



DABNEY S. LANCASTER
COMMUNITY COLLEGE

DSLCC Technical Services Department

Service Level Agreement

This SLA covers Help Desk, Network, Server, and Workstation services.

Customer Base:

Dabney S. Lancaster Community College Faculty, Staff and Students

Contact Information:

Faculty/Staff and Students should contact the Technical Services Help Desk phone line for assistance.

Technical Services Help Desk: Phone: (540) 863-2911

E-mail: helpdesk@dslcc.edu

CIO (Director), Technical Services: Phone: (540) 863-2905

Coverage Hours:

Technical Services offer support to Faculty/Staff and Students as follows:

- Monday-Thursday 8:00am-6:00pm
- Friday 8:00am-3:30pm

Summer Hours are as follows:

- Monday-Thursday 8:00am-5:00pm
- Friday 8:00am-12:00pm

Mission/Service Goal:

Dabney S. Lancaster Community College's computing and communications environment will support the information technology requirements related to the College's mission and the attainment of its goals. This will be accomplished through the use of a compatible information technology environment that utilizes proven technology and is cost effective.

Our goal is to 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 the DSLCC Technical Services Department. Outages of VCCS Information Technology Services (ITS) based resources - e.g., PeopleSoft, Blackboard, Google Apps, AIS, and E-mail servers- are beyond immediate Technical Services management control and are not covered in this agreement.)

Services Covered:

The DSLCC Technical Services Department Will provide:

1. Network and Operations Support,
2. Server and Operations Support,
3. Help Desk Support,
4. Installation and Repair,
5. Vendor Management, and
6. Modification and Maintenance of the Network and Server Infrastructure.

Environments Supported:

All computers and peripherals that were purchased with the approval of the Technical Services Department are supported. Computers originally purchased as standalone machines that do not conform to the published standards will remain standalone.

All telecommunications and network equipment are supported by the Technical Services Department.

All software applications, databases and file server components that have been installed by the Technical Services Department.

Method for Requesting Services:

Faculty/Staff and Students

In order for Technical Services 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 contact us by calling (540) 863-2911 or by emailing helpdesk@dslcc.edu If possible, the Help Desk Technician that receives your call will handle your request. If additional information or assistance is needed, a Technical Services Department ticket will be opened and escalated to the appropriate support personnel.

Support Levels:

- Tier-1 Help Desk Support
- Tier-2 Desktop Support
- Tier-3 Network/Server Support

Customer Satisfaction:

Customers are given an opportunity to complete a survey when their ticket is resolved. The link to the survey will be included in an e-mail notification from the ticketing software.