# Service Level Agreement (SLA) Between Technology & Communication (T&C) and Student Union

# Overview

This service level agreement has been developed to accomplish the following goals:

1. To create an orderly, consistent method of gathering information about Student Union Audio/Visual (AV) operational issues;
2. To provide Student Union and Technology & Communication (T&C) technical staff with sufficient initial information to coordinate further troubleshooting of operations support issues;
3. To facilitate documentation of chronic technical issues which will enable proactive repair and support;
4. To document effectiveness and speed of response to support requests for AV issues; and
5. To clarify roles and responsibilities for AV operations support and project requests.

# Affected Groups

This SLA affects the following campus groups:

* Student Union Staff
* ATK
* T&C staff

# Affected Systems

This SLA applies to all Student Union AV systems, including but not limited to:

# Definitions

**Touch Panel:** a wireless touch screen that is primary interface for all AV systems

**Operations**: everyday business activities. Operations are repetitive activities, typically with the same outcomes. Further, operations are ongoing, with no start and end dates.

# Service Description and Standards

## Operations Support Standards

### Overview

There are 3 tiers in the support process, which are described in detail in the “Roles and Responsibilities” section below.

### Roles & Responsibilities

#### Tier 1 Support

Tier 1 support will be provided by the following areas:

**Tier 1**

* Student Union Staff

If completion of basic troubleshooting does not solve issue, Tier 1 support will document sufficient information and report the problem to Tier 2 support

#### Tier 2 Support

Tier 2 support will be provided by ATK Maintenance Agreement.

Tier 2 support provides enhanced troubleshooting for issues that cannot be resolved by Tier 1 support. This includes the following tasks:

1. Quarterly Preventative Maintenance
   1. System Diagnostics
   2. System Checks
   3. Cleaning
   4. Calibration
   5. AV Equipment Adjustments
2. 24 Hour Phone Support
3. On-site Visit

If Tier 2 support is unable to solve issue in a timely manner, or if immediate resolution is necessary to support a documented event, the support request will escalate to Tier 3 support, and necessary information will be provided to Tier 3 support in order to continue resolution of issue.

#### Tier 3 Support

Tier 3 support will be provided by the following areas:

* T&C staff (currently Chris Murphy)

Tier 3 support provides on-site troubleshooting for issues that cannot be resolved by Tier 1 support and cannot wait for tier 2 support. This includes the following tasks:

1. Visiting Student Union facilities to troubleshoot issues.
2. Work with a range of vendors/manufacturers to resolve technical issues.
3. Provide secured access to Telecommunications room where AV equipment is housed to Tier 1 and 2 support.
   1. 48 hours advanced notification of any non emergency visits requiring access must be provided

### Hours & Response Times

T&C provides Tier 3 operational support during regular business hours (Monday through Friday, 8:00am to 5:00pm) excluding holidays.

T&C Tier 3 support may not be available due to the operational needs of T&C or other factors that may have the technician out of the office during normal business hours.

T&C will make a best effort to respond within 2 business days to standard priority requests for operational support which have been submitted to Tier 3 support.

T&C will make a best effort to respond within 4 business hours to urgent priority requests for operational which have been support submitted to Tier 3 support. “Urgent priority requests” are defined as requests where timely response is required to respond to, or to prevent, major downtime or disruption of core Student Union AV systems or services.

Emergency requests outside of regular business hours should be routed to Tier 2 support’s 24 hour support line. T&C will not provide emergency after hours support.

### Charge Back

T&C will charge ASI based on hourly wage + benefits of technician working on project.

### Roles & Responsibilities Summary

T&C provides the following services in support of Student Union operations:

1. Help Desk will provide Tier 3 operations support to supplement local support of Student Union AV systems
2. T&C staff and management will evaluate and renew support contracts that are currently assigned to T&C
3. T&C staff and management will provide technology advice and research, by request. This includes assistance with development of requirements, scope of work, specifications, and estimations of T&C resources required to complete work.

T&C will *not* provide the following services in support of Student Union operations:

1. Write, communicate, distribute, or update terms of service agreements for Student Union AV systems
2. Check or routinely maintain Student Union AV systems
3. Provide Tier 2 (ATK) support or serve as backup for Tier 2 support.
4. Monitor overall health and quality-of-service of Affected Systems listed in this SLA

# About this Document

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