Information Quest
Business Intelligence
Service Level Agreement

September 2017
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1. Agreement Overview

This document defines a Service Level Agreement (SLA) between Information Quest (IQ) and University Colleges, School and Units (customers) that consume IQ’s Business Intelligence (BI) services.

The SLA outlines the parameters of all BI services covered as they are delivered to the primary customers. This document does not supersede current university processes and procedures unless explicitly stated herein.

2. Purpose, Goals & Objectives

The purpose of this document is to ensure that the proper processes and procedures are in place to support and deliver Business Intelligence (BI) services to IQ customers. The current BI services are defined in section 4.1, below.

The goal of this document is to communicate the SLA between IQ and its Customers.

The objectives of the SLA are to:

1. Provide clear reference to service ownership, accountability, roles and/or responsibilities.
2. Present a clear, concise and measurable description of service provisions to the customer.
3. Set clear expectations for service support & delivery.

3. Periodic Review

This SLA is valid from the September 1, 2017 outlined herein and is valid until further notice. This SLA will be reviewed at least once per year; however, in lieu of a review during any period specified, the current SLA will remain in effect.

The Document Owner (IQ) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required. IQ will incorporate all subsequent revisions and communicate revisions to customers as needed.

Document Owner: Information Quest (IQ)
Review Period: Yearly (12 months)
Previous Review Date: September 1, 2017
Next Review Date: September 1, 2018

4. Service Agreement

The following detailed service parameters are the responsibility of IQ in the ongoing support of this SLA.

4.1. Service Scope

The following services and functions are covered by this SLA:

1. In Scope:
   a. Monitored email support.
   b. Business Intelligence services and infrastructure availability.
   c. IBM Cognos BI Software
      i. IQ-Data (Cognos cubes and reports for business consumers)
      ii. IQ-Author (Cognos report authoring for report developers)
   d. Tableau Visualization Tool
      i. IQ-Analytics (Tableau visualizations and dashboards for business consumers)
2. Out of Scope:
   a. Functions related to data content, quality, and validity.
   b. External data sources
      i. IQ cannot provide service level agreements for Tableau visualizations that utilize
data-sources other than the Enterprise Data Warehouse (EDW) or Institutional Data
Store (IDS) and static sources such as Excel, CSV or Text files. Other sources are not
managed by IQ and may have a different level of availability than that provided by IQ.
   c. Third party Tableau visualization development
      i. IQ cannot provide a service level agreement for Visualizations created by 3rd parties that
are not affiliated with UT and for which all elements of the visualization are not
provided.

4.2. Acceptable Use
Each authorized user of IQ BI services signs the IQ Statement of Appropriate Use of Management Information.
Customers of IQ BI services are required to comply with standards and practices defined within the Information
Resources Use and Security Policy.

The IQ Statement of Appropriate Use states the following:

1. The purpose of IQ - Information Quest is to provide management information to university
administrators and to assist deans and vice presidents in making data-driven decisions for their
schools/colleges or unit. It is not intended for general use by faculty or staff.

2. IQ information is made available to support the internal management of the school/college or unit
and should only be accessed, transmitted or disseminated on a need-to-know basis by and for those
individuals with a legitimate management interest in the data. Under no circumstances should IQ
information be displayed, copied or emailed to individuals for personal knowledge (unrelated to
one’s administrative duties) or gain.

3. The authority for granting access to personnel within a school/college or unit rests with the dean or
vice president. The dean or vice president may name delegates – such as associate or assistant
deans, directors, department chairs, program coordinators, or principal investigators – to access IQ
for the purpose of carrying out their management responsibilities within the school/college or unit.
Deans and vice presidents should understand that approval for use of the IQ academic cubes and
reports provides access to university-wide data, not just information relevant to the delegate’s
specific portfolio. However, access to financial data within cubes may be limited to the data for a
specific college or VP office.

4. All delegates are required to attend training (administered by IQ personnel), and to acknowledge
this Statement of Appropriate Use, in order to be given access to IQ information. The UT Austin
Acceptable Use Policy is the authoritative policy for using computer and information technology
resources for the University; this Statement of Appropriate Use addresses only the access privileges,
handling procedures, etc., specific to IQ.

5. While IQ provides information to assist university leaders in the discharge of their day-to-day
management responsibilities, the Office of Institutional Reporting, Research and Information
Systems (IRRIS) remains the “official” source of academic management information (data, statistics)
for the University. IRRIS will continue to handle official requests for information, such as those from
the legislature or other governing or accrediting bodies, and will continue to fulfill all reporting
requirements to the Texas Higher Education Coordinating Board. Likewise, the “official” source of
financial management information is the Office of the Vice President and Chief Financial Officer.
6. All requests for information, particularly those made by individuals not affiliated with the University, should be handled in accordance with the Texas Public Information Act, FERPA, and University policies for responding to such requests. Information requests from external sources must be referred to the Office of the Vice President and Chief Financial Officer (Custodian of Record).

7. IQ may be used to support internal requests for data within the college’s existing guidelines for supplying information. Responses to internal requests for information, such as those from faculty or students, are made at the dean’s or vice president’s discretion. While the requested information may be readily available in IQ, the dean or vice president and his/her delegates are under no obligation to provide the information and may, instead, provide related or more limited data than that requested, or direct the requestor to file an open records request with the Office of the Vice President and Chief Financial Officer.

8. Although some IQ information may be public, every consideration should be given to the sensitive nature of individually identifiable data as well as the potential for using data biased by selective inclusion or omission. If appropriate, IQ data forwarded in response to a request report should include a statement indicating that discretion should be used in further forwarding the information to other parties [e.g., “The following report contains potentially sensitive data provided in response to a specific ‘need to know’ request. Discretion should be used in forwarding this information to additional parties.”].

4.3. Customer Responsibilities

Customer responsibilities and/or requirements in support of this SLA include:

1. Customer will use browsers, hardware and operating systems that are supported by Cognos and Tableau, and defined in the IQ FAQ page.
2. Payment for any support costs associated with fee-based services at the agreed interval (if applicable).
3. Advance notice of all service-related requests via an email to iqphelp@austin.utexas.edu.
4. Appropriate use of supported Cognos and Tableau software versions.
5. Reasonable availability of customer representative(s) when resolving a service related incident or request.
6. Colleges, Schools, and Units (CSUs) will designate an Authorized Contact for BI services which will provide the following functions for their area:
   a. Approve new users
   b. Provide notification of changes to licensing and authorizations that result from employee status changes.

4.4. IQ Responsibilities

IQ responsibilities and/or requirements in support of this SLA include:

1. Maintaining consistent service levels, as defined in Service Management (see section 5).
2. Meeting response time and service requirements around customer requests (see section 5.1).
3. Meeting response times associated with service related incidents (see section 5.3).
4. Appropriate notification to customer for all scheduled maintenance and unplanned outages (see section 5.4).
5. Providing advanced notification for annual renewals due for any fee-based services.
6. Completing approved licensing and authorization requests/changes timely.
7. Providing authorized contacts with their area's user list upon request.
4.5. Service Assumptions
Assumptions related to in-scope services and/or components include:

1. Changes to services will be communicated and documented to all customers.

5. 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, monitoring of in-scope services and related components.

5.1. Service Availability and Measurements
The following availability measurements will be established and maintained by IQ to ensure optimal service provisions to the customer:

<table>
<thead>
<tr>
<th>Measurement</th>
<th>Definition</th>
<th>Availability Target</th>
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| Production Business Intelligence Services Availability| Percentage of time Production Business Intelligence Servers are available outside of maintenance windows.  
Production BI online services availability including:  
1. Cognos (IQ-Data)  
   a. Financial Cubes and Reports  
   b. Human Resources Cubes and Reports  
   c. Academic Cubes and Reports  
2. Tableau (IQ-Analytics)  
   a. Visualizations published on production / public server | 99.97% |
| Development Business Intelligence Services Availability| Percentage of time Development Business Intelligence Servers are available outside of maintenance windows.  
1. Cognos (IQ-Author) | 99.97% |
| Business Intelligence Services Support                | 1. Business Intelligence Client license(s) provisioning  
2. Support for Cognos ad hoc reports  
3. Support for custom Cognos saved cube views  
4. Support for Tableau Data Sources and Visualizations  
5. Development BI online services | 8:00 A.M. to 5:00 P.M. Monday – Friday |

5.2. Service Availability Calculation
Performance target percentage is calculated as full Service Availability less any unscheduled downtime outside of scheduled maintenance windows.
5.3. Service Incidents and Requests

In support of services outlined in this SLA, IQ will respond to service related incidents and/or requests submitted by the customer within the following time frames:

1. Email support: Expect an initial response to IQ Help emails within one hour during business hours.
2. Most issues can be resolved quickly (depending on the complexity) and IQ is dedicated to resolve all issues as timely as possible.
3. For after-hours IQ Help email support, an initial response will be sent the morning of the next business day.
4. Although IQ does not provide constant 24/7 customer service, emails sent to iqhelp@austin.utexas.edu are periodically monitored during non-business hours and if an issue is assessed as being related to a service outage, there will be an immediate response mobilized.
5. Enhancement requests and new project proposal requests are reviewed for effort/resources analysis and must be approved by the IQ Sponsors before IQ can commit to the request. IQ will stay in touch with the requestor throughout the approval process, which could take a few weeks.

5.4. Service Maintenance and Unplanned Outages

All BI services and/or related components require regularly scheduled maintenance (“Maintenance Window”) in order to meet established service levels. These activities will render systems and/or applications unavailable for normal user interaction for the following timeframes:

1. **Maintenance Window**: 10:00 P.M. to 11:30 P.M. Sunday
2. Additional maintenance windows may be scheduled as necessary with as much advanced notice as possible, typically one to two weeks advanced notice.
3. An immediate notification will be mobilized to customers for unplanned service outages.