# Ventura College
# I.T. Services Level Agreement

## Purpose

The purpose of this document is to define service levels provided to Ventura College, to ensure supported business needs are met. This Service Level Agreement (SLA) identifies customer expectations and defines services provided by Ventura College IT, stating agreed-upon service level goals, operating practices, and reporting policies.

## Commitment to excellence

IT is committed to delivering excellent customer service by:

- Responding to requests for support within published time frames.
- Interacting with the Ventura College Community in a respectful and courteous manner.
- Requesting feedback for opportunities for improvement.
- Continuously working to improve quality of service.
- Regularly reviewing and monitoring performance based on this SLA.
- Publicly publishing periodic status reports.

## Scope

IT provides support to Ventura College employees in the following categories:

- District purchased computing devices – desktops, laptops, smartphones etc.
- Campus Audio/Video equipment.
- Telephones, Fax machines.
- Supported software applications.
- Operating System, hardware firmware, and supported software updates.
- Anti-virus and power management software.
- Access to network shared folders.
- Peripherals such as printer and scanners.
- Consultation regarding projects requiring hardware, software, cabling etc…
- Training staff on current and emerging technologies.
- Lync/Skype VOIP phone client software and handsets.

Services Provided by the District I.T. Department:

- Network hardware management.
- Internet connectivity and core phone systems/services.
- Core Enterprise Applications; Exchange, Banner, D2L, Portal.
- Student support with access to Portal and SSO services.
- Network equipment configuration/installation.

*For assistance with any District provided service, please call the District Help Desk at 805-652-7777

## Out of Scope

- Any equipment that is not owned by Ventura County Community College District, or Ventura College.
- Personal computers, laptops, tablets, or smart-phones of faculty, staff or students.
- Third party software not installed by IT.
- District or College purchased software cannot be installed on personal systems.

## Hours of Operation

Normal hours of operation are Monday through Friday, 8:00 a.m. – 5:00 p.m. Pacific.  All campus-observed holidays are excluded.

## Requesting Service/Assistance

Phone: Call the IT Help Desk at 805-289-6285

Email: A work order can be generated by sending an email to vchelpdesk@vcccd.edu

Walk-In: The IT Help Desk is located in room SCI-109 in the Math/Science building.

## Priority Levels

IT will make every effort to resolve issues at the time of the call.  If the problem cannot be resolved over the phone, a work order will be generated by the Help Desk staff.  IT will assign priorities for all requests not resolved at the time of the initial call, based on the below definitions.  Requests will be handled according to the priority of the work order, as determined by IT.

The following table briefly describes priority levels assigned to work orders, and initial response time expectations. While every effort will be made to resolve all issues immediately, circumstances may delay remediation or repair.  In such cases, a resolution path and approximate time frame will be determined, and communicated to the end-user.

| Level | Description | Initial response | First Contact Point | Escalation |
|---|---|---|---|---|
| 1 | Critical/Emergency | 15 minutes | Call 805-289-6285 | 1. Campus Tech Support Supervisor |
| 2 | Urgent/High | 1 hour | Call 805-289-6285 | |
| 3 | Normal | 4 Hours | vchelpdesk@vcccd.edu | 2. VP Business Services |
| 4 | Low/Scheduled | 1 day | vchelpdesk@vcccd.edu | 3. AVC of Technology |
| 5 | Project Based | Scheduled | vchelpdesk@vcccd.edu | |

**Priority levels in detail**

*(bullet points are illustrative and not inclusive of possible range of issues)

Priority 1 – 15 minute response

Defined: Immediate impact upon instruction

- Classroom technology failure, preventing the class from proceeding.
- Critical service failure for one or more divisions/business groups.

Priority 2 – 1 hour response

Defined: Urgent, or high priority, issues directly impacting instruction, or business operations

- Classroom technology failure that must be addressed before the next class meeting.
- Staff inability to access core services.
- Faculty or staff computer is non-functional, and preventing them from working.
- Virus infection.

Priority 3 – 4 hour response

Defined: Day-to-day support issues of a non-urgent nature

- One or more applications will not function, but an alternative exists.
- Classroom technology problems that do not prevent the class from proceeding.
- Issues of an inconvenient nature, but not impacting day-to-day business operations.

Priority 4 – 1 day response

Defined: Low priority or scheduled requests

- The user has requested A/V for a class in the future.

- A time is setup/appointment made for new or replacement equipment to be set up.
- Computer OS or Software updates.
- Equipment/phone moves and setup.

Priority 5 – Project based requests

Defined: These requests are considered informational or project-oriented and will be addressed as part of larger projects or ongoing maintenance issues.

- Any request for non-essential help without time constraints.
- Technology initiatives or projects.
- Non-urgent software or equipment purchase consultation.

Exceptions:

During traditionally busy times, such as the first week of a semester, response times may be longer than normal. Help Desk staff will inform callers if a delay is to be expected.

Response times do not guarantee resolution times, although every effort will be made to resolve all work orders upon first contact.  If an immediate resolution is not available, interim solutions will be suggested and made available.  Examples of delays:

- A part needs to be ordered to return a computer to operation.  In this example, a loaner computer will be made available.
- A subject matter expert must be contacted in order to resolve the problem.

## Customer Responsibilities

To help facilitate the IT support process, the Ventura College community is requested to:

- Provide a clear, detailed narrative of the problem, including location and contact information.
- Make efforts to be available to communicate with the technician.  IT will make 3 attempts to contact the user over the course of 1 week via VCCCD email or telephone.  If no response comes from the user, the ticket will be closed.
- Provide a clean, safe and hospitable work environment for IT while they are in your office, class or lab.
- Notify IT in advance of any pre-determined need.
- Refrain from abusing or misusing equipment provided by the college.
- Adhere to laws, licenses and copyrights related to use of technology and software.
- Interact with IT in a respectful and courteous manner.

- Attend training opportunities offered on campus for technology that will be used.

## Feedback and escalation

To give feedback or for escalation, please contact the Ventura College Technology Support Services Supervisor, listed below.  Further escalation should be directed to the Associate Vice Chancellor of Technology.

Technology Support Services Supervisor
Name: Grant Jones
Extension: 805-289-6341
Email: gjones@vcccd.edu
Cellular: 805-708-3037