1. **Purpose**

The Information Technology department provides systems and services to the BCOM community related to operation and management of institutional electronic data. This document defines the Service Level Agreement between the IT department and the general BCOM user community.

2. **Related Policy/Authority**

3. **Faculty/Staff Responsibilities**

4. **Definitions/Abbreviations**

   a. **IT** – The BCOM Information Technology department, and by extension, any 3rd party consultants or service providers contracted to provide system support.

   b. **SLA** – Service Level Agreement

   c. **Business Systems** – Systems that are critical for daily institutional operation. These will include:

      i. **Student Information System** – CAMS
      ii. **Financial / HR System** – DP Dynamics
      iii. **Admissions Management System** – AMP
      iv. **Local Shared Drives**

   d. **Cloud** – Any servers or services not physically located at the BCOM campus

5. **Procedural Steps**

   a. **Scope**

      i. The IT department provides operational and management support for systems, but does not provide specific application support. That responsibly remains with the end use department

   b. **Responsibility** – The IT department shall be responsible for:

      ii. Installation, configuration, maintenance, and troubleshooting of Business Systems
      iii. Review maintenance and upgrade plans with users to ensure minimal disruption of service.
      iv. Provide regular backup of Business Systems to protect against physical and logical data loss.
      v. Monitor Business Systems for proper operation
      vi. Maintain appropriate maintenance contracts.
      vii. Provide restoration and recovery contingency planning
c. Availability
   viii. All Business Systems shall be available 24 hours per day – 365 days per year, with the exception of scheduled downtime. Regularly scheduled downtime will be communicated to the user community. In the event of an emergency – the user community will be notified of downtime as soon as possible.

d. Troubleshooting
   i. As soon as IT becomes aware of a problem – either through automated monitoring or by user contact – problem resolution will commence and continue until the service is restored or a suitable alternative has been provided.

6. Reports/Charts/Forms/Attachments/Cross References

7. Maintenance
Reviewed annually by CIO and IT Director

8. Signature

Signature on File | 8/28/19
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Jeff Harris, Asst. VP of Administration / CIO | Date

9. Distribution List
Internal

10. Revision History

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<th>Subsection #</th>
<th>Summary of Changes</th>
<th>New/Cancellation/Replacement Procedure? (if applicable)</th>
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