

Table of Contents

1.	Agreements Overview	2
2.	Objectives & Goals	2
3.	Stakeholders.....	2
4.	Periodic Review.....	2
5.	Service Agreement.....	3
5.1	Service Scope.....	3
5.2	Service Provider Requirements.....	3
6.	Service Management.....	3
6.1	Service Availability.....	3
6.2	Adelaide MyUni Support Team Service Request/Incident Matrix.....	4
6.3	Adelaide MyUni Support Team Service Targets	5
6.4	Instructure Canvas Support Team First Response SLA	5
6.5	Instructure (Canvas) Support Team Incident / Fault Level Criteria	5
6.6	Instructure (Canvas) Support Team Response / Notification and Resolution Time.....	6
6.7	HSIs Management.....	7

1. Agreements Overview

This Agreement represents a Service Level Agreement (“SLA”) between MyUni Support Team and staff and students at The University of Adelaide on using MyUni (Canvas) and associated Learning Technologies (Echo360 Active Learning Platform, Turnitin etc.) for an effective and efficient support service.

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. This Agreement outlines the parameters of all services covered as they are mutually understood by the stakeholders.

2. Objectives & Goals

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service to staff and students at the University of Adelaide by MyUni Support Team.

The goals of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the stakeholders associated with this SLA:

Service Provider(s): MyUni Support Team (“Provider”)

Customer(s): Staff and Students at the University of Adelaide (“Customer”)

4. Periodic Review

This Agreement should be reviewed at a minimum once per year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Manager of Learning Enhancement (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

- Learning Enhancement Manager:
- Review Period: Yearly (12 months)
- Previous Review Date: 30/04/2018
- Next Review Date: 30/04/2019

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider (MyUni Support Team) in the ongoing support of this Agreement.

5.1 Service Scope

The following Services are covered by this Agreement regarding MyUni and associated Learning Technologies (Echo360 Active Learning Platform, Turnitin etc.):

- Answer incoming calls from Staff and Students at The University of Adelaide;
- Record all calls in the ticket management system (Cherwell Service Management) and follow up if queries are not addressed at the time of the call;
- Process incoming emails sent to ticket management system (Cherwell Service Management) within agreed timeframes;

5.2 Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response times associated with service / incident timeframe.
- Appropriate notification to Customer for all scheduled maintenance of MyUni and Associated Learning Technologies.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, service monitoring of in-scope services and related components.

6.1 Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support for Staff: 8313 3000, Option 3
Monday – Friday 9am – 5pm, MyUni Support team located in Adelaide;
Outside the above time, Instructure (Canvas) Support team located in UK;
- Telephone support for Student: 8313 3000, Option 3
Canvas enquiries: 24/7 Instructure (Canvas) Support team located in US during business hours and team located in UK out of business hours;
MyUni associated Learning Technologies: Monday – Friday 9am – 5pm, students will be warm transferred to MyUni Support team located in Adelaide, and outside the above time, enquires will be sent to MyUni support team via email.
- Email support for both Staff and Students: servicedesk@adelaide.edu.au
responses are provided during business hours (Monday – Friday 9am – 5pm).
- Drop-in visit for Staff: Monday – Friday during 10am- 4pm
Location: The Cog, Level 7, Kenneth Wills building

6.2 Adelaide MyUni Support Team Service Request/Incident Matrix

Response time are based on the - Impact, Urgency and Priority determined as follows:

Impact	High	2	2	1*
	Medium	3	3	2
	Normal	4	3	2
		Normal	Medium	High
		Urgency		

Impact vs. Urgency Matrix and the resulting Priority assigned
(*Priority 1 will only be High Severity Incidents, which take priority over all other work)

The impact is calculated:

Normal	Does not significantly impede business/single user
Medium	Restricts ability to conduct business/group of users
High	Cannot conduct core business/entire site

The urgency is calculated:

Normal	Customer is able to work. Little or no functionality is unavailable/non-urgent service
Medium	Customer is able to work. Some functionality is unavailable/support service
High	Customer's ability is severely impeded/core business service

6.3 Adelaide MyUni Support Team Service Targets

In support of services outlined in this Agreement, MyUni Support team will respond to service related incidents and/or requests submitted by the Customer within the following timeframes during University business hours:

Incident Priority	Response*	Target	Service Request Priority	Response*	Target
1	15 minutes	4 hours	SR1	4 hours	1 days
2	30 minutes	4 hours	SR2	1 days	5 days
3	4 hours	2 days	SR3	2 days	10 days
4	4 hours	3 days	SR4	2 days	60 days

* Response is defined as “A support consultant must have acknowledged a job and begun work within this timeframe. This excludes automated emails”.

The Priority is determined by the support consultant at the time the record is created. A function has been built to pre-populate some of the Service Request related jobs based on time estimates however these can be changed if needed.

6.4 Instructure Canvas Support Team First Response SLA

Instructure Canvas support team provides 24/7 support to users and all users can contact Canvas Support directly by phone, live chat or email / webform. Instructure support team is targeting 80% of contacts to receive an initial response within below timeframes.

Contact Channel	First Response Time
Webform / email	1 hour
Phone Calls	1 minute
Live Chat	2 minutes

6.5 Instructure (Canvas) Support Team Incident / Fault Level Criteria

When users report an incident or fault, Instructure Support assigns it a severity level. The severity level determines when and how the support team communicate about it and what they do about it.

Support assigns severity levels to incidents and faults using below criteria:

Severity Level	Criteria
Level 1	<ul style="list-style-type: none"> Canvas is down or slow to a point where users can't reasonably use it Users can't access Canvas because of something within Instructure's reasonable control Sensitive data is accessible by unauthorized parties
Level 2	<ul style="list-style-type: none"> Canvas is slow, but not to a point where users can't reasonably use it Users can't use a critical feature or function, and no workaround exists
Level 3	<ul style="list-style-type: none"> Users can't use a critical feature or function, but a workaround exists Users can't use a non-critical feature or function
Level 4	<ul style="list-style-type: none"> A bug exists but does not prevent users from using the affected feature or function A workflow in Canvas is objectively suboptimal
Level 0	<ul style="list-style-type: none"> A user asks a how-to question A user reports a non-Canvas issue

6.6 Instructure (Canvas) Support Team Response / Notification and Resolution Time

Severity Level	Response time	Update Intervals	Resolution time	Contact method
Level 1	15 minutes or as promptly as possible	Every 30 minutes, or as indicated in most recent update	Resources are assigned to address the incident or fault immediately, and they will continue to work on the incident or fault until it is resolved.	Proactively post to status page and send by email to status list.
Level 2	60 minutes or as promptly as possible	Every four hours, or as indicated in most recent update	Resources are assigned to address the incident or fault within two hours, and they will continue to work on the incident or fault until it is resolved.	Proactively post to status page and send by email to status list.

Level 3	If Critical Feature / function: workaround with in one business day; otherwise, response to tickets submitted about the incident or fault within the first response timeframe	As indicated in first and subsequent responses	Resources are assigned to address the incident or fault within two business days. Instructure will develop and deploy a fix within two release cycles.	If Critical feature and function affected: proactively post to status page and send by email to status list, otherwise, reply to tickets only.
Level 4	Response to tickets submitted about the incident or fault within the first response timeframe.	Beyond first response, Instructure will respond to follow-up messages or requests for updates	Instructure will review the incident or fault within five business days. The course of action from this point depends on the nature of the incident or fault, availability of resources, and current development priorities. Instructure may decide not to fix incident or fault when the impact is relatively minor, when the affected workflow is seldom used, or when a reasonable workaround exists.	Reply to tickets only

6.7 HSIs Management

High Severity Incidents (HSIs) are managed through the central ITDS (Information Technology Digital Service) process. For example, MyUni Support Team identify a potential HSI incident like “MyUni is down”, MyUni Support Team would then contact ITDS service desk. ITDS service desk will then follow the standard HSI process.