

# Service Level Agreement For Admissions

University of Louisville  
Information Technology

FY 2015

**UNIVERSITY of LOUISVILLE**

---

# Information Technology Service Level Agreement

This agreement is made and entered into on July 1, 2015 by the University of Louisville Information Technology (“IT” or “Supplier”), and CII (“Client”). Services to be provided under this agreement will commence on July 1, 2015.

## Charges

Description	# of Warranty Computers	# of Non- Warranty Computers	Cost	Total One- time Cost
Warranty Computers				
Non-Warranty Computers				
<b>Total One-time Charges</b>				

## Acceptance

**Information Technology**

**Client Name**

**Credit Account:** \_\_\_\_\_

**Debit Account:** \_\_\_\_\_

\_\_\_\_\_  
**Authorized Signature**

\_\_\_\_\_  
**Authorized Signature**

\_\_\_\_\_  
**Name (printed or typed)**

\_\_\_\_\_  
**Name (printed or typed)**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**

## **Terms and Conditions**

### **1. Scope of Work**

Refer to the Service Level Expectations.

### **2. Term of Agreement**

This agreement is for an initial term 12 months starting with the commencement date above. This Agreement can be automatically renewed for additional one-year terms by mutual agreement of both parties.

### **3. Termination**

If either party fails to perform its obligations under this Agreement, and does not, within 30 days of receiving written notice describing such failure, agree to take measures to cure such failure, then this Agreement may be terminated forthwith. In the event of termination of the Agreement for any cause, IT will continue to be paid up to the effective date of termination for any fees or expenses due for services delivered up to that date. This agreement cannot be terminated and no refunds will be given during the contract period.

### **4. Outsourcing of Services**

Information Technology reserves the right to outsource services identified within this Agreement if the situation requires it or under emergency circumstances.

### **5. Modification to the SLA**

Information Technology reserves the right to modify the terms of this SLA and will notify the Client of any changes to this agreement 30 days prior to the renewal period.

### **7. Monitoring of the Agreement**

Refer to the Desktop Support Service Level Expectation document.

### **8. Billing**

Refer to the Desktop Support Service Level Expectation document.

### **9. Helpdesk Procedures**

See Desktop Support Service Level Expectations

### **10. Information Security**

Information security policies apply to departments, units, schools, or divisions that enter into service level agreements with the University.

### **11. Governing Law**

The laws of the Commonwealth of Kentucky will govern this agreement.

## **12. Agreement**

This agreement represents the entire understanding and agreement between the parties relating to the contracted services between IT and the Client.

---

### **Policy Authority / Enforcement**

The University's Information Security Officer (ISO) along with University Leadership and I.T. is responsible for the monitoring and enforcement of this policy.

### **Compliance**

Information Technology reserves the right to immediately suspend and/or terminate service for violation of any provision of this policy upon verbal or written notice, which notice may be provided by voicemail or E-mail. Prior to suspension or termination, attempts will be made to work with our customers to cure violations of this policy and ensure that there is no reoccurrence.

Failure to comply with any part of this policy or any related information technology security policy, procedure or standard may result in disciplinary action up to and including termination of employment, services or relationship with the University as well as action in accordance with state laws, federal laws, or international laws, regarding computer crimes.

Any action to compromise security measures without specific written advance approval from the Information Security Officer (ISO), including but not limited to system or password cracking, reverse engineering of software, file decryption, or improper software licensing or copying, or use of techniques to gain logical or physical access without authorization is a violation of this policy and considered a critical offense.

Any unlawful act involving University Information Technology Systems is a critical offense and may result in the University turning the offender(s) and any/all evidence of unlawful activity over to the appropriate authorities.

