Internal Service Level Agreement

This Service Level Agreement (SLA) establishes support levels for IT services. The services, levels, and scope of this document have been negotiated and agreed to by both IT and the business. Provisions for amending this document are noted in the final section of the SLA.

Service Level Agreement: Desktop Services

1. Document Control

Document Control	
Version	1.0
Date	March 1, 2013
Review date	July 1, 2013
Internal clients	Students, Staff and Faculty
IT contact	Joni Bernahl

2. Service Description

This service covers all hardware, software, and infrastructure costs associated with all technology services including but not limited to the following:

Table 2.1

Service Components	
Hardware (See Appendix **A** for comprehensive list)	1) Desktops 2) Laptops 3) Printers 4) MFP's 5) Projectors 6) StarBoards 7) Document Cameras 8) Scanners
Software (See Appendix **B** for comprehensive list)	1) Windows 7 2) Office 2010 3) Colleague
Infrastructure	1) LAN/WAN 2) Wireless 3) Telecom 4) A/V 5) Web

3. Support Hours

Client support is available during the following hours:

Normal Semester Hours: Monday through Thursday 8:00 AM to 8:00 PM, Fridays 8:00 AM to 5:00 PM, and Saturday 8:00 AM – 12:00 PM. Walk-up window is closed after 5:00 p.m. and Saturdays with support being available by telephone or email.

Between Semester Hours: Monday through Friday 8:00 AM to 5:00 PM.

Summer Hours: Monday through Thursday 8:00 AM – 8:00 PM.

4. Service Availability

In the context of this document the term "customer" means all users of College IT services covered by this agreement. This will include staff, students, faculty and visitors who have authorized access to the IT services. The services and service levels relate to access and normal operation of the technology. IT services and IT infrastructure are supported by internal and external service providers, this document assumes that the current and future service requirements of the school are identified and understood.

Note that IT Services Team's ability to respond may be constrained by:

- The need to call upon third party support (e.g. hardware maintenance, third party software support)
- Resources availability.

5. Reliability

Service Components	Reliability
LAN	99.9
Internet	99.9
E-mail	99.9

Reliability does not include scheduled maintenance.

6. Response Time*

Requests for the following IT services should be handled within the time given in the table below. Services not listed will be handled according to priority and in accordance with current IT resource availability. Malfunctions, which hinder the customer from performing their work, are considered top priority.

*Response time is estimation and does not take into account workload, resource availability and other factors that may impact response time.

Service Request	Response Time
Malfunction	15 mins.
Project i.e. software installation, quote, etc.	1 day
Approved software add	1-3 days
New user set up, move	3 days

7. Changes & Review

Changes to this document may be proposed by staff, faculty or IT representatives; however, no amendments will be made without approval from all parties. This document will be regularly reviewed for currency and effectiveness. The next review date is noted in the document control section of the SLA.

APPENDIX A

- Hardware Specifications
  - Desktop
    - Dell Optiplex/Intel Core i5 or higher processor/4GB or higher RAM/250GB or higher Hard Drive/8X DVD
    - iMac/Intel Core i5 or higher processor/8GB or higher RAM/500GB or higher Hard Drive/8X DVD drive
  - Laptop
    - Dell Latitude/4GB or higher RAM/250GB or higher Hard Drive
  - Printer
    - HP Deskjet/HP Laserjet
  - MFP
    - Sharp MX-3100N
  - Projector
    - Hitachi
  - StarBoard
    - Hitachi
  - Document Camera
    - Samsung and Elmo
  - Scanner
    - HP
  - Presentation Mouse
    - IOGear Phaser
    - Interlink

APPENDIX B

Software Specifications

- Desktop PC:
  - Windows 7
  - Office 2010
  - Adobe
  - Java
  - Kbox client
  - Ccleaner
  - Any specific software needs for instructional purpose
- Mac:
  - OS X
  - Office for Mac 2011
  - Kbox client
  - Any specific software needs for instructional purpose

- System:
  - Ellucian Colleague - Student System, HR/Payroll, Colleague Financials
  - WebAdvisor – External web-based access to ERP for students
  - EMS - Building resource scheduling
  - EMAS Recruitment Pro – Recruiting application
  - Dell Kbox – HelpDesk
  - Xpediter – Law Enforcement Data Management
  - Blackboard – Learning Management system
  - DoceScan – Document imaging
  - ImageNow – Document imaging
  - SharePoint – Intranet
  - DotNetNuke – Website Content Management System