

Sample Information Technology Services Service Level Agreement (SLA)

This document serves as a set of guidelines to inform decision making within [School Name Technology Department] as well as a guide for community members to better understand the support services provided by our technology department. The document sets official policy for providing help through our Help Desk. Because School Technology Department is mission driven and service minded, there are other avenues by which service is provided, e.g., staff interact with faculty, staff and students across campus in many settings besides a formal help desk visit. By setting down these policies and channeling requests for help through our ticketing system, we hope to provide better service, have an accurate profile of user training needs and demonstrate the appropriate level of staff needed to handle the volume of requests for support. In developing this document, School Technology Department and the Division and Department leaders assume that training is an important aspect of effective support for the use of campus technology.

This document will change over time as circumstances warrant and therefore it is a work in progress. Questions and comments are welcome. Please contact the Director of Technology with any questions.

Who Is Covered Under This Agreement

This agreement is intended to cover all School Name technology in use for educational and operational purposes.

Methods of Contact

The Help Desk acts as a central point of contact for all technical support, including hardware and software questions and consulting, installations, networking, network connection requests, and troubleshooting. Faculty and staff should submit requests via our technology support ticketing system. If the issue is critical, please call XXX-XXX-XXXX. Please note that due to staffing limitations phone support may not be immediately available at all times.

Hours of Operation

Assistance will normally be available from 0:00 AM to 0:00 PM, Monday through Friday, except when the School is closed due to holidays, administrative closings, or inclement weather. Phone coverage may not be available at all times due to staffing limitations. Requests can be submitted online 24 hours a day, but will be responded to within normal hours. Technical support for campus events that take place outside of normal operating hours should be requested as part of the event setup process..

Responsibilities of Those Making a Request

Before contacting the Help Desk, users should explore help that is readily available in their departments. This help may include the help utility that is built into each application, the operating system software, and/or peers in the department.

When such local help has been exhausted and assistance is needed, then the users should contact the Help Desk by submitting a work order online via the ticketing system.. When contacting the Help Desk provide the following information:

- Complete contact information (first and last name, department, room number and classroom phone number)
- Type of computer on which you are experiencing the problem (PC or Macintosh, Desktop or Laptop, iPad, iPhone, Android), and operating system (Mac OS X 10.8+, Windows 8.1, IOS 7+, etc)
- A clear and specific description of the problem or request, including information regarding any error messages you may have received, screen shots, time of event, user logged in at the time, name of computing device/Asset Tag.

Responsibilities of Information Technology Services

School Technology Department, using ticketing software, will maintain records of incoming requests as they are received. If a user reaches a person by telephone, a Help Desk staff member will try to determine the nature of the problem and refer the query to the appropriate specialist. The "Priorities and Response Times" statement below

explains how the requests will be answered. However a Support Center staff member will make personal contact with the requestor within X working days.

Priorities and Response Times

The School Technology Department will use the following guidelines in prioritizing requests and will strive to begin working on the problem within the target timeframe. Actual response times may be shorter or longer depending on the volume of requests at any one time.

Priority	Criteria	Target Response Time *
1 - Critical	<p>Must be entered by School Technology Staff. Requests or emergencies prohibiting staff or students from mission-based productivity. Requests that consist of one or more of the following:</p> <ul style="list-style-type: none"> • Building or School-wide network outage. • Critical applications not working for the entire school or a large segment of the school. • Unplanned downtime impacting mission-critical work. • Security breach affecting the well-being of staff or students. 	<p>Help Desk Staff will contact technicians for immediate response.</p> <p>Loaner or replacement equipment will be deployed as soon as available.</p>
2 - High	<p>Incident that halts instruction/productivity where a functional workaround is not available.</p> <ul style="list-style-type: none"> • Network, hardware or software problems affecting a subset of users in a single location. • Teaching and learning are halted. • Staff cannot perform their job. 	<p>Initial response within 4 working hours.</p> <p>Loaner or replacement equipment will be deployed as soon as available.</p>
3 - Medium	<p>Incident may disrupt instruction/productivity where a functional workaround is available.</p> <ul style="list-style-type: none"> • General hardware or software problems with devices serviced by the School Technology Department • Re-image of a functioning but problematic system • When will... 	<p>Initial response within five working days.</p> <p>Loaner or replacement equipment will be deployed when available and is not needed for a critical or high priority purpose.</p>
4- Low	<p>Information request and general questions as to:</p> <ul style="list-style-type: none"> • Hardware or software upgrade requests. • Changes to existing, working systems. • Where can I... • Training requests 	<p>Initial response within ten working days.</p>