

[Customer]

UFIT Cust No.: [XXXXXXXX-A]

Service Level Agreement with UFIT

for

Digital Signage

Agreement Service Dates:

[FY20\_\_]

[July 1, 20\_\_ – June 30, 20\_\_]

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# 1. General Overview

This Service Level Agreement (SLA) outlines the UF Information Technology (UFIT) support for [Customer Name] (Customer) for Digital Signage.

This SLA documents:

* The digital signage package offered by UFIT
* The responsibilities of UFIT as a provider of the service
* The responsibilities of the Customer as it relates to the service
* The procedures for requesting service for digital signage
* The financial arrangements associated with the service

# 2. Service Description

UFIT will purchase the hardware necessary, host the enterprise digital signage software package, and develop signage hardware standards, including displays and players. UFIT will assist the Customer with the acquisition of digital signage and will coordinate the installation of digital signs as well as onboarding and training for the content management system (CMS). The Customer will be responsible for the hardware costs and the annual recurring costs.

## 2.1 Service Scope

Digital signage is a means of displaying different types of digital media, such as pictures, videos, text, webpages, PowerPoint slides, and emergency notifications. UFIT will assist the Customer with the assessment and acquisition of supported hardware that is compatible with UFIT’s digital signage offering. Installation and setup will be performed by UFIT, as well as integration into the content management system (CMS). The Customer will be responsible for the cost of the hardware and installation, as well as any other auxiliary costs associated with implementing the system. The Customer will also pay the annual recurring costs.

For Customers that already have a digital signage solution in-place or have already purchased digital signage equipment prior to reaching out to UFIT, UFIT will assess the existing infrastructure and, will assist the Customer in transitioning over to UFIT’s standard digital signage ecosystem. The Customer will be responsible for any auxiliary costs associated with this transition as well as the recurring annual costs.

# 3. Roles & Responsibilities

## 3.1 Acquisition

Initial inquiries into the acquisition of digital signage can be made through myIT.

### 3.1.1 UFIT’s Responsibilities

* Assess current environment and identify the required hardware needed to install digital signage
  + This may also include identifying whether network drops and cabling are needed as well as power outlets
* Provide a quote to the Customer
* If quote is approved by the Customer, UFIT will purchase the hardware and schedule installations.

### 3.1.2 Customer’s Responsibilities

* Describe the need for and usage of the digital signage as it pertains to the Customer
* Detail the types of media that will be displayed on the digital signage
* The Customer will specify the location they would like the digital signage to be installed
* Provide the necessary funding to UFIT for acquisition of the digital signage equipment
* If needed, coordinate power and network installations and configuration

## 3.2 Installation/Onboarding

### 3.2.1 UFIT’s Responsibilities

* UFIT will setup and install the digital signage equipment in the location specified by the Customer in the initial request
* UFIT will test the equipment and make sure it is operating properly
* UFIT will provide training to the Customer during initial onboarding

### 3.2.2 Customer’s Responsibilities

* Provide UFIT with the appropriate contacts to complete the installation process
* Identify user(s) that will be interacting with the digital signage on a regular basis
* If power and network installs were necessary, verify that those have been installed and configured

## 3.3 Digital Signage Operations

### 3.3.1 UFIT’s Responsibilities

* UFIT will grant the Customer’s designated digital signage user(s) access to add and manage content
* UFIT will provide training and documentation on using the CMS
* UFIT will monitor the digital signage hardware for issues
* UFIT will utilize the CMS to monitor the connection to the digital signage hardware and take the necessary steps to remediate if a display is offline
* UFIT will provide routine preventative maintenance for digital signage endpoints, including security patches and updates to endpoint software
* UFIT will provide timely updates and maintenance for the CMS
* UFIT will serve as liaison with the CMS vendor

### 3.3.2 Customer’s Responsibilities

* Develop and manage the content that will be displayed on the digital signage.
* Basic troubleshooting of publishing issues before reaching out to UFIT.
* The Customer is responsible for being aware of and following UF Brand guidelines.

# 4. Requesting Service & Reporting Incidents

There are three types of requests: (1) purchasing requests, (2) service requests, and (3) incidents.

## 4.1 Purchasing Requests

Purchasing requests are any requests pertaining to the acquisition of digital signage.

Inquiries about equipment purchasing should be made through myIT and should be accompanied by a brief description of the expected use of digital signage.

## 4.2 Service Requests

A service request is defined as a request from a customer for information, advice, a standard change, or access to a service.

Service Requests will generally fall into the below categories:

* Requests for information or advice
* Requests to grant access to the CMS
* Requests for a standard change to the digital signage hardware such as adjusting or relocating the hardware

All service requests should be made through myIT.

## 4.3 Incidents

An incident is defined as an unplanned interruption to the service or a reduction in the quality of a service.

Report any incidents regarding the hardware or CMS of the digital signage system through myIT.

## 4.4 Hours of Coverage

Support for digital signage will cover the below hours:

Fall/Spring: 7AM-10PM M-F

Summer: 7AM-8PM M-F

# 5. Maintenance and Service Changes

UFIT will notify Digital Signage customers of upcoming maintenance windows through the appropriate communication channels. UFIT will make every effort to choose maintenance windows that will be non-disruptive for customers but may need to make changes for security updates in a timely manner.

The CMS product is a cloud-based solution. Though not anticipated, it is possible that the vendor may have additional maintenance windows. UFIT will make a best effort to inform customers of any of these maintenance windows as soon as possible.

# 6. Emergency Communications

Digital signage can be an important component of emergency and crisis management. UFIT will partner with UPD and Emergency Management on the appropriate use of digital signage. In the event of an emergency, UFIT will have the authority to use the digital signage to display messages that are relevant to the UF community.

# 7. Pricing & Billing

The Customer will assume the below costs associated with digital signage. If there is already existing equipment in place, UFIT will evaluate and decide if new equipment will need to be purchased by the Customer. Due to these stipulations, some of these costs may vary:

## 7.1 One-Time/Setup Costs

The below table details the one-time, initial costs associated with implementing digital signage.

|  |  |
| --- | --- |
| One-Time/Onboarding Costs | Price |
| A/V Installation Cost | ~260 |
| Content Player (PC) | ~700 |
| Digital Sign (TV) | Price varies with display |
| Network (If Needed) | Quoted by outside vendor |
| Power (If Needed) | Quoted by outside vendor |
| Training | Free |

## 7.2 Annual Costs

The below table details the annual costs associated with digital signage. These include the licensing and management of the CMS infrastructure, and considers the expected staff hours.

|  |  |
| --- | --- |
| Annual Costs | Price |
| CMS Licensing and Support | ~360 |

The Customer will be billed at the beginning of each fiscal year. Annualized costs will be pro-rated as appropriate.

## 7.3 Display & PC Lifecycle Refresh Costs

The Customer will be responsible for the lifecycle refresh costs for the PC (content player) and Display, which will be billed on a recurring, 4-year basis for the PC, and a 4 – 7-year basis for the display. These prices may vary depending on the type of PC and display. The refresh cost ensures that the digital signage hardware is maintained at an appropriate standard. This allows the hardware to operate at optimum performance and guarantees that UFIT can effectively patch and update the hardware.

|  |  |
| --- | --- |
| Lifecycle Refresh Costs | Price |
| PC Lifecycle Refresh | ~700 (once every 4 years) |
| Display Lifecycle Refresh | Price varies by display (4 – 7-year lifecycle) |

# 8. Offboarding

Offboarding occurs when the Customer chooses not to renew their digital signage contract or ends the contract before the annual billing cycle is complete. The necessary steps that will need to occur during the offboarding process are as follows:

## 8.1 UFIT’s Responsibilities

* Remove all content managers from the CMS
* Remove any existing UFIT owned equipment

## 8.2 Customer’s Responsibilities

* Provide UFIT with a list of content managers with access to the CMS for removal
* 30 days’ notice prior to terminating contract

# 9. Reviewing and Reporting

## 9.1 System Performance and Availability Reporting

UFIT will meet with each unit individually on an annual (or as needed) basis to review the performance of the digital signage system, issues, feature requests, and any other questions the Customer has regarding digital signage.

## 9.2 SLA Reviews

UFIT is responsible for facilitating reviews of this document. The contents of this document may be amended as required and communicated to all affected parties.

This SLA contains the complete agreement between the parties and shall not be changed, amended or altered except in writing and signed by each party.

# 10. Costs to Customer

## [FY 20\_\_\_\_] Digital Signage Costs

|  |  |
| --- | --- |
| **Item** | **Annual Cost** |
| CMS and Support Costs | $\_\_\_\_\_ |
| ***Total*** | ***$* \_\_\_\_** |
|  |  |

## [FY 20\_\_\_\_] Digital Signage Projected Costs

|  |  |
| --- | --- |
| **Item** | **Annual Cost** |
| CMS and Support Costs | $\_\_\_\_ |
| ***Total*** | ***$* \_\_\_\_** |
|  |  |

# 11. Signature Page

Signed and Agreed,

On Behalf of UF Information Technology:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Elias G. Eldayrie Date

Vice President and Chief Information Officer, UF

On behalf of [Customer]:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
[Customer Signee] Date

[Signee Title/Position]

Fiscal Contact

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**To complete the ordering process:**

1. Sign the agreement and return it to the UFIT AT Representative.
2. After all signatures are received, the UFIT billing team will provide copies to all parties.
3. The AT Representative will submit a Service Request to the UFIT Business Center directly to initiate the billing process.
4. The UFIT billing team will enter the charges and contact the customer’s fiscal contact directly with instructions for payment.
5. The fiscal contact will receive a billing notification email when the invoice is ready for review in the UFIT Service and Billing Portal.