

## List of Services with Gold SLA

BS:Business text messaging
BS:Campus Pack
BS:eRecruit
BS:eReserves
BS:Google apps
BS:Google apps (Staff and PGR)
BS:Google apps (students)
BS:Google chat
BS:Google drive
BS:Google Shared Mailboxes
BS:Google Student Email channel
BS:Google Vault
BS:Office Online
BS:OneDrive filestore
BS:Out of hours Service Desk
BS:Payroll (Ceridian)
BS:Postgraduate Admissions (Hobsons Apply Yourself)
BS:SDN
BS:Sports centre systems
BS:Student calendar (Google)
BS:Student email (Google)
BS:Student remote desktop
BS:UoB Alert
IS:ADFS
IS:Data Centre Operations
IS:Rainbow Edge
IS:SLS AWS
IS:SLS Integration Platform
IS:System Center 2012 R2