Service Level Agreement (SLA)

ITS – Incident Management and Standard Service Requests

Version 1.3
12/03/2013
1. Overview and Purpose

The purpose of the Incident Management: Communication and Classification Service Level Agreement (SLA) is to support high quality customer service by clearly establishing the methods of communication between ITS and the Campus Community. This document also addresses how ITS prioritizes customer requests.

We strive to respond quickly and accurately to all customer requests, and to maintain a proactive approach regarding communication of IT service statuses.
2. Service Description

2.1. Service Scope
The Incident Management: Communication and Classification SLA:

- Defines work requests that are classified as *Incidents or Standard services requests* by ITS.
- Defines hours of availability of ITS.
- Defines methods of contact to report an incident or issue a service request:
  - How do I communicate with ITS?
  - How will ITS communicate with me?
- Defines the Incident/Standard Service Request classification method used by ITS.
- Defines Target Response including timeframe.
- Defines Target Resolution including timeframe.
- Defines Incident/Standard Service Request closure procedure.
- Provides information on how to check the status of major services and systems.

2.2. Assumptions
- This service is provided in adherence to any related policies, processes and procedures.
3. **Roles and Responsibilities**

3.1. **Parties**
The following parties represent the primary stakeholders associated with the Incident Management: Communication and Classification SLA:

Kathy Kral – *Chief Information Officer*
Dr. Don Rice – *Interim Provost, Vice President for Academic Affairs*
Jim Sutherland – *Vice President for Business and Finance*
Dr. Scot Lingrell – *Vice President for Student Affairs and Enrollment Management*
Dr. Bill Estes – *Vice President for University Advancement*

3.2. **ITS Responsibilities**
Responsibilities and/or requirements of ITS in support of the Agreement include:

- Meeting response times associated with the priority assignment to incidents and service requests.
- Meeting resolution times associated with the priority assignment to incidents and service requests.
- Implementing defined process to meet service level commitments.
- Generating quarterly reports on service level performance.
- Notifying customers of all scheduled maintenance and unplanned outages via the ITS Status Page.

3.3. **Customer Responsibilities**
Customer responsibilities and/or requirements in support of this Agreement include:

- Using the defined processes for requesting help and services.
- Responding to inquiries from ITS staff who are resolving incidents and handling service requests.
- Complying with campus policy, available at [http://www.westga.edu/policy/](http://www.westga.edu/policy/) when requesting help and services from ITS. Additional security requirements may be included as part of handling some incidents and standard service requests.
4. How Do I Contact ITS?

4.1. Hours of Operation
ITS regular business hours are Monday – Friday 8:00 AM – 5:00 PM, Eastern Time

ITS extended classroom support hours are Monday-Friday 7:30-8:00 AM, Eastern Time and Monday-Thursday 5:00 pm – 8:00 PM, Eastern Time.

4.1.1. Definitions:
ITS regular business hours – During regular business hours, ITS is fully staffed and engaged in the day to day operations and support of campus technology.

ITS extended classroom support hours - During extended classroom support hours the service desk is staffed and emergency classroom issues (e.g. projector outage, teacher workstation issues) are supported. Non-emergency issues can be reported during this time, but will not be addressed until ITS regular business hours.

4.1.2. Notes:
Exceptions to these hours are University holidays and inclement weather days.

4.2. Contact Methods
ITS provides a wide variety of entry points for our customers to communicate with ITS, however if you need to report an emergency situation, call the ITS Service Desk immediately at 678-836-6587 during ITS regular business hours or extended classroom support hours. If you are experiencing an emergency outside of these hours, contact University Police.

4.2.1. Calling the Service Desk
Customers call the service desk at any time during regular or extended hours to request support or report an issue at 678-839-6587. ITS will attempt to resolve your issue over the phone, if your issue cannot be resolved, an incident request (ticket) will be opened in your name and assigned to the appropriate support area.

4.2.2. E-mailing the Service Desk
Customers can e-mail ITS 24 hours a day/ 7 days a week at servicedesk@westga.edu. This address is checked throughout the day during ITS regular business hours.

4.2.3. In-Person
Customers can issue requests in person in Cobb Hall on the 2nd Floor – ITS lobby during regular business hours.
5. How will ITS communicate with me?

5.1. Service Desk Automated Communication
The service desk software used by ITS has automated communication tools in place that initiates customer contact when an incident request (ticket) is submitted and assigned.

While the incident request is being attended to, ITS may request more information from the user via the automated communication tool.

Upon completion of work, a message will be automatically generated notifying the user that the work has been completed. If an issue is not resolved to the user’s satisfaction, the incident can be reopened by replying to the resolution message.

After an incident has been in a resolved state for three business days, it will automatically shift the request into a closed state and a survey will be delivered to the customer soliciting feedback.

5.2. Service Status Communication
The status of all major services and systems can always be found at [http://status.westga.edu](http://status.westga.edu).

5.3. ITS Staff Communication
ITS’s incident management system keeps a record of our customers contact information; this includes our customer’s phone number and e-mail address. In the event that an attendant or technician needs to communicate directly with a user, these channels will be used.
6. What Can I Expect from ITS?
When you request support, ITS establishes the priority of the case, assigns the request to the best available staff member to assist you, then resolves the request based on target response and resolution times for the priority.

6.1. How Does ITS Prioritize my Request?

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent/Emergency</td>
<td>A request is categorized as Emergency under the following circumstances:</td>
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<tr>
<td></td>
<td>• A localized or pervasive(campus wide) critical operation is stopped, or</td>
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<td></td>
<td>• An incident is preventing multiple teaching or business processes from</td>
</tr>
<tr>
<td></td>
<td>being executed campus wide.</td>
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<td></td>
<td>Examples include: Classroom Technology down, Building network connectivity</td>
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<tr>
<td></td>
<td>down.</td>
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<tr>
<td>High</td>
<td>A request is categorized as High under the following circumstances:</td>
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<td></td>
<td>• A campus wide service is slowed significantly.</td>
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<td></td>
<td>• A campus wide teaching/business process is stopped entirely.</td>
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<tr>
<td></td>
<td>• An incident is preventing multiple teaching/business processes form being</td>
</tr>
<tr>
<td></td>
<td>executed in a localized area, or for an individual.</td>
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<td></td>
<td>• A critical service has been stopped for an individual</td>
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<tr>
<td></td>
<td>Examples include: Audio issues in a classroom, major system (e.g. email)</td>
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<td></td>
<td>slow campus wide, localized network connectivity issues.</td>
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<tr>
<td>Medium</td>
<td>A request is categorized as Medium under the following circumstances:</td>
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<td></td>
<td>• A work around is available but the incident is having campus wide impact.</td>
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<td></td>
<td>• A localized service is slowed significantly or localized a teaching/business</td>
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<tr>
<td></td>
<td>process has been stopped.</td>
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<td></td>
<td>• An incident has stopped a teaching/business process for an individual.</td>
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<tr>
<td></td>
<td>Examples include: Service/System inaccessible under normal means, no dial</td>
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<tr>
<td></td>
<td>tone on phone, workstation locking up.</td>
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<tr>
<td>Normal</td>
<td>A request is categorized as Normal under the following circumstances:</td>
</tr>
<tr>
<td></td>
<td>• A work around is available, but an incident is having a localized or</td>
</tr>
<tr>
<td></td>
<td>individual impact.</td>
</tr>
<tr>
<td></td>
<td>• A service has been slowed significantly for an individual.</td>
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<td></td>
<td>Examples include: New computer setups, print services interruptions, slow</td>
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<td></td>
<td>individual email account.</td>
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</tbody>
</table>

6.2. Target Response and Resolution Times
Mission Critical cases (as defined by ITS Disaster Response and Recovery Planning) are treated on a case by case basis but are typically handled 24 hours a day, 7 days a week. All other target times outlined in the table below are based on ITS regular business hours (8:00am-5:00pm).

<table>
<thead>
<tr>
<th>Priority</th>
<th>Urgent/Emergency</th>
<th>High</th>
<th>Medium</th>
<th>Normal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target Response</td>
<td>15 minutes</td>
<td>1 business hour</td>
<td>4 business hours</td>
<td>8 business hours</td>
</tr>
<tr>
<td>Target Resolution</td>
<td>Continuous work until resolved</td>
<td>4 business hours</td>
<td>8 business hours</td>
<td>32 business hours</td>
</tr>
</tbody>
</table>
7. How Will I Know When My Issue is Resolved?
In most cases, the technician assigned to your issue will work with you to reach a mutually agreed upon resolution. In some cases, the customer may be unavailable for discussion of the resolution. At a minimum, ITS will always notify you via the Service Desk automated system that your issue has been resolved. If you feel that your issue has not been resolved, simply reply to the resolution message with a short description of the problem you are still having and the ticket will be automatically reopened.

7.1. Solution and Closure Procedure

- **ITS Staff**: Provides a solution for customer support request
- **Service Desk**: Automatically contacts customer with resolution

**Customer Satisfied?**

- **Yes**: Request moves to closed status and customer receives satisfaction survey
- **No**: Request moves back to open status and is assigned for further analysis and resolution
8. How Do I Check the Status of a Major Service or System?

8.1. ITS Service Status Website
All major ITS services and systems are listed on ITS’s status page: http://status.westga.edu

This site lists the status of our key services and any announcements related to those systems. If a major system or service is slow or down - relevant, up to date information can be found here.

8.2. ITS Maintenance Schedule
ITS reserves Sundays from 7:00 am to 11:00 am EST as a standing maintenance window for regularly scheduled maintenance to our systems and services. ITS will notify the campus in advance whenever we intend to use this maintenance window.

The Schedule for ITS Maintenance is also located on ITS’s status page: http://status.westga.edu under the “Links” side bar. To access the schedule click on “Maintenance Calendars”

Any planned outages or service interruptions will be listed in advance on this calendar. They will also be announced via the campus Daily Report and other standard communication channels (All-Faculty, All-Staff listservs) as necessary.

8.3. ITS Service Information Message
If ITS is experiencing any service delays or interruptions, you can obtain a status update by calling the service desk at 678-839-6587 and selecting menu option 2.

9. Reporting and Reviewing

9.1. Performance Reporting
Quarterly performance reports will be published for review.

- Target Response Time Goal
  - Critical: 85%
  - High: 90%
  - Medium: 90%
  - Normal: 95%
- Target Resolution Time Goal:
  - Critical: 70%
  - High: 75%
  - Medium: 80%
  - Normal: 90%

9.2. SLA Reviews
The Document Owner is responsible for facilitating annual reviews of this document as well as amendments as needed. This document may be amended provided mutual agreement is obtained
from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements/approvals as required.

- **Document Owner**: Blake Adams – Director of User Services, ITS  
  Previous Review Date: 7/19/2011  
  Next Review Date: 10/2014

- **Document Revision History**

<table>
<thead>
<tr>
<th>Date</th>
<th>Revision Summary</th>
<th>Revision Type</th>
<th>Revision Author(s)</th>
<th>Revision #</th>
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<td>2009</td>
<td>SLG Drafted</td>
<td>Creation</td>
<td>BAdams</td>
<td>0</td>
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<tr>
<td>7/19/2011</td>
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<td>Revision</td>
<td>BAdams, KKral</td>
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<td>Converted from SLG to SLA</td>
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<td>Exec Team</td>
<td>BAdams, BHenderson, HRussell, KKral</td>
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Signed by:

_______________________________  Date:_______________________________  
Dr. Don Rice,  
*Interim Provost, Vice President for Academic Affairs*

_______________________________  Date:_______________________________  
Jim Sutherland,  
*Vice President for Business and Finance*

_______________________________  Date:_______________________________  
Dr. Scot Lingrell,  
*Vice President for Student Affairs and Enrollment Management*

_______________________________  Date:_______________________________  
Dr. Bill Estes,  
*Vice President for University Advancement*

_______________________________  Date:_______________________________  
Kathy Kral,  
*Chief Information Officer*