US DOE – NETL INFODESK
SERVICE LEVEL AGREEMENT

PROVIDER OF SERVICE: NETL InfoDesk

TYPE OF SERVICE: InfoDesk IT support

SERVICE PERIOD: April 2, 2007 – September 30, 2007

PERFORMANCE: In order to provide timely, efficient, and effective first level support service to NETL, all incidents/problems/requests must be reported to the InfoDesk.

The NETL INFODESK (ID) will provide all applicable users with the following support:

Incidents/problems/requests determination where

1. All reported incidents/problems/requests will be recorded in the HEAT system.
2. Incidents/problems/requests will be resolved or assigned to the appropriate specialist.
3. Users will be notified of commitment times and any problems that occur in meeting the established commitment.
4. Incidents/problems/requests resolution will be documented and available in the journal section of the HEAT ticket.

AVAILABILITY: The InfoDesk will be staffed according to normal business hours. Services will be provided between the hours of 7:00am EST and 5:30pm EST, Monday through Friday. Between the hours of 8:00am EST and 4:30pm EST the InfoDesk will be staffed by two InfoDesk consultants.

The InfoDesk telephone numbers are (412) 386-**4636,** (304) 285-**4636,** and "Speed Dial 099" for Tulsa. When all available InfoDesk Consultants are busy, calls will be forwarded to voice mail, where a message may be left. All messages left on the voice mail will be confirmed for receipt within 30 minutes during standard ID business hours.

PRIORITIZATION: The Incident/Problem/Request Classification Guidance table at the end of this document outlines requirements for assigning priorities to call types. It also defines expectations for response and resolution times for each priority.

RESPONSE TIME: Problem priority will be determined using the following criteria in no particular order:

The response time is based on the InfoDesk's normal business hours.

(Please note that every problem is important and that every effort will be exerted to complete the issue at hand as quickly as possible in relation to all other events that are occurring.)

- Number of customers affected
- Impact on NETL business mission
- Impact on cyber security
- Impact on data integrity
- Impact on normal workflow

- Estimated resolution time
- Availability of existing first-level solution

RESOLUTION TIME: Resolution target date changes must be discussed with the requestor, prior to applying date changes. A journal entry must be entered into the HEAT system detailing the reason for the change and requestor's acceptance/response.

The resolution time is based on the InfoDesk's normal business hours.

If an incident/request is determined to be a system enhancement request, system error and/or a request for a new IT service within NETL's infrastructure, it will be assigned an "Engineering" priority level and assigned to the appropriate service area team member. The user will be contacted within one business day of the initial request to discuss their reported incident/request. This follow-up discussion will provide additional detail about the incident/request and provide an opportunity to discuss user's expectations.

ESCALATION: Priority "Critical" service calls require verbal confirmation from a SSAL or SAM. Priority "Urgent" calls that need escalated because a user is unable to work requires verbal notification to the appropriate technician. The ID will own priority "Urgent" calls until closed or it is deemed necessary to reassign the priority due to extenuating circumstances. E-mail notification will suffice on all other calls.

This SLA and the incident/Problem/Request Default Priority table that provides a standard set of incidents/problems/requests with default priorities will be reviewed at least yearly or as default priorities change or as new standard incidents/ problems/requests are identified. The InfoDesk COTR must approve all changes to this SLA. The InfoDesk staff will maintain this document.

Incident/Problem/Request Classification Guidelines

Priority Level	Response Times	Resolution Deadline	Requirements
Critical	Immediate engagement of all responsible teams through SSAL or SAM	As soon as resolution has been developed and fully tested	• Multiple customers affected • Enterprise System /server Downtime • Serious impact to NETL mission • Serious impact to cyber security • Serious impact to data integrity
Urgent	Within One (1) hour	Within Four (4) hours	• User is unable to perform primary work functions
Immediate	Within four (4) hours	Up to One (1) business day	• Moderate workflow interruption • Moderate impact to cyber security • Requires escalation to second-level support
Routine	Within one (1) business day	Up to Three (3) business days	• Minimal impact to NETL mission • Minimal impact to cyber security • Minimal impact to data integrity • Requires escalation to second-level support
Adds/Moves/ Changes	Within three (3) business days	Up to Ten (10) business days	• Routine request for Adds/Moves/Changes • Requires escalation to second-level support
External	External dependency repair	N/A	• Off-site repair or consultation with a vender
Internal	Internal – Date flexible	N/A	• Loaner equipment tracking • Cancelled Tickets
Engineering	Within one (1) business day	Due date will be coordinated with the customer and dependent upon availability of a viable solution and supporting infrastructure and technologies	• Enterprise supported systems and technologies affected by software deficiencies or incompatibilities that require extensive research and/or development to reach resolution • CyberSecurity CIAC Notices

Incident/Problem/Request Default Priority Table

CallType	SubType	Default Priority Level
Cancelled	Duplicate	Internal
	Loan equip not available	Internal
Equipment Loan	Cell Phone	Internal
	Laptop	Internal
	Pager	Internal
GroupWise	Outage	Critical
	Spam Alert	Routine
	How-To Question	Routine
	Update Mail Group	Routine
HeatService	Add User	Routine
	Modify Table	Enterprise Engineering
HW Install	Approval	Adds/Moves/Changes
	CD Burner	Adds/Moves/Changes
	Docking Station	Adds/Moves/Changes
	Hard Drive	Adds/Moves/Changes
	Keyboard	Adds/Moves/Changes
	Memory	Adds/Moves/Changes
	Monitor	Adds/Moves/Changes
	Mouse	Adds/Moves/Changes
	Other HW Install	Adds/Moves/Changes
	PDA	Adds/Moves/Changes
	Port Replicator	Adds/Moves/Changes
	Scanner	Adds/Moves/Changes
	ZipDrive	Adds/Moves/Changes
HW Issues	CD/CD Burner	Immediate
	Docking Station	Urgent
	Hard Disk Drive	Urgent
	Keyboard	Urgent
	Memory	Urgent
	Monitor	Urgent
	Mouse	Urgent
	Other HW Issues	Immediate
	PDA	Urgent
	Port Replicator	Urgent
	Scanner	Immediate
	ZipDrive	Immediate
InfoDesk	General	Immediate
LanAdmin Access	Create LAN Account	Routine
	Disk Space	Urgent
	Password Change	Urgent
	Terminate LAN Account	Urgent
LanAdmin Modify	Citrix Account	Routine
	Create Shared Areas	Routine
	Modify LAN Groups	Routine
	Other	Routine
	Restores	Routine
	Training Accounts	Routine
	PcAnywhere Account	Routine
	RAS Account	Routine
Network Issues	Activate Port	Immediate
	Add to DHCP	Immediate
	Citrix Connection	Immediate

CallType	SubType	Default Priority Level
	Communication Problems - LAN	Critical
	Communication Problems - WAN	Critical
	pcAnywhere Connection	Immediate
	Televideo Connection	Critical
	VPN Connection	Urgent
Network Task	LAN Connection Approval	Adds/Moves/Changes
	LAN Drop	Adds/Moves/Changes
	VPN Request	Adds/Moves/Changes
PC Setup	Approvals	Adds/Moves/Changes
	Excessed	Adds/Moves/Changes
	Move	Adds/Moves/Changes
	Move between sites	Adds/Moves/Changes
	New Employee	Adds/Moves/Changes
	Project PC	Adds/Moves/Changes
	Return to Stock	Adds/Moves/Changes
	Student	Adds/Moves/Changes
	Temporary -Training/Conf.	Adds/Moves/Changes
	Upgrade/Additional PC	Adds/Moves/Changes
Printers - Network	Jamming	Immediate
	Toner Cartridge	Immediate
	Outage	Immediate
	Other	Immediate
Repairs	Copiers	Routine
	Fax Machines	Routine
	Local Printers	Routine
	Printers - Drum Kit	Routine
Security Issues	Other Security Issues	Immediate
	SpyWare/AdWare	Urgent
	Virus	Urgent
Security Notice	Reply to CIAC	Enterprise Engineering
	Respond to Cyber Security Alerts – High risk items, on systems that face external networks, are to be resolved immediately.	Critical
	Respond to Cyber Security Alerts – High risk items, on systems considered particularly susceptible (ex. Internet Explorer problems on the Desktops) be resolved immediately.	Critical
	Respond to Cyber Security Alerts – High risk items, on systems where there are mitigating circumstances (ex. firewall, service does not exist) be patched at an accelerated rate.	Critical
	Respond to Cyber Security Alerts - Low risk items, on systems that face external networks.	Enterprise Engineering
	Respond to Cyber Security Alerts - Low risk items, on systems considered particularly susceptible (ex. Internet Explorer problems on the Desktops) be resolved at an accelerated rate.	Enterprise Engineering

CallType	SubType	Default Priority Level
Server	Down	Critical
	Other Server Issues	Immediate
SW	Local Install (For NETL systems only)	Adds/Moves/Changes
	Reimage	Adds/Moves/Changes
SW Reset Account	NETL Systems	Urgent
SW Create New Account	NETL Systems	Routine
SW Data/Report Request	NETL Systems	Enterprise Engineering
SW Change Request	NETL Systems	Enterprise Engineering
SW Configuration (ODBC, Crystal)	NETL Systems	Routine
SW Error	NETL Systems	Routine
SW Outage	NETL Systems	Critical
SW Licenses	Assign SW License	Routine
Telephone Down	Phone Problems	Immediate
	Voice Mail Problem	Immediate
Telephone	Installation/Removal	Adds/Moves/Changes
	Move Phone	Adds/Moves/Changes
	Create VM Account	Adds/Moves/Changes
	Terminate VM Account	Routine
Wireless Device Service Change	Blackberry	Routine
	Cellphone	Routine
	Pager	Routine