Luzerne Intermediate Unit Technology Service Level Agreement

Overview

This Service Level Agreement (SLA) defines the services and service levels between the Technology Department and the end users. This SLA is designed to establish protocols for response to all issues within the responsibility of the Technology Department.

Contact with the Department

Assistance with problems and end user support can be obtained via the following:

- Emailing helpdesk@liu18.org
- Web Form – https://helpdesk.liu18.org/
- Calling the helpdesk at 570-718-4699
- Visiting the department during scheduled office hours which are posted on http://www.liu18.org/index.php/departments/technology

Department Hours are 8am – 4pm Monday through Friday. Offices are closed for holidays following the Tioga Admin schedule.

Priority Definitions

Priority Level	
Level 1 - Critical	Outage of major system or major service/function inoperable for many or all users. *Examples – Network outage, server outage, payroll issues during payroll processing*
Level 2 - High	Any issue that affects 5 or more users Issues directly affecting the operation of IU Events in Conference Center Technology-Related issues for Executive Office *Examples – Business Office is unable to access the accounting system, Non-Critical payroll issue, a group of district classrooms outage*
Level 3 - Medium	Any issue that affects five or fewer users with no workaround available *Examples – Computer won't startup & no other PC available, inability to access required websites or services*
Level 4 - Low	Any issue that affects five or fewer, workaround available General technical support and software related questions User account creation Hardware Installation or Refresh *Examples – Laptop battery not charging, cannot print to specific printer, need help formatting document, online form updates, new device setup*
Level 5 - Project	Project Requests – Typically no effect on productivity Examples – Equipment moves, upgrade requests, new systems/services

Response and Resolution

All service requests, incidents, and problems will be tracked via the help desk ticketing system in which tickets are created and allows tracking throughout the ticket lifecycle. Response means that a help desk technician will assess the ticket and take some kind of action to assist the requestor or affected user. Resolution means that the technology department believes that the issue has been fixed. The user will be asked to confirm that that is the case. All issues that would be Priority Level 3 and below should be submitted via email to helpdesk@liu18.org. For Priority level 1 and 2 issues please call 570-718-4699 or email Tech@liu18.org to report. The technology department will generate the ticket for you as part of working to resolution.

Priority Level	Response Time	Resolution Time
Level 1 - Critical	Within 1 Work Hour	4 Work Hours
Level 2 - High	Within 4 Work Hours	1 Work Day
Level 3- Medium	Within 1 Work Day	3 Work Days
Level 4 – Low	Within 2 Work Days	5 Work Days
Level 5 – Project	Within 3 Work Days	Varies – Updates will be given weekly

Maintenance

The Technology Department will do it's best to preform maintenance during times that will have the least disruption on our end users. User impact, staff availability, potential threat and vendor availability will all be considered when scheduling maintenance windows.

Customer Responsibilities

- Report issues with computers or other technology to the Technology Department.
- Respond to requests for additional information in a professional & timely manner.
- Utilize the Technology Department as a resource when making decisions to change current or purchase new hardware or software.
- Utilize established procedures to request support or report issues.

Technology Responsibilities

- Ensure that LIU provided technology meets the standards established by LIU Policy including the Acceptable Use Policy and industry standard best practices.
- Utilize real-time monitoring of network, server, & Internet performance & status.
- Maintain an inventory of hardware and software investments of the LIU.
- Respond to and resolve end user questions, issues, and requests in a professional & timely manner.
- Notify users of current issues or problems as they arise.

Ticket Process

```
  ┌─────────────────┐          ┌─────────────────┐
  │ User Identifies │          │  Ticket Closed  │
  │    an Issue     │          │                 │
  └────────┬────────┘          └────────▲────────┘
           │                            │
           ▼                            │
  ┌─────────────────┐          ┌─────────────────┐
  │ Ticket Created  │          │ User Contacted  │
  │ via Defined SLA │          │ to Confirm      │
  │                 │          │ Resolution      │
  └────────┬────────┘          └────────▲────────┘
           │                            │
           │                          Yes
           ▼                            │
  ┌─────────────────┐               ◇────────◇
  │ First Response  │──────────────▷│Resolved?│◁──────┐
  │ by Technology   │               ◇────────◇       │
  └─────────────────┘                   │            │
                                        No           │
                                        ▼            │
                               ┌─────────────────┐   │
                               │ Ticket processed│───┘
                               │     further     │
                               └─────────────────┘
```