

Network and Workstation Service Level Agreement

This Service Level Agreement (SLA) covers network and workstation access.

Customers

College faculty, staff and students.

Mission

Eastern Shore Community College's computing and communications environment will support the information technology resources required to fulfill the college's mission. The information technology environment utilizes cost-effective, proven technology.

Services Covered

The ESCC IT Department will provide network and operations support, Help Desk support, troubleshooting personal computer workstations, and peripherals to include their installation and repair, vendor management, and modification and maintenance of the network infrastructure.

Service Goals

Manage technology resources to maintain a 98% availability of college hardware and software systems during coverage hours. (This 98% availability applies to all components housed within and under the direct control of Eastern Shore Community College. Outages of VCCS Enterprise Services based resources - e.g., PeopleSoft, mainframe applications, e-mail servers, and voice mail services - are beyond immediate college management control and are not covered in this agreement.)

Contacts

Student Help Desk - (757) 789-1771, Malcolm White, mwhite@es.vccs.edu
Faculty/Staff Help Desk – (757) 789-1788, Jay Welch, fwelch@es.vccs.edu
Network Operations - (757) 789-1770, Cindy Hodges, chodges@es.vccs.edu

College Help Desk E-mail – helpdesk@es.vccs.edu

Hours of Support

Coverage Hours:

The IT Department offers support during the normal working hours of 8 a.m. – 5:00 p.m. Monday through Friday. After hours **emergency** support is provided by the Client Services group in Richmond if an issue exists for a VCCS enterprise level resource. Non-emergency items may be submitted in writing via a support request form or email or by means of a voice mail message for the ESCC IT Department to handle on the next business day.

Environments Supported

All personal computer workstations and peripherals that were purchased with prior approval of the ESCC IT Department.

All telecommunications and network equipment supported by the ESCC IT Department.

All software applications, databases and file server components under prior approval of the ESCC IT Department and/or the VCCS.

Method for Requesting Services

In order for the IT Department to meet the needs of all users, all problem reports, computer related questions, requests for computer services, etc., must be directed to the appropriate Help Desk. Please refer to the contact information given above or e-mail the college's general Help Desk at helpdesk@es.vccs.edu. If possible, the first level Help Desk technician that receives your call will handle the request. If additional information or assistance is needed, an IssueTrak service ticket will be opened and escalated to the appropriate VCCS support personnel.

Support Levels

Level-1 ESCC Help Desk Support

Level-2 VCCS Client Services Support

Level-3 Vendor Support

Web Support

http://es.vccs.edu/computer_services/help_desk.html

E-mail Support

helpdesk@es.vccs.edu - for problem reporting, inquiries, and requests

Network and Workstation Services

Level One Services

Services in Level One would include all workstations, peripherals and software applications that perform mission critical functions and are widely used by the entire campus community. The IT Department will attempt to have multiple personnel trained in order to offer the depth of support required even under adverse conditions.

Applications: (listed alphabetically)

Adobe Acrobat Reader (PDF document reader)

Blackboard

Hummingbird HostExplorer (allows mainframe access)

Microsoft Internet Explorer (Internet browser)
Microsoft Office 2003 – Word, Excel, Access, PowerPoint, Outlook
Microsoft Office 2007 – Word, Excel, Access, PowerPoint, Outlook
PeopleSoft SIS and AIS (Web Client)
RPM (used by some users for mainframe printing)
Mirapoint email (used to access E-mail by students and by college personnel when off campus)
Microsoft Windows XP
Microsoft Windows Vista
Virus Scanning Software

Hardware components operational allowing:

Local server connectivity (Microsoft)
Internet connectivity for mission critical applications
Ability to run Level One Applications
Ability to print

Level One Resolution:

Level-1 Support Cycle Time
75% resolved at initial request
75% resolved or assigned < 2 hours

Some applications and hardware that are necessary for departments to perform specific mission critical duties, but not widely used by the entire campus will be supported in addition to the applications listed above. Limited expertise can be provided. The IT staff will attempt to assist to the best of its ability and according to the level of local resources available. No guarantee exists that all applications and hardware can be supported locally.

Level Two Support:

In the event that local IT staff cannot resolve the customer's issue within the time frame allotted for level one support or because it falls outside the realm of local resources, the problem will be submitted via IssueTrak for resolution by Client Services or for eventual escalation to level three.

Level Three Support:

This level of support is reserved for those issues that cannot be resolved by VCCS Client Services within a reasonable time frame or because it falls outside the responsibility of the VCCS. In a few cases, the IT staff may contact the vendor directly, especially when a service contract exists.

Customer Satisfaction

Customers will be surveyed periodically.