



The Hotchkiss School Information Technology Services

Service Level Agreement (SLA) with the Hotchkiss Community for Technology User Support

I. Summary

The Hotchkiss Information Technology Services (ITS) Department is committed to providing the best possible service to its customers, the Hotchkiss community. This Service Level Agreement addresses support services provided to the Hotchkiss School community by the ITS Department. Its purpose is to establish standards and accountability for these services. In order to assure the best service possible, both ITS and the user community must understand what procedures to follow, and what to expect from each other. This document describes these procedures and expectations.

A. Services provided

1. This SLA describes ITS's commitment to provide the following services:
 - a) Hardware support for School-owned computers and printers
 - b) Assistance with supported software
 - c) Network services and support
2. The Agreement does not cover non-supported software, staff and faculty personally-owned hardware and software, student-owned hardware and software. See Section II of this document for more information. Users should reference the separate service-level agreement for "Support of Faculty-owned Home Computers."

B. Hours of coverage

The procedures in this Agreement are followed from 8:00 A.M. to 5:00 P.M. Monday through Friday (except on School holidays). For emergency support for urgent issues during non-covered hours, call the Security Switchboard by dialing 0 from the Hotchkiss campus, or at 860-435-2591.

For planned events that will require coverage during non-business hours, please inform the Help Desk in advance (see Section III.A.).

C. Measurement and reporting

1. ITS will provide the following reports in the intervals indicated:

Report	Minimum Reporting Interval	Reporting Method
Major Service Interruptions	On-going	E-mail
Help Desk Activity Statistics	Quarterly	Posting on Intranet Site
Average Uptime for Critical Systems	Quarterly	Posting on Intranet Site

2. The quarterly reports will also be presented verbally to the Information Technology Governance Council (ITGC) at regularly scheduled meetings.

D. Contact information

Name	Title	Email	Telephone Extension
ITS Helpline	N/A	help@hotchkiss.org	4487
Darren Visconti	IT Service Manager	dvisconti@hotchkiss.org	4435
Carolyn Nye	Associate Director of Information Technology Services	cnye@hotchkiss.org	3138
Kevin Warena	ITS Director	kwarenda@hotchkiss.org	4434
For <u>after-hours</u> or <u>weekend emergencies</u> , call the switchboard by dialing 0 from the Hotchkiss campus, or at 860-435-2591. The officer on duty will contact the appropriate ITS representative.			

II. Terms and conditions

A. Agreement period

This Agreement is valid from the effective date below and remains in effect throughout the life span of the services and/or applications supported, unless replaced by an updated document. The most recent revision will always be posted on the Hotchkiss Intranet.

August 20, 2015

B. Agreement review

The Agreement should be reviewed semi-annually. In the absence of the completion of a review, the current Agreement will remain in effect. ITS will incorporate revisions into the Agreement as necessary following reviews. SLA reviews shall be expected in January and June of each year.

C. Trouble report service goals and procedures

- Information Technology Services will use the following guidelines in prioritizing requests and will strive to begin working on the problem within the target timeframe. All times commence immediately upon the proper reporting of the problem, as described in Section IV of this document. Users should determine whether their problem meets the criteria of an emergency, but priority will ultimately be assigned by ITS.

Priority	Criteria	Target Response Time	Target Resolution Time
0 (Classroom Emergency)	Direct interruption of instructional time. A teacher contacts ITS with a problem during class. The teacher considers the problem to have a negative impact on instruction. No other measure of severity is required.	Immediate response (Technician in classroom within 15 minutes if on-site help is needed)	Immediately work on the problem until resolved. Allow classroom instruction to continue as the technical problem is addressed.
1 (Emergency)	Affects more than five individuals; or is mission critical and there is no workaround available. Examples: E-Mail services are not functional; widespread network outage; significant security risk.	Immediate response	Pre-empts all other non-emergency work; an immediate remedy is the goal.
2 (High)	Affects one to five individuals, critical functionality is impacted, no workaround available. Example: Individual's workstation is not functional, and they need it in order to meet a deadline; isolated network problem affecting only a few users.	Initial response within two (2) hours	Pre-empts most other work; remedy within four hours is the goal.
3 (Moderate)	Affects fewer than five people, workarounds available. Example: Can't check e-mail from one computer, but could use WebMail from another computer.	Initial response within four (4) hours	Inserted into queue of existing work; remedy within four business days is the goal.
4 (Low)	Little or no affect on productivity, simple workarounds available, new functionality requests Examples: Problem with PDA, question on non-critical functionality; request for software installations; hardware upgrades.	Initial response within four (4) hours	Added to queue of existing work; remedy within a week or by a scheduled future date is the goal.
5 (Special)	Delayed-schedule issues or situations not accounted for by Priorities 1-4. Examples: Scheduled installation for computers that are on order; large-scale installation of software; repair requiring parts that are backordered; other repair requiring third-party intervention beyond ITS control.	Initial response within one (1) day	Added to queue of existing work; scheduled in advance to be performed once hardware, software, or third-party service is available (if applicable). Goal is to meet agreed-upon schedule.

2. Target Response Time is defined as the time between the proper reporting of the problem and the time that the user is contacted by ITS. ITS's subject matter expert or other knowledgeable staff member will respond to the user's trouble report submitted online through an email via the ticket tracking system, or by telephone, within the times listed. The purpose of the initial response is to acknowledge receipt of the trouble ticket, report resolution of the problem if it has been resolved, or to ask for further information to aid the diagnosis of the problem if it has not. At this time, the ITS representative will discuss with the customer the timeframe for resolution of the issue (if not resolved). This may occur via telephone or email, and may involve automated email from the help request system.
3. A person who has submitted a trouble report and has not been contacted within the intervals listed above should call the Help Desk at x4487. If the response is not satisfactory, the IT Operations Manager should be contacted at x3138. Users will be notified via e-mail automatically about progress by the ticket tracking system.
4. The time required to resolve many trouble reports is difficult to predict. ITS staff, in their response contact with users, might explain the process for addressing the problem that has been reported but might not be able to make an estimate of the time to resolve it. Target Resolution Time denotes the goal for time to resolve the problem to the user's satisfaction. Based on workload and complexity of the problem, resolution time may not be met. However, in such a case, ITS will communicate with the user regarding scheduling.
5. In order for any target response or resolution times to be applicable, the user must follow proper procedures in requesting help. No commitment or guarantee is made regarding requests received by other means. Directly approaching a member of ITS or calling a staff member's direct extension to describe the problem is not considered adequate reporting.

D. Services provided

1. Supported hardware consists of School-owned computers and printers of various makes and models—as long as they have been purchased under School standards and procedures.
2. The software supported consists of: Windows (2000/XP) and Macintosh (OS 9, OS X), Microsoft Office, Microsoft Internet Explorer, Mozilla Firefox, Minerva, Raiser's Edge, Great Plains, OneCard, Footprints, and other software purchased through the approved process. Refer to the Hotchkiss Intranet under the "Academic Resources" tab in Blue Board for an exhaustive list of supported software. Beta test or non-commercial software versions cannot be supported.
3. ITS may not be able to support questions regarding the use of software, but will work to ensure that it is functional. Vendor support may be required, and the user may need to assist in arranging such support. If a user is not experienced in the use of a software package, that user should ensure that they have appropriate training and/or vendor support.
4. Desktop services covered are: software installation/upgrades, network connectivity, recommendations for new hardware/software purchases.

E. Services excluded

1. Trouble-shooting and repair of personally owned hardware.
2. Assistance with software not specified by this Agreement.
3. Support otherwise provided by a vendor.
4. Assistance with academic or business tasks involving supported software. Support is limited to assistance with technical problems, as distinct from functional problems.
5. Assistance for telephones is provided by the Plant Department. Call x3139.
6. Assistance for copiers is provided through the Purchasing Department. Call x3279.

F. After-hours coverage

After normal business hours (8:00 am – 5:00 pm Monday through Friday), including evenings, weekends, and holidays, requests for emergency assistance that would normally be directed to the Help Desk are instead directed to the Switchboard (Dial 0). Staff on duty have a schedule of ITS staff assigned to be available to address IT emergencies outside normal business hours. Switchboard staff on duty relay requests for emergency service to the ITS staff member on call for resolution.

III. Responsibilities

A. User responsibilities

1. Abide by the School's Acceptable Use Policy.
2. If possible to solve basic problems by consulting an expert user in your department, please do so.
3. If the support involves a third-party software application, utilize the vendor's support mechanism to the utmost extent possible.
4. Properly report the problem, as described in Section IV of this document.
5. For planned events requiring dedicated or otherwise special support, advance notice of at least two (2) weeks must be provided. Such notice should be made by opening a trouble ticket. Notice of longer than two weeks is appreciated if possible.
6. For planned events requiring support during non-business-hours, advance notice of at least two weeks must be provided. Such notice should be made by opening a trouble ticket.
7. Follow other appropriate procedures as specified in this document or supplemental publications.

B. ITS responsibilities:

1. Assure that all customer requests for service are tracked through the online ticket system.
2. Post information online to assist with common requests.
3. Meet response times associated with the priority assigned to service issues.
4. Communicate with users in advance regarding any response or resolution times that cannot be met.
5. Manage all trouble reports to conclusion within the priority assigned to each one of them.
6. Maintain appropriately trained staff.
7. Alert users in advance of any planned outages. At least one week notice to be given whenever possible.
8. Update users as expeditiously as possible regarding any unplanned outages. Announcements will be made via School e-mail when possible.

IV. Requesting support

To request assistance from the ITS Department:

1. For a classroom emergency – i.e. a problem that is being experienced in an instructional area that is negatively impacting instruction and requires immediate assistance – Call the ITS Helpline at x4487. When an ITS representative answers, immediately identify the problem as a classroom emergency.
2. For other emergencies, submit a trouble ticket online (<http://help.hotchkiss.org>) or by email (help@hotchkiss.org), and then immediately call the Helpline at x4487. Inform the technician who answers the phone that a ticket has already been submitted.
3. For all other requests, submit the issue online at <http://help.hotchkiss.org>. This site is only accessible if connected to the Hotchkiss network. If the user cannot access the website, an email may be sent to help@hotchkiss.org. Describe the entire problem clearly, concisely and thoroughly in the email or online.
4. If online or email submission is impossible or impractical, call the ITS Helpline at x4487.
5. Do not seek out a member of the ITS staff to report a problem. Directly approaching a member of ITS or calling an individual's direct extension to describe the issue is not considered adequate reporting.

V. Acceptance

A. This Service Level Agreement was accepted by the Information Technology Governance Council on August 20, 2015.

B. Agreement by ITS, Faculty and Staff representatives is certified by signature below.

Tom Flemma
Dean of Faculty

Date

John P. Tuke
Chief Financial Officer

Date

Kevin Warendt
Director, Information Technology Services

Date

Darren Visconti
Senior Desktop Support Analyst, ITS

Date