



The University of Georgia

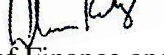
Office of the Chief Information Officer

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DATE: March 26, 2012

TO: UGA Clients

FROM: Alan Katz 
Director of Finance and Business Services, EITS

SUBJECT: EITS Service Contract Consolidation and Improvements

In an effort to better serve UGA clients who purchase cost recovery services from EITS, the “EITS Service Contract” now has a new, well-defined, consolidated format. The improved contract will be the only service agreement between the client and EITS for any and all services provided. This will: a) reduce the number of service contracts a client receives to one; b) ensure the client receives clear-cut, standard information across all services; and c) enhance the efficiency of the contract administration and billing process.

The EITS Service Contract reflects a single agreement for all services EITS will be providing for the next fiscal year. It is the only service agreement clients will receive. The contract includes four sections:

- 1) Contract Coversheet (itemized cost for each service/total single monthly payment);
- 2) Contact Sheet (primary technical contact for each service);
- 3) Client Rights and Responsibilities (outlines expectations for all services); and
- 4) Scope of Services (detailed responsibilities for each service provided by EITS).

Delivering exceptional service begins with efficient and effective contract administration. Hopefully, clients will find this improved, consolidated approach an enhancing to the client experience; and just one part of delivering overall exceptional customer service.

If you have any questions, please contact Jennifer Dobbs in the EITS Business Office at jmaner@uga.edu or (706) 542-6033. You may also contact me for additional assistance at katz@uga.edu or (706) 410-7726.

Thank you.

cc: Dr. Timothy Chester
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