



User Services – Service Level Agreements

Description

The following identifies Service Level Agreements (SLA) that users can expect as appropriate responses or delivery times from User Services, for each service provided.

SLA Name	*Expected Response	Action Triggered
Helpdesk Incident	Within the Hour	eMail to technician or Group
Helpdesk Request	24 Hours	eMail to technician or Group
Learning Commons Control Desk Request	Within the Hour	Onsite technician notified
WEDD/CC Desk Request	Within the Hour	Onsite technician notified
Move Add Change Request	24 Hours	eMail to team leader
Technology Equipment Request	24 Hours	eMail to team leader
Software Installation Request	24 Hours	eMail to team leader
Printer Request	24 Hours	eMail to team leader
Kiosk Issues	Within the Hour	Onsite technician notified

*Users can expect a Response within this timeframe from point of submission.

Tier I support hours: 24/7

Tier II support hours: Monday - Friday, 8:30am to 5:00pm

If you have questions about these procedures please contact:

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User Services