
INFORMATION TECHNOLOGY SERVICE LEVEL AGREEMENT

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SERVICE LEVEL AGREEMENT

This Service Level Agreement (SLA) is a formal document for the provision of technical support services between:

Information Technology and its Clients

Clients include students, employees, official JCC partners and endorsed events

Use of institutional information technology resources implies acceptance of operational guidelines within the Service Level Agreement and its related policies. All information technology users are responsible for becoming familiar with technology service and use documents.

OBJECTIVE

The purpose of the SLA is to establish a standard procedure for all work requests and to document expectations of two-way accountability. The SLA and its associated documents will provide a clear understanding of the commitments required by Information Technology and its clients. Following these service procedures will provide the most efficient handling of technical work requests.

POLICY

Service Level Agreement

The SLA applies to any person using JCC's information technology resources at any site. The SLA applies to all hardware, software and network technical work requests. Work requests must be initiated through the JCC Solution Center. Central processing allows work requests to be prioritized, assigned, tracked, and escalated, based on priority.

Hardware

Hardware policies and procedures are designed to provide optimal service to all clients in a cost-effective manner. Please refer to JCC Hardware Policy. A list of supported hardware is also available.

Software

Software policies and procedures are designed to provide optimal service to all clients in a cost-effective manner and in compliance with all regulations and laws. Please refer to JCC Software Policy, JCC Responsible Use Policy, and US Copyright law. A list of supported software is also available.

Network

Information Technology clients have a variety of network resources. Please refer to JCC Electronic Accounts Policy for details.

SERVICES

Information Technology provides service and support of:

- wired and wireless data, voice, and video infrastructure systems
- individually tailored network accounts
- web development and publishing tools
- network devices (servers, switches, routers and hubs)
- electronic mail
- administrative computing tools for student, personnel, and financial processing
- fiscal planning for computer lab, classroom, staff and adjunct faculty office computer purchases
- standard computing and printing hardware
- standard software and software license monitoring
- centralized ordering authority for hardware and software
- audio visual equipment
- computers, peripherals, audio visual equipment inventory
- computer access to JCC students to complete coursework
- computer access to JCC employees to complete work
- centralized systems to monitor and resolve work requests
- student and employee support of information technology resources
- identification of college-wide technical training needs
- college wide technical training and new employee technical training

SUPPORT

JCC Solution Center

The JCC Solution Center provides first level technical support and technical work request management. Using Network Associate's Magic Help Desk software, Information Technology personnel log all technical work requests into the technical support database. All work requests require a work request number that can be obtained through the JCC Solution Center. A priority is assigned to schedule technical support. The priority levels and their definitions are listed under **Assigning Work Request Priority**. The JCC Solution Center can then provide reports on areas that require technical attention. These reports provide the college with data for training needs, hardware maintenance, personnel decisions, and the distribution of technical support.

Business Hours of Operation

JCC Solution Center hours of operation are posted outside the JCC Solution Center and on the web. JCC Solution Center hours are subject to change, please check hours posted. Due to the nature of Information Technology services (server maintenance, system upgrades, etc.) computer technician hours vary based on system requirements.

After Hours Support

After hours support for classes is available by calling the open computer labs during computer lab hours or paging 517-534-0268.

Essential Services

Work outside of scheduled business hours is determined by priority level.

Service Interruption

It may be necessary for Information Technology to interrupt technical services for repair or maintenance. Information Technology will notify clients via **e-mail & world wide web** for scheduled service outages. In addition, technical services can be interrupted for numerous reasons including weather emergencies, service provider outage, etc. Urgent notices will be made via **telephone** to the designated College areas below.

Assigned Building	Assigned Area	Phone	Assigned Building	Assigned Area	Phone
Potter Center	Operator	0	Fieldhouse	Building Secretary	8248
	Business Office	8434			
	Financial Aid	8410			
	Registration	8420			
	Cultural Affairs	8400			
	Records	8465			
	Human Resources	8334			
Walker Hall	Computer Lab	8607	Campus Services	Facilities	8681
	LRC	8622		Print Shop	8635
	Building Secretary	8285		Receiving	8329
	Human Resources	8460			
	Foundation	8364			
	Marketing	8172			
Whiting Hall	Audio Visual	8365	Extension Centers	Dahlem	8197
	Computer Lab	8421		Flight	787-7012
	Building Secretary	8207		Hillsdale	8671
		Jackson Downtown		8605	
		Lenawee		8669	
			Space and Science	787-4425	
McDivitt Hall	Computer Lab	8422			
	Building Secretary	8152			

Technical Work Request Initiation

Work requests may be initiated by contacting the JCC Solution Center. See the JCC Solution Center web page for further details. Once a request has been received, priority assignment determines the response by technical support resources.

Client Responsibilities

In order to resolve work requests the JCC Solution Center requires the following information:

- 1 Full name including middle initial
- 2 Phone number or numbers
- 3 Description of the technical problem including complete error messages if applicable
- 4 Location of the technical problem
- 5 JCC tag # of the defective equipment if applicable (equipment without JCC tag # will be checked along with the hardware inventory database to determine support status)
- 6 An indication if a work-around exists
- 7 Institutional processes affected
- 8 Client availability for communication purposes

Work Request Status

Work request status information can be obtained by calling the Solution Center at 796-8639.

Priority Policy

Priority Policy is reviewed annually to ensure technical support needs are addressed at a level consistent with JCC goals and objectives. Completing work requests are handled at the discretion of Information Technology considering staff availability, level of technical difficulty, number of work requests, and client availability.

Exceptions in Work Request Handling

Exceptions in work request handling will be determined on a case-by-case basis between the requestor and the Director of Information Technology.

Problem Resolution

As work requests are resolved the information will be placed in the JCC Solution Center database for future resolution of similar issues.

Work Request Closure Requirements

The work request will be closed when the original work request has been resolved and any follow-ups have been scheduled.

Assigning Work Request Priority

Work request priority assignments are made at the time of the request. Certain requests may require priority adjustments at the discretion of the Information Technology staff. Refer to **Exceptions in Work Request Handling**.

Guidelines used to determine priority assignments include:

- mission critical impact
- alternative tools available
- number of clients served

Priority E: Emergency Status: All needed personnel within Information Technology are expected to work continuously on the problem or coordinate with the service provider responsible for a resolution. Problem is defined as an emergency at the discretion of Information Technology.

Example: Computer classroom, Computer lab, or Extension Center is down and work cannot continue until problem is resolved.

Priority 1: Work request is considered a high priority. Problem affects mission critical systems and is considered a major inconvenience to the institution. Technical staff will discuss possible alternative temporary solutions and assign request to appropriate technical staff. Status of work request can be accessed via the web.

Example: Cashier or Building Secretary station is inoperable and work cannot continue until problem is resolved.

Priority 2: Work request is considered a medium priority. Problem is considered a moderate inconvenience to the institution. Technical staff will discuss possible alternative temporary solutions and assign request to appropriate technical staff. Status of work request can be accessed via the web.

Example: Printer is down in a defined area of use but an alternate printer can be used until problem is resolved.

Priority 3: Work request is considered a low priority. Problem considered a minor inconvenience to the institution. Technical staff will discuss possible alternative temporary solutions and assign request to appropriate technical staff. Status of work request can be accessed via the web.

Example: E-mail is not working at client workstation but client is capable of using e-mail services at other workstations.

Priority 4: Work request is considered of minimal priority. Problem is considered to be a non-inconvenience to the institution and deferred long-term.

Example: Screen saver not working.

Priority Exceptions: accounts (see electronic account process), emergencies and staffing

MISSION STATEMENTS

The SLA is a tool that assists Information Technology and its clients in achieving the goals and objectives supported by Jackson Community College. The mission statement for each is listed.

Jackson Community College

The mission of Jackson Community College is to provide quality learning opportunities for individual growth and community improvement. In fulfilling its mission, Jackson Community College will provide learning opportunities and other programs and services which:

- enable students to transfer college credit and successfully pursue their education at other institutions
- enable students to become employed and advance in a variety of occupations
- enable students to participate successfully in general, occupational or transfer programs
- enable students to take and pass appropriate licensing and/or certification examinations
- enable workers to become or remain productive employees
- assist students in identifying and reaching their educational goals
- support the economic development of individuals and the community
- enrich cultural, avocations and other intellectual interests of individuals and the community

Information Technology

In fulfilling its mission Information Technology will provide guidance, leadership, and support for:

- the integration of information technology and instruction
- the integration of technology and institutional processes
- access to information across campuses
- the creation of environments conducive to learning
- effective use of tools and technology provided by Information Technology
- educational opportunities and information technology services to the community

The JCC Solution Center

The JCC Solution Center is committed to providing a knowledge-based support system to maintain client productivity. In fulfilling its mission the JCC Solution Center will:

- provide the information that assists clients in achieving work goals
- identify the technical knowledge needed to maintain client productivity
- deliver knowledge based support via web, e-mail, walk-in, and telephone
- provide first level technical support
- manage work requests through specialized support staff and software