Service Level Agreement between
Texas A&M AgriLife Extension Service and Texas Counties
Pertaining to Information Technology Services

TEXAS A&M
AGRILIFE

Agreement Overview and Objective

This Agreement represents a Service Level Agreement ("SLA") between Texas A&M AgriLife Extension Service ("Extension"), by and through its AgriLife Information Technology unit (AIT) and Texas Counties ("County") for the information technology services provided to support a County AgriLife Extension Office ("County Extension Office").

This SLA outlines the parameters of all IT services covered as they are mutually understood by both parties and does not supersede current processes and procedures, or level of service provided unless explicitly stated herein.

The purpose of this SLA is to document the parties' understanding and responsibilities regarding IT Services at the County Extension Office.

This SLA will automatically renew each year on September 1st.

Any changes to the SLA will be communicated prior to publication.

Service Agreement

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

Service Scope

AIT services and support available to County Extension Offices include:
- Facilitate remote and on-site support services (break/fix, how-to, access management, patching) for computer hardware, software and peripheral devices (printers, scanners and projectors) and take corrective actions in accordance with operation standards.
- Microsoft Office 365 (Email, Microsoft Teams, Word, Excel, PowerPoint, etc.)
- Sophos Antivirus (Centrally managed, monitored, logged Anti-Virus/Anti-Malware protection)
- County Cost Share computer purchasing program via **techbuy.agrilife.org**

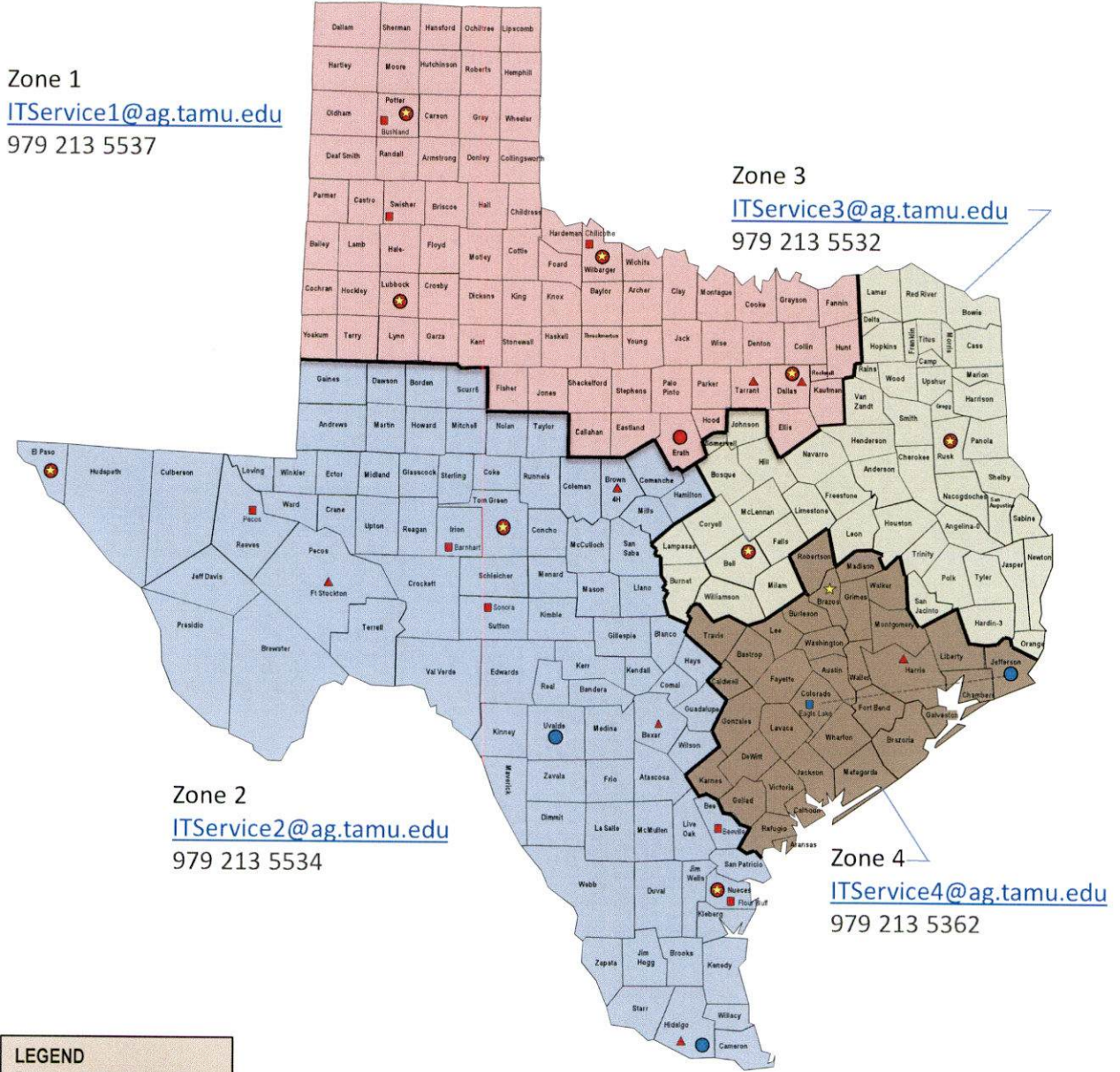County Extension office computer management to be provided per Extension rules-procedures:
- **https://agrilifeas.tamu.edu/rules-procedures/extension/#information**

Service Support

- Services will be provided from 8 AM and 5 PM, Monday through Friday, except holidays
- County Extension Office staff will contact their designated Zone IT support via email or phone (see accompanying AgriLife IT Zone Coverage map)
- Remote access software will be maintained on County Extension Office computers to facilitate remote support unless the County manages services and contact information for County IT provided.
- AIT will contact County IT, when needed, to ensure IT operation standards are met or when an issue is outside the AIT scope of expertise or access
- Administrative level accounts will be maintained, as needed, on all computer systems, for use by County IT or AIT personnel, to provide maintenance and troubleshoot problems.

AgriLife IT Zone Coverage

TEXAS A&M AGRILIFE
Information Technology

Zone 1
ITService1@ag.tamu.edu
979 213 5537

Zone 3
ITService3@ag.tamu.edu
979 213 5532

Zone 2
ITService2@ag.tamu.edu
979 213 5534

Zone 4
ITService4@ag.tamu.edu
979 213 5362

LEGEND
Research Center – ○
Research Station – □
AgriLife IT Personnel – ☆
Urban Center – △

Supported by
AIT – ▮
Dual Appt IT - ▮

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- Texas A&M Veterinary Medical Diagnostics Laboratory
- Texas A&M AgriLife Extension Service
- Texas A&M AgriLife Research
- Texas A&M College of Agrculture and Life Sciences

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Strategic IT leadership, management, and enterprise-wide services
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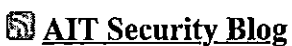
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Supported by
AIT –
Dual Appt IT –

🔊 **AIT Security Blog**

- Beware of Windows Upgrade Scams January 7, 2020
- October is National Cybersecurity Month October 17, 2019
- January 2018 Security Considerations January 24, 2018
- December 2017 Security Considerations December 13, 2017
- November 2017 Security Considerations November 17, 2017

FirstCall help desk news

- We are aware of the Outlook issue and Microsoft is investigating. Please use Outlook Online in the meantime. https://t.co/2Nk1Od9VgA 01:20:10 PM July 15, 2020 from Twitter Web App ReplyRetweetFavorite
- Microsoft is aware of and investigating the Outlook issue. There is no ETA on when this will be resolved. https://t.co/H9SyzMbVIN 12:01:42 PM July 15, 2020 from Twitter Web App ReplyRetweetFavorite
- FirstCall is experiencing issues connecting to computers with TeamViewer. We are monitoring the situation. https://t.co/MJyIqEDLxC 09:49:02 AM June 22, 2020 from Twitter Web App ReplyRetweetFavorite

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- Accessibility Policy
- State Link Policy
- Statewide Search
- Veterans Benefits
- Military Families
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- Texas Homeland Security
- Texas Veterans Portal
- Equal Opportunity
- Open Records/Public Information

MEMBER OF THE
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UNIVERSITY
SYSTEM