



# Information & Educational Technology Service Level Agreement (SLA)

## Our Mission

To support an integrated, stable, reliable, technologically advanced local computing infrastructure that provides and supports improved access, administration, information, and technical services for faculty, staff and students.

## Purpose of Document

This service level agreement (SLA) provides the basis for managing the services provided and relationships between the Information & Educational Technology (IET) the Faculty, Staff and Students at Virginia Western Community College (VWCC). This agreement describes how user service requirements are understood and addressed and attempts to create a realistic service expectation level.

The benefits of this service level agreement policy are:

- **Alignment of IET services to the needs of the VWCC constituents**
- **Improved communication between the VWCC constituents and IET staff**
- **Improved customer satisfaction**
- **Continual improvement of IET services**

This policy will be reviewed and updated as necessary based on customer surveys and other feedback from the constituents.

| System Availability  |  |   |
|--|--|---|
| The hours that VWCC systems need to be operational.  |  |   |
| <i>Planned Down time will be scheduled during non-normal working hours or scheduled for minimal impact</i> |  |   |
| Area   | Normal Operating Hours   | Examples  |
| <b>General College Business</b>  | <b>Monday - Thursday 7:45 a.m. - 6 p.m.<br/>Friday 8 a.m. - 5 p.m.</b> | General business applications<br>Microsoft Office<br>Internet Browsers<br>Computer and network issues<br>Support of Enterprise Software and Hardware to the extent available to local IET staff |
| <b>Critical College Business and Communications</b>  | <b>Monday - Sunday 24/7</b>  | Telecommunications Connectivity to provider<br>Email communications<br>Weather or other Emergency alerts  |

## Problem Management

The process for recording, diagnosing, tracking and closing Help Desk Calls. These are daily technology needs such as PC performance, system error messages, network, printer, phone, voicemail, or e-mail issues.

**Areas outside of IET responsibility:** : Equipment not supplied by IET, such as TV's, VCR's/DVD's, Radio Systems, Sound Systems and Event/Council Chambers Video Recording are supported by the Media Geeks division. The IET Help Desk does, however, accept and forward requests to the Media Geeks as and when requests come in.

**Response times are based on the hours of 8 a.m. to 5 p.m. except for calls designated as high priority. Please listen to help desk greeting for instructions on designating calls as high priority.**

**After hours (before 8 a.m., after 5 p.m.) urgent/high priority calls need to be emailed directly to the Help Desk and the Director and/or Systems Administrator will triage and take appropriate action.**

| Impact Level                  | Business impact   | Example   | Maximum Response Times | Resolution Times    |
|-------------------------------|---|---|------------------------|---------------------|
| <b>P1<br/>Urgent Priority</b> | The failure or problem creates serious loss of instructional or mission capability. The failure affects multiple workstations or critical business functions. | <ul style="list-style-type: none"> <li>Major system or application that is off-line or not operational for all users.</li> <li>Major function or service that is not operational for multiple users, i.e. multiple buildings IET services down, Internet or network services unavailable.</li> <li>Classroom technology issues during critical class times such as exams.</li> <li>Emergency Alert System offline or degraded capabilities.</li> <li>Request from VCCS ITS, Chancellor or Governor issued as urgent.</li> </ul> | 15 min.                | 2 - 8 hours         |
| <b>P2<br/>High Priority</b>   | The failure or problem creates a moderate instructional or mission capability loss. Some Business process cannot continue.                                    | <ul style="list-style-type: none"> <li>Critical technology-related issue for senior executive staff</li> <li>Services or applications are not operational for a large group of users (Examples: file services wireless, printing etc.)</li> <li>A building is without infrastructure services or telephony</li> <li>An application needed to process a critical business function is unavailable.</li> </ul>  | 60 min                 | 0 - 2 business days |

|   |   |  |               |                            |
|---|---|--|---------------|----------------------------|
| <p><b>P3<br/>Medium<br/>Priority</b></p>  | <p>Limited impact to the Customer's business. Business process is directly impacted by the problem.</p>           | <ul style="list-style-type: none"> <li>• Services or applications are not operational for a few users (Examples: localized wireless outage, computer is down, phone is out of order, lab system is offline etc.)</li> <li>• A major function or service within an application is not operational for a few users (Example: voicemail, folder access, single printer)</li> <li>• A few users with an issue but still able to perform job function. (Example: a docking station is broken; however the laptop is usable)</li> <li>• A lab machine is out of service</li> <li>• Requests for equipment moves or installations for new hires or to make accommodations for accessibility.</li> </ul> | <p>4 hrs.</p> | <p>0 – 5 business days</p> |
| <p><b>P4<br/>Low Priority</b></p>   | <p>Minor impact on workflow with no effect on Customer's business. Business process is slowed by the problem.</p> | <ul style="list-style-type: none"> <li>• A minor function is not operational for one or more users who can continue to use other application functions (Example: Can print in one browser but not another)</li> <li>• Application has some minor functional requirement that is not working.</li> <li>• Requests for convenience equipment moves or installations.</li> <li>• Requests for training on IET processes desired to improve business functions</li> </ul>  | <p>8 hrs.</p> | <p>0 – 7 business days</p> |
| <p><i>Resolution Times are dependent upon Customer Availability, Vendor Availability, and Technical Complexity.</i></p> <p><i>IET Staff will maintain communication during problem resolution. Customer will be notified of resolution or delay.</i></p> <p><b><i>Application specific problems, training needs, and usage questions may require additional Vendor Assistance to resolve. An application advocate is suggested within each work unit to best collaborate solutions with IET and coordinate communication between the Customer and the Vendor.</i></b></p> |   |  |               |                            |

| <b>Network Services:</b>  |   |   |
|---|---|---|
| <b>Providing a secure and reliable computing environment for VWCC constituents.</b> |   |   |
| <b>Services</b>   | <b>Description</b>  | <b>Specifications</b>   |
| <b>Network Reliability</b>  | Providing a secure and reliable environment. <i>See System Availability Grid for hours of operation</i> | Providing application administration and deployment, capacity planning, design and implementation, change management, documentation, and security auditing.   |
| <b>Backups / Disaster Recovery</b>  | Ensuring continued data integrity and contingency preparedness.   | System software and data will be backed up daily per the appropriate backup policies. Documentation will be maintained as changes occur to the environment. Copies of the data are stored off site. |
| <b>Consulting Services</b>  | Providing technical guidance towards solutions for business needs.                                      | Helping with projects, advanced technical needs and technical process analysis.   |

| <b>Network or Telephone Cabling</b>  |   |   |
|--|---|---|
| <b>Installing additional network or telephone connections</b>  |   |   |
| <b>Service</b>   | <b>Description</b>  | <b>Specifications</b>   |
| <b>Additional network/telephone connection desired</b>   | The need for an additional connection is recognized by the division (primarily during office moves) | The division must mark on the office wall the desired location. <b>This should be done with consideration that the furniture does not block the desired location.</b>                         |
| <b>Initiation</b>  | Initiating the process of assessing the work needed and coordinating resources.                     | The division calls the Help desk at least 3 weeks prior to the desired date so that a work order / help ticket will be created. IET staff and requestor will coordinate needs and time frames |
| <b>Installation / Completion</b>   | Installing and Testing of new cabling.  | The division will be notified once the work has been completed.   |
| Outside contractors install network / Telephone jacks and cabling. <b><u>3 weeks is an estimate of total time to completion</u></b> and may vary based on the amount of work needed. |   |   |

| <b>Training or Demonstration</b>  |   |   |
|---|---|---|
| <b>The preparation for training or demonstrations which require set-up or assistance with Training Laptops, Telephone Needs, Internet Access, Wireless Access, Network Access, and Software Applications.</b> |   |   |
| <b>Services</b>   | <b>Description</b>  | <b>Specifications</b>   |
| <b>Preparation</b>  | Training and demonstrations require coordination with IET so that all staff and vendor needs are met. | <ul style="list-style-type: none"> <li>• 2 weeks prior to event – communicate needs to IET staff</li> <li>• IET staff and requestor will coordinate needs and time frames</li> <li>• IET staff will notify requestor when IET responsibilities have been completed</li> </ul> |

**Applications Support :**

- Provides consultation and programming solutions to streamline business processes by providing programmatic access to Enterprise or third party data sources.
- Provides support for data collection.
- Provides training and/or coordination of training to put the solutions in production.

| Services  | Description  | Specifications  |
|---|--|---|
| <b>Custom Queries</b>                             | Requests for ad hoc SIS queries or data requested through JobRequest email account | <ul style="list-style-type: none"> <li>• New queries will require project analysis.</li> <li>• Updates or modifications to existing queries or data requests requiring ad hoc queries within one business day.</li> </ul> |
| <b>Advanced Queries and data processing</b>       | Advanced queries with associated coding and/or reporting                           | Depends on scope as determined by Project Analysis  |
| <b>Custom Enterprise Applications</b>             | Applications requiring integration with Enterprise software                        | Depends on scope as determined by Project Analysis  |
| <b>Support of Enterprise Systems</b>              | SIS/AIS/HRMS support   | One business day, unless the request is dependent on VCCS ITS resources.  |
| <b>Enterprise Software Security</b>               | Assigning Security Roles   | Within one business day of completed submission of SARF (Security Access Request Form)  |
| <b>Application Integration Support</b>            | 3 <sup>rd</sup> party software integration with college business processes         | Depends on scope as determined by Project Analysis  |
| <b>VWCC Website design and content management</b> | Changes to content requested through WebAdmin email account                        | One business day  |
|   | Requests for new website content with multiple pages                               | Depends on scope as determined by Project Analysis  |

## Project Management

Provides Leadership in the execution of technology-based projects. Services include: Formation of Project Teams, Process, System and Needs Analysis, Communication, and Scheduling, Meeting Facilitation, Scope Creation, Risk Assessment, Timeline Formulation, Recognition and Resolution of Obstacles, and Coordination of Vendor and IET Resources.

### Project Definition:

A technology-based undertaking with a definite beginning and ending that requires multiple tasks to produce a desired result. Project tasks are accomplished in cross-divisional teams and managed by IET Project Lead Staff. Examples of IET projects include: enhancements to current applications, and implementation of new applications.

***For project success, IET expects that requesting division provide necessary staff and resource commitment.***

See the IET Project Process flow chart located on IET Web Page

| Services                       | Description  | Specifications  |
|--------------------------------|--|---|
| <b>Project Initiation</b>      | Begins upon customer request for assistance to investigate user needs or upon IET suggestion.  | Divisions are urged to initiate contact with the IET division regarding new technology needs before the start of the capital budget process. Initiation should be communicated to the Director of IET or an IET Project Lead. |
| <b>Solution Evaluation:</b>    | Evaluation and documentation of the needs, goals and scope of the project.   | The team creates a written summary to be approved by the pertinent division directors. A time frame to produce this evaluation summary is determined by the team.   |
| <b>Solution Recommendation</b> | The proposal of selected solutions and processes   | A written recommendation is created by the project team for approval by the pertinent division directors.   |
| <b>Implementation:</b>         | The successful completion of a project, for example: contract approval, purchase, scheduling, install, set up, testing, training and going live. | The project team works with the solution provider and internal IET resources to create an implementation plan. All time frames and staff responsibilities are governed by the implementation plan.                            |

**The end of a project, or project phase, is reached when:**

- **Project objectives have been met and operation is started in a live environment**
- **Division final sign off has been received**
- **Project is cancelled**

**Upon the end of the project, the Network Integration Team is responsible for support tasks**

## Measurement

The Specifications outlined in this SLA are the performance goals of the IET Division.

The IET Director will use help desk activity reports, network statistics, project status reports and customer feedback to assure that SLA performance goals are being met. Corrective measures will be taken when service levels are not being met.

**Revision Log**

| <b>Revision Date</b> | <b>Change Made</b>      | <b>Name</b>     |
|----------------------|-------------------------|-----------------|
| May 26, 2017         | Complete Rewrite of SLA | Shivaji Samanta |
| November 4, 2019     | Minor updates           | Shivaji Samanta |
|                      |                         |                 |
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