



Eastern Shore Community College (ESCC)

Information Technology Services (ITS)

Service Level Agreement: [Network Management/System Servers/Telecommunications](#)

Customers

ESCC faculty, staff, administrators, and students.

Mission

Eastern Shore Community College, Information Technology Services Center (ITSC), provides access to Local Area Network (LAN) and Wide Area Network (WAN) services to its customers.

Locations

Eastern Shore Community College
29300 Lankford Highway, Melfa, VA 23410

Contact

Help Desk, ithelpdesk@es.vccs.edu
Telephone: 757-789-1771 or 757-789-1788
Emergency: 757-387-2010 or 757-710-5590

Services Covered

All Eastern Shore Community College owned/managed network and wireless devices.

Service Goals

- Provide network services that are uninterrupted 99% of the time
- All non-emergency maintenance will take place after 10 pm or during times the college is closed.
- Respond to all LAN/WAN, system server, and telecommunications related issues within 2 hours during business hours with a maximum resolution time of 48 hours. All Non-critical outages that take place outside of hours of operation responded to next business day. All critical outages outside of hours of operation responded to within 2-hours. Resources not directly managed by Eastern Shore Community College fall outside the scope of this document.

Hours of Support

Monday-Friday, 8 am to 5 pm
Emergency Support: 24X7X365

Emergency support is defined as an outage impacting a large number of users or services, e.g., building down, site down, IT HVAC issue, or system server service affecting a large number of users.



Environments Supported

Eastern Shore Community College owned/managed network and wireless devices.

Service Metrics

Complete all user requests in a timely manner.