

NETWORK & WORKSTATION SERVICE LEVEL AGREEMENT

This Service Level Agreement (SLA) covers Network and Workstation Services

Customers

College faculty, staff and students.

Mission

To support an integrated, stable, reliable, technologically advanced local area network that provides and supports improved access, administration, information, and technical services for faculty, staff and students.

Services Covered

Technical Services (TS) will provide network and operations support, Help Desk support, troubleshooting microcomputer workstations and peripherals to include their installation and repair, vendor management, and modification and maintenance of the network infrastructure hardware and software components.

Service Goals

Manage technology resources to maintain a 98% availability of TS hardware and software systems during scheduled hours. (This 98% availability applies to all components housed within and under the direct control of TS at Virginia Western Community College. Outages of VCCS Information Technology Services based resources - e.g., PeopleSoft, mainframe (FRS, CIPPS, GARS, FAIS, etc.)

Contacts

Help Desk - (540) 863-2911
Manager, Help Desk - (540) 863-2833
Director, Technical Services – (540) 863-2832
E-mail – <mailto:helpdesk@dslcc.edu>
Fax - (540) 863-2915

Hours of Support

Coverage Hours:

Technical Support Services offers support during the normal working hours of 8 a.m. – 7 p.m. Monday through Thursday and 8 a.m. – 3:30 p.m.. Calls/E-mails received after these hours will be returned/responded to no later than the next business day.

Environments Supported

All microcomputer workstations and peripherals that were purchased with prior approval of TS. Workstations originally purchased as standalone machines that do not conform to the published workstation standards will remain standalone.

All telecommunications and network equipment supported by TS.

All software applications, databases and file server components under direct control of TS.

Method for Requesting Services

In order for TS to meet the needs of all users, all problem reports, computer related questions, requests for computer services, etc., must be directed to the Help Desk. You may either contact us by calling (540) 863-2911 or using E-mail at <mailto:helpdesk@dslcc.edu>. If possible, the first level Help Desk technician that receives your call will handle your request. If additional information or assistance is needed, a TS service ticket will be opened and escalated to the appropriate support personnel.

Support Levels

Level-1 Help Desk Support Technician
Level-2 Client Media Support Technician or appropriate personnel
Level-3 Network Support, Applications Support, or Media Support Specialists or appropriate personnel
Level-4 VCCS Client Services, Vendor Technician/Engineer or appropriate personnel

Web Support

Technical Services -
<http://www.dslcc.edu/VPFAS/techsupport/index.htm>

E-mail Support

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

NETWORK AND WORKSTATION SERVICES

Tier One Services– Services in Tier One would include all workstations, peripherals and software applications that perform mission critical functions and are widely used by the entire campus community. TS will have multiple personnel thoroughly trained (usually three deep) in order to offer the depth of support required even under adverse conditions.

Applications: (listed alphabetically)

Adobe Acrobat Reader (PDF document reader)
Hummingbird HostExplorer (allows mainframe access) Internet Explorer
(Internet browser)
Symantec Anti Virus
MS Office 2003/2007 – Word, Excel, FrontPage
PeopleSoft
MS Outlook (for E-mail)
RPM 2.1 or later (used by some users for mainframe printing) Outlook Web Access
(used to access E-mail when off campus) Windows XP/Vista (operating system)
Mirapoint (VCCS Student E-mail)

Hardware components operational allowing:

Local server connectivity (Windows 2003 and PeopleSoft App Server) Internet connectivity for
mission critical applications
Ability to run Tier One Applications
Ability to print to a networked printer

Tier One Support:

Level-1 Cycle Time	75% resolved at initial call 75% resolved or assigned < 2 hours
Level-2 Cycle Time	50% resolved within 4 hours of assignment 75% evaluated, prioritized, or resolved within 8 hours of assignment
Level-3 Cycle Time	75% resolved within 4 hours of assignment 75% resolved within 8 hours of assignment 75% resolved within 48 hours of assignment
Level – 4 Cycle Time	

Tier Two Services– Applications and hardware that are necessary for departments to perform specific mission critical duties, but are not widely used by the entire campus. Limited expertise can be provided. Depth of expertise is usually limited to one or possibly two TS personnel. Assistance in working with user and vendor technical support can be provided as needed.

Applications: (listed alphabetically)

Adobe Writer (PDF document writer)
Blumen (used by Talent Search and A Center)
FAFSA (Free Application for Federal Student Aid Web form)
Compass
Illuminate

MathType
 Minitab (Math program)
 Peachtree (accounting software used by Business Office)
 MS Office 2003/2007 – Access, PowerPoint, Publisher, Sage
 Paradigm (used by Educational Foundation)
 VUE Testing

Hardware components operational allowing:

Local server connectivity (Windows 2003 and PeopleSoft App Server)
 Internet connectivity
 Ability to run Tier Two Applications

Tier Two Support:

Level-1 Cycle Time	75% resolved or assigned < 2 hours
Level-2 Cycle Time	50% resolved within 8 hours of assignment 75% evaluated, prioritized, or resolved within 24 hours of assignment
Level-3 Cycle Time	75% resolved within 8 hours of assignment 75% resolved within 24 hours of assignment 75% resolved within 36 hours of assignment
Level-4 Cycle Time	

Tier Three Services– Applications and hardware that some departments/personnel use to perform certain duties. Under some conditions, the college may offer and support a similar package in higher tier levels, but a different package is preferred by the user and installed at their own risk. Primary support for these applications/hardware is the responsibility of the person using/owning them. Adhering to manufacturer’s licensing agreement is also the responsibility of the installer. These applications will also have to be re-installed if and when the client’s PC is reimaged by TS.

Applications: (listed alphabetically)

ALEPH (library automation system)
 Adobe Photoshop (desktop publishing)
 AOL, MSN and other Internet access programs
 Home installations (software checked out from TS)
 Linux (operating system)
 Macromedia Studio
 Outside Groups who reserve DSLCC classrooms for software seminars
 Real Player (audio player)

Hardware components considered in Tier Three:

Campus PCs purchased as standalone PCs – supported by department in which PC resides

Home PCs – supported by owner of PC
Hardware components that are not within the supported TS standard
Hardware components purchased without TS approval

Tier Three Support:

Level-1 Cycle Time	75% resolved or assigned within 2 days of call
Level-2 Cycle Time	50% resolved within 7 days of assignment 75% evaluated, prioritized, or resolved within 10 days of assignment
Level-3 Cycle Time	75% resolved within 7 days of assignment 75% resolved within 10 days of assignment 75% resolved within 14 days of assignment
Level-4 Cycle Time	

Customer Satisfaction

Customers will be surveyed on a periodic basis through the Quality Assurance Program.

Last modified on 4/10/2007