

Information Technology Service Level Agreement

This is a Service Level Agreement between Information Technology (IT) and the Wofford campus community. It defines the level of service that the college community can and should expect from IT for critical and basic services – the periods during which we will be able to respond to problems, the response time that can be expected when problems do occur, and the strategy that IT will use to respond. This agreement will serve as a measure of IT effectiveness. It also will help the college community understand what IT can and cannot do.

1 Critical Services

Although all IT services are important to the campus community, certain of these services are so crucial that campus operations would not be possible without them. In cooperation with the IT Advisory Committee and several administrative offices, we have identified five IT services as being so critical to the college that we must keep them in service beyond the Monday through Friday, 8:30 am – 5:00 pm working day.

- Banner and Banner Web
- Electronic mail
- Internet connection to off-campus providers
- Telephone system
- Web-based services, such as webs.wofford.edu

1.1 Active Maintenance Period for Critical Services

Although we must maintain critical IT services beyond working hours, the IT staff is not large enough to support most technology services on a 24x7 basis. The following are the periods during which IT will actively maintain critical services by having members of our staff on call. The active maintenance period generally corresponds with Help Center hours. We also will actively maintain the system during the day on Saturday, when the Help Center is closed.

Monday through Thursday	7:30 am – 11:00 pm
Friday	7:30 am – 5:00 pm
Saturday	9:00 am – 5:00 pm
Sunday	3:30 pm – 11:00 pm

During periods, such as the summer and college breaks, when Help Center hours end at 5:00 pm we will respond to problems if we can after that time, but cannot guarantee a response until the next day. We will not actively maintain the system on official College holidays.

The only exceptions to the above schedule are problems with the campus phone system, to which we will respond at all times in case of a catastrophic campus-wide failure, and scheduled down-time periods that are necessary for repair or upgrades of servers or network equipment. We will announce down-time periods well in advance.

1.2 Active Maintenance

During the active maintenance period at least one person, our “First Responder,” will answer the Help Center phone during Help Center hours or monitor the Help Center voice mail system on Saturday. When notified of a possible problem with one of the critical services, the First Responder will run tests that will help determine the extent of the outage and isolate the source of the problem. A Help Center Trouble Ticket will be created for the problem

During working hours, if the First Responder cannot fix the problem, he or she will refer the problem to second-level Help Desk support personnel. If the second-level Help Desk support person cannot fix the problem, he or she will escalate it on to a specialist in the service area related to the problem.

Outside of working hours, if the First Responder cannot fix the problem and the outage is an extensive one affecting more than just a few people, the First Responder will notify the specialist on call in the critical service area related to the problem.

If a problem reported outside of working hours is determined to be an isolated one, affecting only one person or just a few people, we probably will wait until the next working day to solve it.

1.3 Notification

Users should report problems with an IT service to the Help Center (597-4357). If the entire campus telephone system has failed, in which case the Help Center phone will not be available, contact David Whisnant (582-6918).

1.4 Response Time

“Response time” is the time it will take for the First Responder to begin work on solving a problem after being notified that one exists. During working hours, the response to a problem involving a critical service will be immediate. Outside of working hours, the response time may be longer, as much as two hours.

The response time is not the time it takes to actually solve a problem. It may, and probably will, take a longer period of time for a problem to be solved. Although we will endeavor to solve problems as quickly as possible, work on particularly difficult problems or on those that are beyond our control may stretch into the next day.

1.5 Communication

When a problem has been handed off to a specialist, the second-level Help Desk staff member working on the problem will communicate this fact to the person notifying us of the problem. This communication probably will be by electronic mail. If we receive notification of the problem from several people, communication will be on a campus-wide basis.

The specialist working on a problem will communicate its status to the user(s) involved within 24 hours of receiving the Help Desk ticket on the problem. This communication probably will be by electronic mail. The specialist will follow up with more communication as necessary. The Help Desk will communicate with the user(s) involved when a problem has been solved.

2 Basic Services

Basic services are important to us, but because of limitations of staff and time we cannot actively monitor and maintain them on as wide a basis. Basic services include the following, among others:

- Cable TV
- Classroom technology
- Faculty and staff computers
- Media server
- Individual network connections
- Printers

2.1 Active Maintenance Period for Basic Services

We will actively maintain basic services during working hours.

Monday through Friday 8:30 am – 5:00 pm

2.2 Notification

Users should report problems with an IT service to the Help Center (597-4357).

2.3 Response Time

If a problem involving a basic service is reported outside of working hours, we probably will not be able to respond to the problem until the next working day.

2.4 Communication

If a problem involving a basic service is reported outside of working hours, we probably will not be able to communicate with the person notifying us of the problem until the next working day.

3 Questions and Comments

Please refer all questions and comments about this agreement and Information Technology's level of service in general to David Whisnant (Olin 211C, ext. 4294, whisnantdm@wofford.edu)