Imaging Service
Service Level Expectations

Service Definition

Service Description
The Imaging Service provides a secure enterprise scanning application that enables the user to efficiently capture and organize images of paper documents or electronic documents, retrieve those documents securely, and access them using a web or client interface. Users may choose to leverage the central scanning service or scan documents themselves using functionality provided as part of the service. Features of the service include:

- Converting from paper to electronic documents in the form of PDFs and TIFFs
- Extracting data from electronic or paper documents for use in a subsequent active business process
- Integration with PeopleSoft, DART, and other University ERP systems allowing electronic documents to be accessed from within those applications
- An archive for important University documents
- Workflow development to automate document processing
- Simple scripting for data validation, error checking and to improve data accuracy
- Scripting to combine TIFF images into PDFs for more document review
- Importing high volumes of data for storage in the imaging system

Intended Consumers
Document scanning is available to all university units, at all four campuses, Ann Arbor, Dearborn, Flint and the Health System. ITS establishes memo of understanding (MOU) with the units requesting the central scanning service.

University faculty and staff with authorized access may view scanned documents.

Exception: According to the University’s software site license, the system that provides Imaging Services, cannot be used for any patient billing, patient records, or clinical-related documents from the University Health System which were excluded from the site license.

Value Statement
The Imaging Service provides value to the University in the following ways:

- Reduces paper and minimizes physical file cabinet storage requirements;
- Provides greater security of sensitive documents;
- Improves University services by providing quicker response time to inquiries, questions, and requests for information;
- Links documentation into other administrative systems;
- Decreases the risk of lost documents;
- Provides greater access to documents that are shared between offices and across systems;
• Eliminates time-consuming tasks such as filing and copying documents;
• Allows simultaneous access to documents and facilitates collaboration;
• Promotes efficiency in business processes by reducing the time it takes to process paper documents.

Management and Governance
Imaging Services are part of the Information Management Services Portfolio.

<table>
<thead>
<tr>
<th>IT Service Role</th>
<th>Individual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Owner</td>
<td>Larry Chaffee</td>
</tr>
<tr>
<td>Service Manager(s)</td>
<td>TBD</td>
</tr>
<tr>
<td>Governance</td>
<td>N/A</td>
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Service Details
Most of the functions and capabilities in the Imaging Service are provided via Perceptive Content and WebNow. Perceptive Content is a desktop client that is used by those scanning large volumes of paper documents into the system. WebNow is the web client used to view images and manage them.

These applications integrate with other systems, such as the M-Pathways systems. ITS provides first-level support for integration with other services or systems but may transfer support to an external partner or other University unit as appropriate.

<table>
<thead>
<tr>
<th>Feature or Capability</th>
<th>Description</th>
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<tbody>
<tr>
<td>Transcript importing and scanning</td>
<td>Academic transcripts from other institutions for students applying for UM admissions are imported into the Imaging system as TIFF and combined into PDF documents from CollegeNet and CommonApp. These imaged transcripts are available for UM admissions review using WebNow or Perceptive Content.</td>
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<tr>
<td>Scanning services</td>
<td>The service provides for scanning paper documents into Perceptive Content/WebNow (as TIFF images), or onto approved cloud storage or DVDs (as PDF files) for various departments throughout the university. Service includes document preparation, indexing and quality assurance. Monthly metrics are provided to customers whose scanning is done by the central scanning service</td>
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</table>
and are billed on a per image scanning charge to their shortcode via Service Unit Billing if the scanning is into anything other than Perceptive Content. Scanning by the central scanning service into Perceptive Content is done under the General Fund budget and metrics are available on a per request basis by contacting us through 4-Help.

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<td><strong>Optical Character Recognition services</strong></td>
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<tr>
<td><strong>Document storage and viewing</strong></td>
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<tr>
<td><strong>Document Retention</strong></td>
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<tr>
<td><strong>Document Security</strong></td>
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**Service Expectations**

**Service Availability**

**Service Hours**

The WebNow and Perceptive Content applications are available Sunday 7:00 a.m. - Saturday 11:00 p.m.

Normal business hours for document imaging services are Monday through Friday, 7:30 a.m. – 4:00 p.m.

Hours will be reliably maintained, with no unexpected closures.

**Planned Maintenance**

The planned weekly maintenance windows for the ImageNow and WebNow systems are:

Monday 11:00 p.m. - Tuesday 1:00 a.m. (as needed)
Saturday 11:00 p.m. - Sunday 7:00 a.m (as needed)
Nightly 1:30 a.m.– 2:00 a.m.

During the maintenance window the system is unavailable for any functions, including scanning (central scanning or unit self-scanning) or document retrieval.

When it is necessary to bring the system down for planned maintenance during regular hours of operation, ITS
will work with the key customers with critical University processes, including, but not limited to the admissions offices, Financial Operations, Registrar’s Office, and Financial Aid, to ensure minimal disruption to the business. ITS will then update the Service Status Page at: http://status.its.umich.edu/ with information on any outage.

Occasionally the systems may be unavailable due to necessary software upgrades. ITS will coordinate with key customers and the local/unit IT to plan outages of greater than a day, at least two weeks ahead of the outage. Advance notice of the outage will be posted on the Imaging Service website, Wolverine Access, and through e-mail to all active ImageNow and WebNow users. Scheduled maintenance that runs beyond the defined maintenance window will be classified as an unplanned outage and will be treated as a critical incident with service restoration as soon as possible.

**Emergency Maintenance**

Emergency maintenance may need to occur during normal hours the service is available. In the event of emergency maintenance that requires an unscheduled outage, ITS will communicate to users and customers by posting outage information on the Wolverine Access Gateway at http://wolverineaccess.umich.edu. Status of the outage and estimated time to restore services is included in each update.

The ITS Service Status Page is also updated with unscheduled outage information as it becomes available and can be found at: http://its.umich.edu/help/

**Service Support**

**Requesting Support**

User requests for support regarding ITS services are processed through the ITS Service Center. To contact the Service Center:

- Submit a Service Request Online (login required)
- Call 734-764-HELP (764-4357)
- Email 4HELP@umich.edu

**Support Hours**

ITS Service Center Hours are:

- Monday–Thursday: 7 a.m.–7 p.m.
- Friday: 7 a.m. - 6 p.m.
- Sunday: 2 p.m.–7 p.m. (e-mail only)

**Types of Support**

- ITS Service Center is the default first point of contact for all end user and customer issues and service requests.
- One level of support is provided to all customers and users for Perceptive Content or WebNow issues when contacting the ITS Service Center. Including
  - user and customer service help
  - repairs to services to address disruption and outages, or when supporting system features are not working as designed
- design, development and maintenance of interfaces to and from the enterprise system
- analysis, planning and coding when changes to the technical infrastructure supporting the service is required
- monitor, troubleshoot and execute services that support daily, weekly, monthly and annual business processes and ensure services run effectively
- management of user access to ensure the right people have the right access at the right time
- monitor system infrastructure components to ensure system is running efficiently and securely
- implement incremental improvements that increase the value of the service

- Central scanning services support level is Memo of Understanding specified.
- Local Unit IT staff may have specialized expertise relevant to users, and as such acts as additional layer of support.
- U-M staff members can obtain access to the Imaging system through the Online Access Request System (OARS). Unit Liaisons (staff appointed by deans and directors to represent a specific school, college or unit) assist faculty and staff in completing/approving/modifying access requests in OARS.
- For Imaging Services, Unit Liaisons are responsible for approving access to specific “drawers” of documents within the Imaging system, ensuring that users see only the documents needed for their specific jobs. They are also responsible for removing access as appropriate (e.g., staff turnover). Information about obtaining access is found at: https://access.its.umich.edu.

User support is provided through the ITS Service Center, information is at: http://its.umich.edu/help.

ITS provides on-call or call-back support for critical business processes during non-standard business hours (Monday through Friday 7 a.m. to 6 p.m.). Designation of a process as critical will be agreed upon in advance with the customer or user. During certain business cycles, such as during the critical points within the student admission process, additional levels of monitoring can be requested by customers or users.

ITS works with customers to set memos of understanding for document scanning turnaround times. Standards turnaround times are: 4 hours, 24 hours, 48 hours, weekly, monthly or done as filler work.

Self-Service Support
Self-service support is available on the consulting web site (http://www.mais.umich.edu/docimaging/) or on MYLINC for system requirements, installation instructions, support materials, and information regarding the service.

Additional troubleshooting and knowledgebase information is available for the Perceptive Content and WebNow products by requesting access to Lexmark’s web site at: https://lexmark.force.com/CustomerPortal

Incidents and Outages

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<thead>
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<th>Priority</th>
<th>Description</th>
<th>Target to Restore Services</th>
<th>Example</th>
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Service Level Expectations
<table>
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<tr>
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<th>Imaging Service</th>
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</thead>
<tbody>
<tr>
<td><strong>Critical (P1)</strong></td>
<td>Incidents are classified as critical priority when there is a major, immediate risk to the university's ability to conduct its mission, because of disruption to users' ability to perform a function related to that mission.</td>
</tr>
<tr>
<td><strong>High (P2)</strong></td>
<td>Incidents are classified as high priority when there is an elevated risk to the university's ability to conduct its mission, because of disruption to users' ability to perform a function related to that mission.</td>
</tr>
<tr>
<td><strong>Moderate (P3)</strong></td>
<td>Incidents are classified as medium priority when users' ability to perform a function is impaired, and a risk to the university's ability to conduct its mission is present, but the university can manage around that risk over a short period of time.</td>
</tr>
<tr>
<td><strong>Low (P4)</strong></td>
<td>Incidents are classified as low priority when users' ability to perform a function is impaired, but there is minimal risk to the university's ability to perform its mission.</td>
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</table>

**Data Retention and Restoration**

**Backup and Restoration**

For central scanning customers, and due to equipment redundancy, if a scanner breaks down the work can be...
shifted to other ITS scanners, typically with no loss of service for customers. ITS central scanning agrees to notify the customer contact stated in the Memo of Understanding (MOU) as soon as possible if there will be any impact on service.

In the event of a disaster, the imaging system will be restored within 5 calendar days.

Backup and Restoration
In Perceptive Content, the recycle bin view will store documents for 30 days prior to permanent deletion. In the event an individual page is deleted, that cannot be recovered from this view.

Data Retention
Documents remain in the imaging system indefinitely and requires user action to remove them.

Data destruction is available upon authorized request, or specified in each MOU or SLA. All documents scanned by Document Imaging Services are shredded after the predefined retention period, or returned to the department sending the scanning.

More information about storage services for paper documents is found at: http://www.mais.umich.edu/docimaging/retention.html

Customer Responsibilities

Roles and Responsibilities
Customers are expected to follow agreed-upon service level agreements.

Users are expected to:
- adhere to the UM Standard Practice Guide;
- use strong authentication for system access;
- complete access and compliance training and annually certify responsible use of data;
- take select training before accessing the system;
- report incidents to the ITS Service Desk in a timely manner;
- log service requests with the ITS Service Desk;
- stay current with training updates;
- manage local reports, adhere to naming conventions, and make needed updates during system upgrades;
- manage access (make sure the right people have the right level of access), including removal of access for terminated/transferred employees;
- ensure separation of duties and maintain appropriate departmental levels of approvals;
- keep local software up to date with recommended settings for operations and security.

Unit Liaisons are responsible for approving access to specific "drawers" of documents within the Imaging system, ensuring that users see only the documents needed for their specific jobs. They are also responsible for removing access as appropriate (e.g., staff turnover).
Information about obtaining access is found at: http://www.mais.umich.edu/access/accessprocess.html

System Requirements
This site provides information about the supported Windows and Macintosh operating systems and browsers for the Web-based administrative applications that ITS manages:
http://www.mais.umich.edu/systeminfo/browser_os.html

While vendors test and certify certain browser/operating systems combinations for their products, these become outdated quickly. ITS will test other, more current combinations and identify workarounds or settings that can be used with the applications. ITS may not be able to resolve all incidents that occur when running the applications on browser/operating system combinations not on the ITS supported list. Users will then be expected to run the applications and the recommended platforms.

ITS will work directly with the software vendors to influence them to support the latest version of both Apple and Windows operating systems and to expand its browser combinations.

Service Performance

Responses to Missed Service Expectations
The ITS Service Status Page is updated with information on unplanned outages. This sends Service Status Notifications emails to a self-subscribing email group (prodnotify@umich.edu), and in some scenarios it posts service interruption information on the homepage of the Wolverine Access Gateway. Each of these options contain information about the outage (incident), including start time, anticipated end time, services affected and symptoms. After the outage (incident) is resolved, an incident summary and analysis is sent to the same groups. Incidents needing further analysis will be tracked, root cause analysis done, and changes made as required.

When missed service expectations affect a significant number of Imaging System user's, different methods of communication may be used to inform users:

- announcements posted on the announcements section of the Wolverine Access - Faculty & Staff page where users log into the system
- announcements posted within the system in the home page announcements section
- targeted emails sent to the specific user roles affected by the issue

If performance expectations do not meet the standards specified in a MOU or SLA, the department agrees to notify Document Imaging Services when the problem is detected. Document Imaging and the department will work together to identify the cause of the problem and come to a resolution as quickly as possible.

Changes and Enhancements
The teams that support the Imaging Service communicate frequently with units via email, phone, and in-person meetings. Depending on the degree of change/enhancement and the type/volume of affected users, the following communication methods may be employed:
- Customers may be included in service planning cycles, receive reports on system activity, and participate in system testing for releases.
- End users typically receive emails that describe changes/enhancements at a high level with links to more detailed documentation on the Imaging web site.
- New and updated documentation is also linked to from this site. In the case of a significant change like a system upgrade, an Overview of Changes document is delivered with links to all new documentation and the existing documentation that was updated.

## Document Review & Approval

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Reviewed by</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Draft (Created by Service Owner)</td>
<td>Jeff Dils, DePriest Dockins</td>
<td>5/31/2013</td>
</tr>
<tr>
<td>QA Review</td>
<td>Cassandra Carson (Service Owner), Mary Byrkit, Jeff Dils, DePriest Dockins</td>
<td>6/3/2013, 6/6/2013, 6/10/2013</td>
</tr>
<tr>
<td>SPO Review</td>
<td>Holly Nielsen</td>
<td>6/10/13</td>
</tr>
<tr>
<td>QA Review</td>
<td>Angel Fletcher, Amanda Grabowski, Kelly Stam, Larry Chaffee</td>
<td>04/27/2016, 04/13/2016, 05/15/2016</td>
</tr>
</tbody>
</table>