

## **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, and to establish expectations for timely response to customer 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. Any questions regarding this Service Level Agreement should be directed to the Director, Institutional Technology at 707-256-7542.

This Service Level Agreement establishes guidelines for support provided by the Institutional Technology Helpdesk to Napa Valley College Students, Faculty, and Staff.

### **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, to include cleaning of projector filters and lamp replacement
- Replace classroom-installed projectors as part of technology refresh
- Upgrade/replace older/non-working equipment
- Schedule AV vendors/technicians to address classroom equipment issues, as needed

**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.

By default, the response time is estimated using the Request Resolution Time table.

**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

<b>Request</b>	<b>Resolution Time</b>
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 escalated to the Director, Institutional Technology.

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

**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, Institutional Technology reserves the right to deny requests. At any time, 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, 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 escalate their concerns to the Vice President, Administrative Services.

**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. 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 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.

### **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, 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.