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 levels.

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.		
Planned Down time will be scheduled during non-normal working hours or scheduled for minimal impact		
Area	**Normal Operating Hours**	**Examples**
General College Business	**Monday – Thursday 7:45 a.m. – 6 p.m.** **Friday 8 a.m. – 5 p.m.**	General business applications Microsoft Office Internet Browsers Computer and network issues Support of Enterprise Software and Hardware to the extent available to local IET staff
Critical College Business and Communications	**Monday – Sunday 24/7**	Telecommunications Connectivity to provider Email communications 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: The college's Web site is not maintained by IET and is supported by the Marketing department. Equipment not supplied by IET, such as the college's Web site (Marketing) TV's, VCR's/DVD's, Sound Systems and Event/Council Chambers Video Recording are supported by the Media Geeks division of Learning Resources.

Response times are based on the hours of 8 a.m. to 5 p.m.

After hours: (before 8 a.m., after 5 p.m.) For campus information technology emergencies, please follow the emergency/crisis management process to contact IET leadership staff. If you are unsuccessful in reaching IET leadership, please contact campus police.

Impact Level	Business impact	Example	Maximum Response Times	Resolution Times
P1 Urgent Priority	The failure or problem creates a serious instructional or mission capability. The failure affects a large number of workstations or a critical business function.	• Major system or application that is off-line or not operational for all users. • Major function or service that is not operational for multiple users, i.e., multiple buildings IET services down, Internet or network services unavailable. • Classroom technology issues during critical class times such as exams. • Emergency Alert System offline or degraded capabilities. • Request from VCCS ITS, Chancellor or Governor issued as urgent.	15 min.	2 - 8 hours
P2 High Priority	The failure or problem creates a moderate instructional or mission capability loss. Some Business process cannot continue.	• Critical technology-related issue for senior executive staff • Services or applications are not operational for a large group of users (Examples: file services wireless, printing etc.) • A building is without infrastructure services or telephony • An application needed to process a critical business function is unavailable.	60 min	0 - 2 business days

P3 **Medium** **Priority**	Limited impact to the Customer's business. Business process is directly impacted by the problem.	• 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.) • A major function or service within an application is not operational for a few users (Example: voicemail, folder access, single printer) • A few users with an issue but still able to perform job function. (Example: a docking station is broken; however, the laptop is usable) • A lab machine is out of service • Requests for equipment moves or installations for new hires or to make accommodations for accessibility.	4 hrs.	0 – 5 business days
P4 **Low Priority**	Minor impact on workflow with no effect on Customer's business. Business process is slowed by the problem.	• 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) • Application has some minor functional requirement that is not working. • Requests for convenience equipment moves or installations. • Requests for training on IET processes desired to improve business functions	8 hrs.	0 – 7 business days
Resolution Times are dependent upon Customer Availability, Vendor Availability, and Technical Complexity. *IET Staff will maintain communication during problem resolution. Customer will be notified of resolution or delay.* ***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.***				

Network Services: **Providing a secure and reliable computing environment for VWCC constituents.**		
Services	**Description**	**Specifications**
Network Reliability	Providing a secure and reliable environment. *See System Availability Grid for hours of operation*	Providing application administration and deployment, capacity planning, design and implementation, change management, documentation, and security auditing.
Backups / Disaster Recovery	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.
Consulting Services	Providing technical guidance towards solutions for business needs.	Providing assistance with projects, advanced technical needs and technical process analysis.

Network or Telephone Cabling Installing additional network or telephone connections		
Service	**Description**	**Specifications**
Additional network/telephone connection desired	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. **This should be done with consideration that the furniture does not block the desired location.**
Initiation	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
Installation / Completion	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. **3 weeks is an estimate of total time to completion** and may vary based on the amount of work needed.		

Training or Demonstration 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.		
Services	**Description**	**Specifications**
Preparation	Training and demonstrations require coordination with IET so that all staff and vendor needs are met.	• 2 weeks prior to event – communicate needs to IET staff • IET staff and requestor will coordinate needs and time frames • IET staff will notify requestor when IET responsibilities have been completed

Applications Support : (NOTE: Web Services moved to Marketing June 2020)
- **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
Custom Queries	Requests for ad hoc SIS queries or data requested through a TeamDynamix Ticket.	• New queries will require project analysis. • Updates or modifications to existing queries or data requests requiring ad hoc queries within one business day.
Advanced Queries and data processing	Advanced queries with associated coding and/or reporting	Depends on scope as determined by Project Analysis
Custom Enterprise Applications	Applications requiring integration with Enterprise software	Depends on scope as determined by Project Analysis
Support of Enterprise Systems	SIS/AIS/HRMS support	One business day, unless the request is dependent on VCCS ITS resources.
Enterprise Software Security	Assigning Security Roles	Within one business day of completed submission of SARF (Security Access Request Form)
Application Integration Support	3rd party software integration with college business processes	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
Project Initiation	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.
Solution Evaluation:	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.
Solution Recommendation	The proposal of selected solutions and processes	A written recommendation is created by the project team for approval by the pertinent division directors.
Implementation:	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

Revision Date	Change Made	Name
May 26, 2017	Complete Rewrite of SLA	Shivaji Samanta
November 4, 2019	Minor Updates	Shivaji Samanta
December 14, 2020	Minor updates	Shivaji Samanta
April 11, 2025	Minor updates	Jeff Thomas