Florida Gulf Coast university information Technology Services
Service Level Agreement

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# Overview

The purpose of this Service Level Agreement (SLA) document is to provide a basis of technology related support delivered by Information Technology Services (ITS) to all of the Florida Gulf Coast University (FGCU) community including Faculty/Staff, Students, and departments. This SLA will ensure timely and efficient support to the FGCU community.

SLAs are critical in reinforcing expectations around services within the University community. Without these, users will assume that everything will be delivered and available at a 100% level all the time. Objectives should be set that describe items such as response times, availability, turnaround, and accuracy. The University community and ITS should commit to a mutually acceptable means of verifying compliance with service objectives and agree on actions that must take place when exceptions occur.

The success of the agreement is contingent upon each party knowing and fulfilling their responsibilities to the achievement and maintenance of targeted SLAs. The SLA will develop over time with additional knowledge of the user requirements as well as the introduction of new applications and services provided by ITS.

# Scope

ITS is committed to deliver quality customer service and technical solutions for FGCU technology needs and usage. The SLA is subject to adjustments in response to changes in technology services and support needs.

# Operation Hours

Monday - Friday 8:00 AM to 5:00 PM

# Response Times to Incidents/Issues

The following SLA table shows the priority assigned to specific incidents/issues according to the perceived importance of the reported incidents/issues. The priority is subject to modification during the initial or subsequent discussion between the requestor and the technician assigned to the reported issue/incident and will be updated in the University ticket system (Zendesk) as necessary.

The following factors are considered when assessing the priority of a request:

* Number of users/departments affected by the incident (e.g., Single client OR floor/Workgroup OR building/Building Group OR Whole Campus)
* Business Impact of the Incident on the University
	+ Systems Down
	+ Critical
	+ High
	+ Medium
	+ Normal
	+ Maintenance
	+ Enhancement
	+ Information (it’s not a problem, but we still need to work on a question)

Once the issue/incident is reported to ITS, preferably via opening a Zendesk ticket, the ticket will be assigned to a ITS technician, based on the priority of the ticket. Once a technician is assigned, they will initiate the first contact (via email or phone call) to the requestor or originator of the ticket acknowledging the request. The general guide to the SLA along with the first contact times are as follows:

|  |  |  |
| --- | --- | --- |
| Priority | Definition | Response Times/First Contact Time |
| System Down | An issue which significantly disrupts business of the entire University, impacting the entire University or the majority of the departments; Production System Down. *\*\*\*****Requestor should call ITS Helpdesk at x1188 to report the issue****\*\*\** | 1 business hour |
| Critical | An issue which disrupts business of multiple departments with no temporary workarounds available*\*\*\*Requestor should call ITS Helpdesk at x1188 to report the issue\*\*\** | 2 business hours |
| High | An issue which disrupts business of a single department with no temporary workarounds available*\*\*\*Requestor should call ITS Helpdesk at x1188 to report the issue\*\*\** | 4 business hours |
| Medium | An issue which disrupts business of multiple departments of the University with temporary workarounds available | 8 business hours/1 business day |
| Normal | An issue which disrupts business of any department of the University with temporary workarounds available  | 16 business hours/2 business days |
| Maintenance  | Request for applying paper-fixes, emergency patches per vendor requests; Request for debug while working with vendor to provide logs etc. | 24 business hours/3 business days |
| Enhancement | No impact on normal department or University business; request from user to research certain process for more efficiency; request for enhancement to any of the current processes or systems etc.  | 40 business hours/5 business days |
| Information | Request for information, which requires the knowledge or expertise of a ITS staff member for input | TBD |

**Notes:**

* Once a ticket is received and assigned, the ITS technician will make every effort to solve the problem. If the technician is unable to solve the problem, the problem will be escalated to the managers.
* If a problem is logged after 4:00pm Monday – Friday, steps to resolve the problem may not commence until the next business day with the exception of incidents which affect the core business of the University.

**Exceptions:**

* Standard tickets that enter the system through forms, or templates which include tickets such as account creations, deletions or separation clearances do not require the end users to be informed of the status of their tickets other than via the system generated update.
* If a ticket can be completed on the first contact with the requestor, the solved communication will take place of the initial contact email or any follow up. The ticket should be documented noting appropriate resolution prior to the completion of the ticket.

# Expectations for the Requestor

In order to expedite the support process, members of the University community are asked to:

* Ensure that if the issue is perceived as “System Down”, “Critical”, or “High” priority, issue must be reported by telephone call to ITS Help Desk at x1188...
* All other priority support requests must be logged via Zendesk (Please go to the ITS [website](http://www.fgcu.edu/bts/) and click on the “Staff & Faculty Submit Ticket” link).
* For the Summary of the issue, please provide a short descriptive phrase to identify the issue
* Provide detailed information regarding issues in the “Note” section and supply significant specifics (impacted system, description of errors with screenshots, instance of the system where you are encountering the issue, etc.) when possible. Also, if possible, identify if there is a temporary work around for the issue. This will help in assigning the appropriate priority to the issue (following the SLA guidelines described in the SLA guidelines table) and will also help speed processing of the ticket.
* Make every effort to be available to communicate with the ITS staff assigned to resolve the problem. If needed, provide the name of someone else in your office that the assigned technician can contact in your absence.
* Note and describe to the ITS staff all the system errors to facilitate a more accurate diagnosis of the problem.
* Please make a note of your problem/ticket number for future communication.
* Once you submit your ticket, you will receive an email from Zendesk with the ticket # in the subject line. To communicate with the assigned technician, please use “reply-to” this email.
* Provide a pleasant, clean, safe, and hospitable work environment for the ITS staff

# Expectations for the ITS Staff

In order to provide customer service, ITS technicians:

* Must log issues/incidents/support requests into Zendesk and encourage requestors to use Zendesk to report issues in order to track, assign and escalate the request accurately.
* Must ensure the “Summary” section of the ticket has short descriptive phrase to identify the issue.
* Must check their assigned Zendesk queues (including any general queue) frequently to remain aware of tickets assigned to them throughout the course of their work day
* Must ensure that once the first contact is made with the requestor, the ticket is updated in Zendesk with the summary of the conversation, agreed priority etc.
* Should ensure that they respond to the ticket assigned to them as outlined in the SLA Priorities and Response Time and resolve the ticket in a timely manner.
* Should inform requestors of the estimated time frame required to resolve the issue when possible.
* Must ensure the tickets are updated regularly (at least once a week). Technicians must review tickets assigned to them in Zendesk and update the ticket notes with a status report on the status of the ticket including delays, vendor case/ticket/ticket information, etc.
* Should use Zendesk email feature to contact requestor (email requestor). Technicians must make sure to check their tickets s frequently, as they may not always get notifications. Also keep in mind many users do not look at these emails, and they generally do not contain the information technicians would like to relay, so make sure to communicate clearly to the requestor.
* Must ensure that if the reported issue is identified as a frequently occurring issue, the issue and the resolution are documented in the appropriate BPR and the BPR noted in the ticket.
* Must ensure that a summary of the resolution under the “Resolution” section is added before completing and closing the ticket.