
UAMS

UNIVERSITY OF ARKANSAS
FOR MEDICAL SCIENCES



Campus Operations Service Level Agreement

UAMS Police/Security Department

And

XXXX Department

Year ????-????

INTRODUCTION

PURPOSE

The purpose of this Service Level Agreement (SLA) is to lay out the services provided by UAMS Campus Operations and the commitment to provide such services.

OBJECTIVE OF SLA

The objective of this agreement is to promote an operational partnership between Campus Operations [UAMS Police Department](#) and the [XXXX Department](#). This SLA clearly defines the services provided, the responsibilities of all parties in delivering the services, and measurable performance standards. The SLA represents the agreement of all parties to these elements of Officers responding to calls *and area patrols*. Campus Operations, [UAMS Police Department](#) and the [XXXX Department](#) have mutual accountability for continuous improvement to ensure sustained high quality and cost effective facility maintenance and prevention to UAMS, its patients, physicians, faculty, educators, researchers and other internal customers.

OPERATIONAL INTENT

The success of the SLA is dependent upon establishing a working relationship that functionally provides for the operational intent and detail of the SLA. Both Campus Operations [UAMS Police Department \(UAMS PD\)](#) and the [Vice XXXX Department](#) management commit to a working relationship founded upon:

- Desire for the success of UAMS' operational units
- Open communication
- Understanding and acknowledgment of independent and shared responsibilities
- Management of interfaces between the [UAMS PD](#) and the [XXXX Department](#)
- Commitment to timely issues resolution through a customer contact process

PERFORMANCE STANDARDS

Key performance standards contained herein are defined by service area in the SLA. They define the key quality attributes required in terms of accuracy and timelines and are based upon the unique requirements of the [XXXX Department](#).

ISSUES MANAGEMENT

Each CO subgroup will manage their respective service related issues and areas. This will ensure that issues are properly prioritized, monitored and closed within performance standards. An issue escalation matrix is included as part of this SLA that list contacts for issue resolutions. Review of progress and status of issues resolution will be addressed via a number of pathways including:

- Regular contact between [UAMS PD](#) management and the [XXXX Department](#)
- Periodic [UAMS PD](#) relationship meetings between key [XXXX Department](#) representatives as appropriate.

ISSUES ESCALATION MATRIX

Query Level	Query Level Guidance	UAMS PD Main Campus
General	Day to Day Service Issues	Contact
Initial	<i>For a general service query or issue</i>	<i>Shift Supervisor on duty 686-7777</i>
Secondary	<i>If the general service query or issue is not resolved to your satisfaction or you would like to raise service performance issues within the service area</i>	<i>Patrol Captain 686-7777</i>
Final	<i>Key Strategic and/or Operational issues</i>	<i>Chief of Police 686-7777</i>

MONITORING AND REVIEW

In addition to periodic customer satisfaction surveys, there will be an annual review prior to September 1st each year between UAMS PD and the XXXX Department. The objective will be to review progress during the previous year and confirm service levels for the forthcoming year. Periodic performance reports will be provided to your Division's departments detailing UAMS PD's benchmark performance.

AGREEMENT PERIOD

This agreement will be effective from ????? until ????,

All parties recognized that this SLA would continue to be reviewed quarterly and refined if necessary throughout the fiscal year by mutual agreement. Three months prior to the close of the agreement period all parties will provide a status update on key issues with current service delivery, future needs in terms of process, technology, and personnel required improvement initiatives. This update will be shared between all parties and form a core component of negotiations for the new SLA.

Service Level Agreement – Campus Operations UAMS PD

DESCRIPTION OF SERVICES PROVIDED

Below is a listing of services provided by UAMS PD including:

SUMMARY OF AGREEMENT

Respond to calls for Police Reports

XXXX to:	CO UAMS PD agrees to:
<ul style="list-style-type: none"> ❑ Call the UAMS Police Department whenever they need to report a crime that has occurred on campus. ❑ Provide all needed information so the report can be completed. ❑ For Suspicious persons calls, call ASAP, so the officer be more likely to make contact with the suspicious person. 	<ul style="list-style-type: none"> ❑ Respond to all calls in a timely manner, in most cases within 10 minutes. ❑ Obtain needed information in a professional courteous manner. ❑ Complete the report in a timely manner (Copy available within 72 hours) (3 business days).

Respond to calls for Assistance

XXXX to:	CO UAMS PD agrees to:
<ul style="list-style-type: none"> ❑ Call the UAMS Police Department whenever assistance is needed. ❑ For jump starts and door unlocks be prepared to fill out a release form on the officers arrival. ❑ For unlock entries into areas on campus be prepared to verify authorization to be in the area, requested to be unlocked. ❑ For escort to vehicle attempt to use safety measures such as parking near lights traveling in groups. Use the UAMS shuttle whenever possible. ❑ If unable to go back and forth with a group and the shuttle is not running and you feel unsafe call and the PD will see you get safely to your vehicle. 	<ul style="list-style-type: none"> ❑ Respond to all calls in a timely manner in most cases within 10 minutes. (Rarely if a high volume of calls is under way there may be a delay please be patient and we will get there ASAP). ❑ If unable to complete a requested unlock attempt, assist the customer in contacting a professional unlock company. ❑ After arrival assure the customer is safely in their vehicle and safely on their way.

Patrol Areas

XXXX to:	CO UAMS PD agrees to:
<ul style="list-style-type: none"> ❑ Secure areas that contain valuable item when unoccupied. ❑ Do not leave items unattended in areas that are easily accessible to would be criminals. ❑ Assure areas are secured at the end of business in each area. 	<ul style="list-style-type: none"> ❑ Check all area on campus a minimum of 4 times per day, twice per shift. (Number of checks can be affected by Police call volume). ❑ After hours report and secure any area found to be unsecured. ❑ After hours make contact with any suspicious person and check to see if they are authorized in the area after hours. ❑ Appropriately deal with any unauthorized persons found in the areas.

Direct problems or suggestions to the on duty Supervisor.
 Contact the Captain of Patrol or Chief of Police for unresolved problems.

KEY PERFORMANCE STANDARDS

Description of Service/Standard	Planned SLA Standard (To be <i>negotiated with Department</i>)
Respond to all calls in a timely manner in most cases within 10 minutes.	
Complete the report In a timely manner (Copy available within 72 hours) (3 business days).	
Check all areas on campus a minimum of 4 times per day (once every 6 hours).	

SIGN - OFF

Approver Name	Signature	Date	Title