculty, and staff portal for UC Davis, that aims to centralize many of the services and tools needed into one place. A single login gives UC Davis affiliates access to information, tools, and resources relevant to their academic pursuits and job functions.

For departments wishing to integrate with, or provide applications or services within myucdavis, we provide the following options:

- **Message Center** – Do you need to have textual conversations with students? Do your communications contain protected personal information that needs to be secured? Do you have staff who need to share the same communication queue, without the hassle of sharing a shared email account? Then the Message Center may be the best solution for you.

- **Articles, notices, and advertisements to students, faculty, and staff.** Through our partnerships with Student Affairs Marketing and Communications, and IET, we can provide a space for advertising information to the campus community. Contact us and, depending on whether your audience is students or faculty/staff, we can direct you to the right place.

- **Managed Content** - We can partner with campus departments that provide services to students, faculty, and staff, to provide content, links, and launch points in myucdavis, that are maintained by the department.

- **Custom Integrations** - Perhaps you have an application you wish to launch or use from within myucdavis? We can work with you to create custom integrations, whether that means using a web service your department maintains and provides, or working with your team to create something amazing within myucdavis.

Features & Benefits

The following are some of the key services and applications provided by myucdavis, for faculty,
students, and staff.

For Students:

- **Welcome Tile** – Contains myEmail, a link to your email, along with links to other notifications, logout, and information about your computing account status.
- **mySchedule** – A student’s course schedule, with links to Schedule Builder, the campus registration application.
- **myHousing** – Student Housing provides information to users on campus, particularly those in the dorms.
- **myAccounting** – Student Accounting and Cashier’s office links and information for students, including your account balance, and links to MyBill.
- **Schedule Builder** – The campus registration application. Allows you to pre-build possible schedules prior to registration, to see your registration holds, pass times, a calendar and list view of your courses, suggested courses from your academic plan and degree worksheets from OASIS, and your final exam schedule.
- **Student Records** – Want to order transcripts? How about viewing your academic history? The Student Records tool allows you to do this, and more.
- **Student Advising** – View information from OASIS in myucdavis, including appointment times and advisor contact information.
- **The Updater** – Maintained by Student Affairs Marketing and Communications, a variety of useful articles and content is published weekly for students.
- **myQuicklinks** – A place for you to manage shortcut links to tools and places that interest you.
- **UC Davis Library** – Look and see what you have checked out, search for books and articles, and other useful links from the Shields Library.
- **Smart Poll** – Interested in providing feedback to help make myucdavis better. From time to time we will run short surveys, to get your ideas.
- **Emergency Bar** – WarnMe and important alerts will appear as needed in a red bar at the top of the site.
- **Feedback** – Anytime that you wish to provide feedback, we are only a click away. Use any of the “feedback” links on the site to send us your thoughts – we read them weekly and use them when deciding on features and our roadmap.
- **Unitrans Schedule** – Bus schedule information from Unitrans, including updates every 60 seconds on the next bus at the stop you select.
- **TherMoostat** – Help Campus Facilities maintain our room by letting them know when a room is too hot or cold. Help the campus be more conservative, and your classrooms more comfortable.
- **Other** – Other tools include specialized content for Law Students, announcements from the Office of the Registrar, Aggiefeed, Campus Calendar, Wellness information, Arboretum news, weather forecasts, word of the day, Campus Directory search, and more.

For Faculty/Staff:

- **Welcome Tile** – Contains myEmail, a link to your email, along with links to other notifications, logout, and information about your computing account status.
- **Classes I Teach** – A schedule of the courses you teach, with links for final grading.
- **Contracts and Grants** – See accounting and other information for your contracts and grants, and make certain adjustments.
- **SIS Access and Student View Access** - Need to request BANNER access? What about access to view myucdavis as a student would? You can request access to a variety of tools, or check and manage access for yourself and those under you, at https://sis.ucdavis.edu/access
- **myOffice** - A collection of useful links for campus staff.
- **Cloud Storage** - Links to Box.com and OneDrive
- **Schedule Builder** - The campus registration application. If you have Student View Access, view information that the student sees, including pre-build schedules, registration holds, pass times, a calendar and list view of their courses, suggested courses from their academic plan and degree worksheets from OASIS, and their final exam schedule.
- **Feedback** - Anytime that you wish to provide feedback, we are only a click away. Use any of the “feedback” links on the site to send us your thoughts – we read them weekly and use them when deciding on features and our roadmap.
- **Other** - Other tools include specialized content for Law Students, announcements from the Office of the Registrar, Aggiefeed, Campus Calendar, Wellness information, Arboretum news, weather forecasts, word of the day, Campus Directory search, and more.

Please contact [Doug Berman](#) for more information.

**Availability**

24/7

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

**Agreement:**

**Scope**

This is the Standard Service Level agreement for services provided by Information and Educational Technology (IET) to the campus. Services covered by this agreement are subject to established rates, costs, measures of performance and availability.

**Terms of Reference**

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

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
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<tbody>
<tr>
<td><strong>Customer</strong></td>
<td>The organization, group, or individual who is subscribing to the IET Service.</td>
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<tr>
<td><strong>Standard Services</strong></td>
<td>Any IET service published within and offered to campus via the IT Service Catalog at URL link: <a href="http://itcatalog.ucdavis.edu">itcatalog.ucdavis.edu</a></td>
</tr>
<tr>
<td><strong>Non-standard Service</strong></td>
<td>An IET service that does not have established rates/costs and must be agreed-to with Customers on a case-by-case basis. Non-standard services are not available within the IT Service Catalog.</td>
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<tr>
<td><strong>Service Manager</strong></td>
<td>A role performed by a person who has overall accountability for managing a service. This includes:</td>
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- Operational management and support to deliver the benefits of the service
- Ensuring services meet the business need and are delivered in accordance with service
agreement

Service Owner A member of the IET leadership team who has oversight of IET services

Cost Recovery

IET requires costs to be paid directly by the Customer through various methods and mechanisms or they are paid centrally by the Customer. 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 service 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, interruptions due to protest events,
labor disputes, war, pandemic, terrorism, riots, and/or 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.

IET will provide the availability status of major services 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 and scheduling changes.

IET notifies Customers about planned technology systems are changes 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**

Transnational 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
Cancelations

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.