

## Technology Service Level Agreement

Type	Priority	Technology Service Level Agreement Description of Priority and Examples	Target Resolution Time
1 - Service Request	1 - Emergency	<b>Emergency Situation:</b> Requires immediate attention, system or network down. Examples include: fiber connection damaged, campus administrative or instructional server down, network electronics unavailable, or a major Application System is down.	4 Hours
1 - Service Request	2 - High	<b>Critical Impact:</b> A major System component is down, and there is no available alternative. Examples include: an instructional lab is down, a high-level administrator is unable to work, or a Software Subsystem is down.	1 Day
1 - Service Request	3 - Instructional 4 - Administrative	<b>Campus Technology Specialist OnSite Support Unable to Resolve Problem.</b> CTS will assess all campus work orders within 1 day and assign to appropriate Technology staff, when Technology service is needed.	2 Days 3 Days
1 - Service Request	3 - Instructional	<b>NORMAL INSTRUCTION:</b> An alternative or bypass is available, or deferred maintenance is available. Examples include student, library, or teacher technology.	2 Days
1 - Service Request	4 - Administrative	<b>NORMAL ADMINISTRATIVE:</b> An alternative or bypass is available, or deferred maintenance is available. Examples include administrative technology.	3 Days
2 - Security Access	3 - Instructional	<b>Access/Security:</b> Process <b>instructional</b> access requests for ids/accounts, change rights, allow/disallow access to a user, block / unblock websites. Inappropriate websites will be blocked immediately.	2 Days
2 - Security Access	4 - Administrative	<b>Access/Security:</b> Process <b>administrative</b> access requests for ids/accounts, change rights, allow/disallow access to a user, block / unblock websites. Inappropriate websites will be blocked immediately.	3 Days
3 - Technology Procurement	3 - Instructional	<b>Technology Procurement:</b> Process technology orders and procure new technology for <b>Instructional</b> Users	2 Days
3 - Technology Procurement	4 - Administrative	<b>Technology Procurement:</b> Process technology orders and procure new technology for <b>Administrative</b> Users	3 Days
4 - Training Request	3 - Instructional	<b>Educational Technology Training:</b> Provide <b>educational</b> technology training to teachers and instructional users.	2 Days
4 - Training Request	4 - Administrative	<b>Administrative Technology Training:</b> Provide <b>administrative</b> technology training to administrative users.	3 Days
5 - Scheduled	3 - Instructional 4 - Administrative	<b>Project Tasks:</b> New installations or maintenance, Application Systems upgrades, conversions, or maintenance. 1. Customer contact for the work order is not available to provide needed information or equipment 2. Technology staff is dependent on a 3rd party vendor to complete the work order. 3. The work is planned as a project with a defined scheduled completion date. <b>** Overdue work orders must be worked ahead of scheduled work orders unless there is supervisor approval</b> <b>** Regular follow-up is still required by the original Technology staff assignee, at least once a week, and notes be added to the work order detail</b>	Varies due to Vendor or Agreed Need Date