



## Service Level Agreement - Helpdesk

### 1.1 Purpose of the Service Level Agreement (SLA)

The purpose of this Service Level Agreement (SLA) is to provide a clear explanation of the guidelines for support provided by the Institutional Technology Helpdesk team to Napa Valley College (NVC) students, faculty, and staff (**hereinafter referred to as the end user**), and to establish expectations for timely response to **end user requests for support and resolution of outstanding technical and equipment issues**. This agreement establishes the level of technical support provided by the Institutional Technology Helpdesk of Napa Valley College. It identifies the roles and responsibilities of both Institutional Technology Helpdesk staff and Napa Valley College with the goal of improving the services offered. **As an educational institution that supports and prioritizes student learning the Institutional Technology Helpdesk seeks to provide support and resolution to immediate classroom technology issues so that there is limited impact on said learning and strives to prioritize those requests as reflected in our response and resolution times.** Any questions regarding this Service Level Agreement should be directed to the Director of Institutional Technology at 707-256-7542.

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### 2.0 Scope of this Service Level Agreement

Institutional Technology Helpdesk is tasked with providing timely responses to:

- Technology support for Napa Valley College
- Maintenance of campus technology standards
- Assistance with technology procurements
- Technology-enhanced classrooms, labs, and conference rooms
- Fully-equipped 'smart' classrooms
- Distance learning classrooms

Institutional Technology Helpdesk is also tasked with providing event support for the following types of events:

- Academic special events
- On-campus events
- Off-campus sanctioned events

### 3.0 Support Requests Covered Under this Service Level Agreement

#### 3.1 Classroom Support Requests

- Training on system controls
- Calls addressing technical or equipment issues
- Routine preventive maintenance of equipment
- Equipment replacement and repair

#### 3.2 Administrative Support Requests

- Training on system controls



- Calls addressing technical or equipment issues
- Routine preventive maintenance of equipment
- Training on the operation of District-owned equipment
- Operation of District-owned equipment, as requested
- Equipment replacement and repair

**3.3 Institutional Technology Helpdesk Maintenance Responsibilities**

- Provide preventive maintenance including cleaning of projector filters and lamp replacement
- Replace classroom-installed projectors as part of technology refresh
- Upgrade/replace older/non-working equipment
- Schedule Audio/Visual (AV) vendors/technicians to address classroom equipment issues, as needed

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**4.0 Technology Procurements**

- Ensure request meet campus standards
- Maintain relations/contact with vendors
- Maintain established timelines
- Schedule AV vendors/technicians to address classroom equipment issues, as needed

<u>Procurement Request</u>	<u>Resolution Time</u>
Department request	1 to 3 days
Inform departments of equipment arrivals	1 to 3 days

**Video Production Services**

Video recording services are available for academic events during normal business hours. Requests by faculty and staff for recording of on-campus events will be honored based on the availability of Institutional Technology Helpdesk technician.

**5.0 Helpdesk support hours**

Institutional Technology Helpdesk offers support during its normal business hours, which are 8:00am – 5:00pm, Monday – Friday.

**5.1 Response Times**

Institutional Technology Helpdesk strives to respond to support requests the same business day that they are received, whether they are submitted online via [support@napavalley.edu](mailto:support@napavalley.edu) or made by calling Institutional Technology Helpdesk (ext., 7550).

Requests are entered into the ticketing system and given an “Impact Level” to describe the severity of the problem.

<u>Impact Level</u>	<u>Target Response Time*</u>	<u>Example(s)/Decision Factors</u>
Emergency	< 30 minutes	Critical system is down; Little to no functionality;



		No workaround; Data corrupted; Many users affected; Regulatory or legal implications; Classroom session interrupted;
High	1-4 hours	Functionality severely restricted; No workaround; Several users affected;
Medium	4 - 48 hours	Basic functionality with some restrictions; Workaround available; One or more users affected;
Low	24 - 72 hours	Minor problem; Functionality unaffected; Cosmetic issue or annoyance; Training requests;

\* - Main Napa campus only.

The actual response time also takes into consideration the type of request using the Request Resolution Time table as well as the prioritization of multiple reported issues.

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Automated confirmation emails from the Helpdesk ticketing system are sent immediately upon receipt of issue, but do not constitute a response in the context of response times. Official responses for the purposes of time tracking are direct communications from assigned IT Helpdesk staff delivered via phone, email, or in person.

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### 5.2 Request Resolution Time

The table lists the different categories of incident requests that are submitted. These categories are aligned with estimated resolution times.

These are target time frames that can be affected by the following factors:

- Contact with the end user
- The availability of hardware or software resources
- The involvement of outside vendor support

Request	Resolution Time
Classroom/Faculty/Staff support	Same Business Day
Maintenance/room availability	1 – 2 Business Days
Special Equipment/Staffing request	5 – 10 Business Days
Events	10 – 15 Business Days
Office moves	10 to 25 days

If an issue is not being resolved in a satisfactory manner or is not being resolved in a manner that meets the Service Level Agreement outlined in this document, the issue should be elevated to the Director of Institutional Technology.

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Requests that directly pertain to strategic priorities of Napa Valley College or impact business-critical functions should be escalated.

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**5.3 Response Time Expectations for Support Requests Covered Under this Service Level Agreement**

Institutional Technology Helpdesk strives to respond to support requests; however, it is imperative the client make the support request with enough time to allow Institutional Technology Helpdesk staff adequate time to respond.

The Director of Institutional Technology reserves the right to deny requests. At any time that the requestor of support services feels their request has not been addressed in a timely or satisfactory manner, the requestor is strongly encouraged to contact the Director of Institutional Technology. If not available, or if the requestor feels his/her concerns have not been addressed in a timely or satisfactory manner, the requestor may elevate their concerns to the Vice President of Administrative Services.

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**5.4 Exceptions**

Due to the volume of calls during the opening three weeks of the spring and fall academic terms, during final examinations, and in other periods of peak volume, response times may be longer than normal. The Institutional Technology Helpdesk staff will inform end users if such an exception is necessary.

**6.0 Responsibilities Related to this Service Level Agreement**

The primary goal of the Institutional Technology Helpdesk is to serve the academic interests of Napa Valley College.

Non-academic events must be scheduled through the facilities. Audio/Visual (A/V) support services for non-academic events are billable to external groups, based on time, materials, and scope of work.

**6.1 Training and Planning**

Training is essential to the effective use of technology. Users should become familiar with equipment before use. Training opportunities for faculty members are available by appointment.

**6.2 Access to Office Technology**

In the course of responding to incident requests or as part of regular maintenance work on technology equipment, Helpdesk staff may be required to enter staff offices and access equipment or infrastructure. When such access is necessary, the following guidelines are to be followed:

- When possible, advance notice to individuals or departments/areas will be given that an IT Helpdesk staff will be entering a space to perform a necessary job function related to technology support.



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- The expectation of advance notice should be directly correlated to the impact level and response time of an issue and may not be possible in the case of emergency or high level support needs.
- IT Helpdesk staff are required to carry and provide identification upon request. Failure to provide valid identification should result in immediate notification to the IT main phone line for confirmation of work authorization and employment.
- In the case of student workers employed by the IT department, no student worker should have access to an individual or area offices without being accompanied by a full-time IT Helpdesk staff member.
- Independent contractors employed by the District to install or provide service to technology within individual offices should be accompanied by IT Helpdesk staff to gain initial access and should provide advance notice similar to or via IT Helpdesk staff.

#### 7.0 Changes to this Service Level Agreement

These guidelines for classroom and event support will be reviewed on an annual basis by the Director of Institutional Technology in consultation with the District Technology Committee. If significant changes to these guidelines are necessary, these changes will be communicated to Napa Valley College.

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