



Security Services

**Service Level Agreement
(Sample)**

V2.0 – May 2018



Central Control Room 24 hour response numbers

General Enquiries: 303-371-7873

Emergency only: 303-371-7873

GENERAL STATEMENT AND GUIDANCE NOTES

Security Services - Service Level Agreement (SLA)

1 General Statement

1.1 Security Services is a University service provider with a remit for:

Security Operations
Security Technical Services
Car Parking – Special Events

This document details the services provided within current resources to meet the expectations of our customers and lays down the responsibilities of both parties.

1.2 This SLA is designed to provide both staff and resource support to staff, pilots and visitors, and where contracted to conference related functions and tenants

2 Breaches of the Service Level/Comments

2.1 The Senior Operation Manager welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to:

Senior Security Controller
Health, Safety & Security
Advanced Professional Security
6767 E 39th Ave. Suite 203
Denver, CO. 80207

All complaints will be dealt with in accordance with the APS's complaints procedures.

2.2 Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Security for further investigation.

3 Changes to the Service Level

3.1 The Senior Operation Manager will review the SLA annually (see paragraph 1.2) and where improvements are made the SLA will be duly annotated. Where there is a reduction of service, notice will be given that changes will be made either following written notification to specific parties or after three months notice has been given.

3.2 Contracts. Where there are written contracts, both parties may withdraw from these agreements in compliance with any contractual arrangements.

4 Clarification

4.1 Please contact the Office Administrator, Security Services, (telephone number 303-371-7873) for clarification on any of these agreements.

Service	Level of Service	User Responsibilities
Security Operations & Technical Services		
Incident Reporting	<p>Security Services will respond within a reasonable time frame (between 5-10 minutes on campus and 15-20 minutes off-campus) to reports of all incidents upon United Airlines property or involving associated staff, management or visitors.</p>	<ul style="list-style-type: none"> • Users are to report incidents without delay to the nearest staffed Reception or direct to Security Control at the Security Centre (24 hour staffed). • To ensure good practise/preserve evidence, users are required to follow security advice. • Users are required to make immediate personal contact ie telephone, to report incidents. Email is not to be used.
	<p>Security Services will produce a written report for all notified incidents, detailing known facts, actions taken and detailed timings. A 'Security Update' summary of reports will be distributed the next working day by 09.00 hrs to all registered recipients.</p>	<ul style="list-style-type: none"> • Users who are not registered to receive the Security Update and need to see a specific report, should contact the Senior Security Controller.
	<p>Security Services will provide every assistance possible to enable victims of crime to report the offence/s to Denver Police.</p> <p>Security Services regularly liaise with Denver Police about all alleged criminal incidents involving United Airline users, and assist them in any subsequent enquiries, as appropriate.</p>	<ul style="list-style-type: none"> • Victims of crime are responsible for reporting any personal loss to the police and obtaining a crime reference number, without which the incident will not be recorded as a crime. Denver Police will not record a loss reported by a third party, even when committed upon United property. • The crime reference number should be passed to Security Control at the earliest opportunity. • Users are required to remain at the scene to assist in any subsequent investigation & report compilation and must ensure their actions do not compromise the crime scene (forensic examinations).

Service	Level of Service	User Responsibilities
	Security Services will take all reasonable measures available to prevent crime and deter criminal activity, to minimise risk and loss to personnel and property.	
Fire Alarms	Security Services will monitor the United Airline's fire alarm system and will respond to and assist in: <ul style="list-style-type: none"> - evacuation - first aid - intelligence gathering - Fire Brigade access - business continuity - welfare and safety of evacuees - security of the scene - provision of reports - evacuation of personnel from refuges 	<ul style="list-style-type: none"> • Users should follow United Airline Emergency Procedures at all times.
Intruder Alarms (<i>see also Access Control information below</i>)	Security Services will undertake security surveys and provide advice on the installation of intruder alarm system(s) to United Airline specification.	
	Security Services will monitor United Airline's intruder alarm system and will respond immediately to alarm activations, or notification of such activations, to: <ul style="list-style-type: none"> - Protect life - Prevent crime - Protect property - Prevent loss or damage 	<ul style="list-style-type: none"> • In the event of an alarm activation, including those caused by error, users are responsible for remaining at the scene to await the arrival of Security Services staff, and to give details of the cause. • Users are responsible for ensuring any crime scene is preserved.
	Security Services will maintain systems installed to ensure operational effectiveness.	<ul style="list-style-type: none"> • It is the users' responsibility to ensure that an installed intruder alarm in their area of operation is armed when they are the last to leave. (Subject to local variation agreed with the Senior Security Controller).
	Security Services will undertake to train local staff on the use of intruder alarm systems.	<ul style="list-style-type: none"> • Alarm user codes are not to be issued to non authorized personnel. In addition, codes should not be: <ul style="list-style-type: none"> - shared with others - issued to persons for

Service	Level of Service	User Responsibilities
		<p>an area unless that person is authorised/ issued with a key for that area.</p> <ul style="list-style-type: none"> • Departments, Centres, Institutes and Colleges (DCICs) are responsible for ensuring that their staff using the system are fully conversant with the system.
Lone worker emergency alarms (formerly 'panic alarms')	Security Services will prioritise this type of activation, with an estimated attendance time of 5-10 minutes (location dependant).	<ul style="list-style-type: none"> • Users' are to use these alarms for their intended purpose and not for non-emergency situations.
Disabled Rooms/ Lift Alarms (fixed)	Security Services will respond, (where alarms are linked to the Security Centre), to disabled room/lift alarm activations within 5-10 minutes.	<ul style="list-style-type: none"> • Users are responsible for the correct use of installed systems. • Where users activate an alarm in error, they are to remain at the location or contact the Security Centre to alleviate an inappropriate operational response.
Building Management Alarms (BMS)	Security Services will respond appropriately to BMS initiated emails regarding equipment issues	<ul style="list-style-type: none"> • APS Site Supervisors responsible for ensuring the integrity of the BMS equipment within the Security Centre and that written policies and procedures are kept up to date. • APS Site Supervisors will ensure that BMS alarm activations report to the Security Control Room email address and include all relevant information to enable staff to respond appropriately.
CCTV	Security Services will undertake Security Surveys and provide advice on the installation of CCTV systems to United Airline's specification.	
	Security Services staff, when not otherwise operationally committed, will observe the CCTV screens and respond accordingly.	

Service	Level of Service	User Responsibilities
	Image data will be processed in accordance with United Airline's Data Protection and CCTV Policies/Code of Practice.	
	Security Services will maintain installed systems to ensure operational effectiveness.	
Patrolling	In the interest of ensuring a safe and secure environment, Security Services staff will provide both foot and mobile patrols of United Airline's campus on a 24 hour basis.	<ul style="list-style-type: none"> • It is the users' responsibility to ensure that their area of operation is secure, and alarmed, before departing. • Users' should report all suspicious activity to the Control Room immediately.
	Security Services staff will, at night, patrol the main campus on foot, visiting each building on a regular basis between the hours of 18.00 and 06.00.	
	Security Services will provide mobile patrol support to all locations. All off campus buildings will be visited regularly between the hours of 18.00 – 06.00 Two mobile patrols will be provided in support of all United Airline's locations between 18.00 and 06.00 daily.	
Security Control Room		
Staffing	Security Services will ensure that United Airline's central 'Control Room' will be staffed by trained personnel 24/7, 52 weeks per year.	
Response Times	Control Room staff will respond to telephone calls received as follows: <ul style="list-style-type: none"> - X#### (APS's emergency number) will be responded to immediately. - X#### (Enquiry Number) will be responded to within 15 seconds, 90% of the time. 	
Response Action	Control Room staff will respond in the appropriate manner according to the nature of the call, prioritising as necessary.	<ul style="list-style-type: none"> • Users should be clear and concise about the issues reported and the nature of the call to ensure proper prioritisation.
Operationally Effective Equipment	Security Services will monitor and maintain all systems within the	<ul style="list-style-type: none"> • Service providers will ensure that they respond in

Service	Level of Service	User Responsibilities
	Security Centre (in accordance with the agreed maintenance provision) and take expeditious action to rectify any faults/issues via the appropriate service provider.	accordance with their agreed SLA's/maintenance agreements.
Management of Incidents	Section Supervisory staff will co-ordinate incidents. They will ensure that appropriate follow-up action/investigation is undertaken in a timely manner.	
	Section Supervisory staff will co-ordinate the correct compilation of reports.	
Escorts	Security Services will provide an escort service in accordance with the published protocol	<ul style="list-style-type: none"> Users should contact the Security Centre on x4444.
First Aid Response	Security Services will provide first aid trained personnel to enable first response medical assistance to United Airline's users.	<ul style="list-style-type: none"> User to contact nearest Reception/Security Centre or call x3333 for assistance.
Out-of-Hours Contractors	Security Services will assist United Airline's in the signing in/out of external contractors outside of United Airline's normal working hours.	<ul style="list-style-type: none"> Estates Services are to provide accurate and up-to-date records of Contractors due to be on site at these times,
Loss of Services	In the event that the Security Centre is lost through any form of natural/unplanned event, the Senior Operations Manager will implement the Section's Business Continuity Plan to re-establish services with as little disruption as possible the University.	
Security Helpdesk		
Opening Hours	The Security Centre Helpdesk, Information Centre is open between 0800hrs and 1800hrs, Monday to Friday.	
Response Times	Security Helpdesk staff will respond to telephone calls received as follows: <ul style="list-style-type: none"> x2057 (when staffed), will be responded to within 15 seconds, 90% of the time. Voicemail messages will be responded to within 8 working hours. 	
	Every effort will be made to respond to all communications within 3 working days.	
Access Control (Tesa/Onity/KABA)	Security Services will manage, monitor and maintain the United	<ul style="list-style-type: none"> Service Providers will ensure that they respond in

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	Airline's main access control database and file servers to ensure continued operational use, reporting issues to relevant service providers in accordance with agreed protocols.	accordance with their agreed SLA's/maintenance agreements.
Key/Access Card Requests	Requests new/replacement keys (hard locks)/access cards (Onity/KABA) will be actioned within two working days.	<ul style="list-style-type: none"> Users are to send urgent requests by email to ensure a response within the two working days, and to justify request.
	Orders for hard keys will be authorised by the Senior Operations Manager and forwarded to the Supplies Office for processing	<ul style="list-style-type: none"> Supplies Office to process receipt of a completed Order Requisition Form in accordance with their SLA.
	New/replacement access cards will be produced within two working days of the users request. An email/telephone call will inform the user that the card(s) are ready for collection/signature.	
	Postal parking permit applications will be actioned and returned to the user within two working days.	
	Requests for new permits or permit changes made in person at the Security Centre will be actioned straight away.	
Car Parking		
Day-to-day management	Advanced Professional Security is responsible for all day to day management of campus car parking.	<ul style="list-style-type: none"> Users should refer to the United Airline's Services website for the appropriate service level agreement.
Patrols	Security Centre staff will carry out random patrols of access/egress routes to provide as far as is reasonably practicable a safe and secure environment.	<ul style="list-style-type: none"> Users should report any suspicious circumstances/parking issues to Security Control (x####)
Special Events	Security Services retains management responsibility for car parking arrangements for t United Airline's large events. United Airline's reserves the right, at all times, to change the use of car parking provision. Users, where possible, will be informed prior to any changes.	<ul style="list-style-type: none"> Users are to inform the Security Centre prior to large events taking place to ensure suitable preparations can take place. Users must comply with any information that is provided.
Management Support		
Senior Operations Manager(SOM)	The SOM will provide a full management overview of security	<ul style="list-style-type: none"> The Estates Department and other Service Providers

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	plans for United Airline's crime prevention; a full report will be submitted annually to the Health, Safety & Security Welfare Committee	will inform the Senior Security Controller about any building works planned at the initial planning stages. <ul style="list-style-type: none"> • DCICs are <u>not</u> to change any locking system without the approval of the Senior Security Controller.
	Every effort will be made to respond to all communications within 3 working days.	
Office Manager	The Office Administrator provide detailed administrative support during standard working hours.	
	Every effort will be made to respond to all communications within 3 working days.	