

## Rappahannock Community College Staff IT Support Services Service Level Agreement

### Contact Methods

Requests for IT computer and network services support from College Staff IT Management or Staff should be directed to Virginia R. Jones, Dean of Technology & Learning Resources, ([vrjones@rappahannock.edu](mailto:vrjones@rappahannock.edu)).

Customers should report problems regarding support services to the IT Help Desk. All reported problems are assigned a help desk number (SharePoint) and are referred to the appropriate IT personnel to fix the problem.

College Staff IT Management or IT Staff may directly contact the appropriate IT Network Services personnel or may open a help desk activity) and refer the activity to the appropriate IT Staff work queue.

Prioritization of College Staff IT services support requests are determined by the IT Manager. Questions or concerns about the prioritization of IT services support should be directed to Dr. Virginia R. Jones, Dean of Technology and Learning Resources, ([vrjones@rappahanock.edu](mailto:vrjones@rappahanock.edu)).

### Hours of Operation

College Staff IT Staff personnel are on site and available for hardware, software and network support Monday through Friday 7:00 AM to 5:00 PM.

Requests may be logged by contacting the IT Help Desk during its normal business hours at 804-333-6786.

### Supported Services

The following items are supported within the scope of this SLA:

- Workstation software problem repair
- Workstation hardware repair
- Network problem repair
- Mainframe connectivity
- Network connectivity (network drives)
- VOIP
- Conference/Collaboration Rooms
- Video Conferencing rooms
- Specialty hardware/software upon approval from Dean of Technology and Learning Resources

The College Staff IT Staff supports all the software covered by the Supported Services SLA including the following:

MS Office suites 2010/2013/2016/2011/2014(MAC) including the following:

Word

Excel

PowerPoint

Access

Publisher

MS Windows Operating Systems, including the following:

Windows 7, 8 & 10

ImageNow

Blackboard

Adobe Cloud

Internet Explorer

The following items are NOT covered by this SLA:

New software versions not yet adopted at the College.

Software versions more than two revision levels behind the release currently available at the College.

User provided personal software.

### Disaster Planning

A list of customer contacts is maintained in order to notify them by phone in the event of a network failure.

A list of College Staff IT Staff contact information, including home phone, pager, and cellular phone (if available) numbers, shall be maintained for ease of communication during an emergency.

### Priorities and Response Times

**Priority Levels:** A priority scheme will be applied to all calls taken by the Help Desk according to the following criteria:

Priority Level Definition Response Time

- 1 Affects Multiple People significantly 5-20 Minutes
- 2 Affects a small number of people significantly 30 Minutes
- 3 Affects Multiple People, but work can still be performed 45 Minutes
- 4 Affects a small number of people, but work can still be performed 4 hours.

Any questions regarding this SLA should be directed to Virginia R. Jones, Ph.D., Dean of Technology and Learning Resources, ([vrjones@rappahannock.edu](mailto:vrjones@rappahannock.edu)).