

Service Level Agreement (SLA) for the Computer Services Department

University of Mount Saint Vincent

1. Introduction

This Service Level Agreement (SLA) outlines the terms and conditions governing the services provided by the Computer Services Department at Mount Saint Vincent. This SLA is designed to ensure the efficient and effective delivery of IT support and the maintenance of knowledge-based articles. This document also communicates the expected service response times to the end users by providing measurable benchmarks for IT service requests.

2. Service Description

The Computer Services Department is committed to providing reliable and responsive IT support to all faculty, administrators, staff, and students at Mount Saint Vincent. Our services include, but are not limited to:

- Troubleshooting and resolving hardware and software issues
- Providing assistance with network connectivity and access
- Installing and maintaining software applications
- Managing user accounts and permissions
- Backing up and restoring data
- Maintaining and updating knowledge base articles
- Desktop support for employees and students for all locations and campuses (including support for remote students and employees)
- Printer setup, configuration, and maintenance
- Cybersecurity training and awareness
- Audio/visual equipment setups
- Classroom technology support
- Employee phone and voicemail support
- Computer lab support
- Antivirus and endpoint security software maintenance and response
- Door access controls
- Food and cash register support through the OneCard system

3. Applications Supported by the IT Department

Applications	
• Adobe Acrobat Professional	• Microsoft Word
• Adobe Creative Cloud	• MP3 Converter
• Adobe Reader DC	• MyCard OneCard ID
• Argos	• NELNET
• Axiom	• New Software
• Banner	• OCLC Connection
• Canvas	• Octave

• Cashnet	• Owl Software
• Crowdstrike	• Papercut
• Deep Freeze	• Parchment
• DegreeWorks	• PGINA
• Dolphinet Account	• Pitney Bowes
• EAB Navigate	• PunchTime
• EdConnect	• R Extension
• Email / Microsoft Outlook	• R Studio
• ExamSoft	• Raiser's Edge
• FireFox	• Remote Desktop
• Google Apps	• Repondus for Canvas
• Google Authenticator	• Respondus for ATI
• Google Chrome	• Respondus for Canvas
• ISE	• Safari
• KnowBe4	• Self-Service
• LabStats	• Send Word Now
• Library Databases	• Slate
• LogiCola	• SPSS
• macOS	• SysAid
• Maple	• TeamViewer
• Metropolis	• Telemet
• Microsoft Access	• Turnitin
• Microsoft Account	• Turnitin Clarity
• Microsoft Authenticator	• UMSV Mobile App
• Microsoft Copilot	• UMSV Website
• Microsoft Edge	• Vector Training
• Microsoft Excel	• VEEAM
• Microsoft Forms	• VitalSource
• Microsoft Intune	• VLC Media Player
• Microsoft Office	• Volta Health App
• Microsoft OneDrive	• VPN
• Microsoft PowerPoint	• Watermark
• Microsoft SharePoint	• Windows
• Microsoft Teams	• Zoom

4. Service Availability

Computer Services will make every effort to ensure the availability of IT support services during the following hours:

During Fall and Spring Semesters:

- Monday to Thursday: 7:30 AM to 8 PM
- Friday: 7:30 AM to 5:00 PM

During Summer and Winter Sessions:

- Monday to Thursday: 7:30 AM to 5:00 PM
- Friday: 7:30 AM to 5:00 PM (Summer may include reduced workdays on Fridays)

The Computer Services Helpdesk closes on days when the institution is closed. This includes days that are designated as holidays by Mount Saint Vincent.

Support requests submitted outside of these hours will be addressed during the next available service window.

5. Service Response Times and Resolution Times

Promised Response and Resolution Times for Incidents:

When users need assistance resolving a technical issue, users can submit an incident into the Helpdesk ticketing system. While submitting an incident, users should explain the nature of the problem, specify what asset (computer, printer, etc.) is being affected, indicate an urgency, and send a screenshot of any error messages. A record of this incident is created for Computer Services so that the appropriate IT technicians can begin working on it. Tickets will be responded to according to the order that it is received and its current priority (as listed below). Users will receive email updates as progress is made in resolving the incident.

Incident Type	Target Response and Acknowledgement Time	Target Fulfillment Time	Examples	Service Target**
Critical	1 Business Hour	3 Business Hours	Classroom Issues Impacting Learning Experience (In person or Online)	90%
High	5 Business Hours	8 Business Hours	Two Step Verification and Password Change	90%
Medium	8 Business Hours	16 Business Hours	Printing Issues and Wireless Connectivity Issues	90%
Normal	24 Business Hours	40 Business Hours	Computer Rollout	90%
Low	40 Business Hours	80 Business Hours	Second Monitor is not working	90%

Promised Response and Resolution Times for Requests:

When users need access to certain software or require additional hardware installations, users can submit a request into the Helpdesk ticketing system. In the request, please include the asset affected and when the new access/software/peripheral needs to be fulfilled. After submitting the request in the Helpdesk system, a service

record is created to ensure that the IT technicians provide end users with the appropriate services needed on a timely basis. Requests will be responded to according to the order that it is received and its current priority (as listed below). Just as with incidents, users will receive email updates as progress is made in fulfilling a request.

Request Type	Target Response and Acknowledgement Time	Target Fulfillment Time	Examples	Service Target**
Critical	2 Business Hours	8 Business Hours	HR Termination Requests for Employees	90%
High	10 Business Hours	16 Business Hours	Equipment Setups for Events and Employee Request for Canvas Course Access	90%
Medium	16 Business Hours	32 Business Hours	Peripheral Approvals and Purchases for Employees	90%
Normal	48 Business Hours	64 Business Hours	Computer Relocations for Employees	90%
Low	80 Business Hours	160 Business Hours	New Software Purchases and Installation Requests for Employees	90%

**Service levels are measured against core business hours (8:30 AM to 4:30 PM).

Priority levels will be determined by Computer Services based on the impact and urgency of the issue.

Please note: Target response and target fulfillment times will be met during business hours and not during real time. For example, a computer rollout may take 24 business hours for a target acknowledgement. This 24-hour period is technically 3 business days, as there are 8 hours in every workday.

6. Knowledge Base Maintenance

Computer Services is responsible for creating, updating, and maintaining a knowledge base containing articles, guides, and FAQs to assist users in troubleshooting common issues and providing self-help resources.

Maintenance of the knowledge base will include:

- Regular review and update of existing articles—occurs annually by January 18 and August 18.
- Creation of new articles to address emerging issues and technologies.
- Assurance of accuracy and relevance of information.

7. Service Requests

Users may submit service requests via the Mount's Helpdesk ticketing software, email, or phone. Users can also walk into the Computer Services Helpdesk office in Founders Hall, Room 412, during hours of operation. All service requests must include detailed information about the issue, including:

- User's name and contact information
- Description of the problem or request

- Any relevant error messages or screenshots
- Optional: Location of affected asset/service
- Optional: Date of desired fulfillment
- Optional: Best time to reach the user

8. Customer Responsibilities

In order for service requests to be adequately fulfilled, Computer Services expects the following from its end users:

- Initiate contact with IT using our supported service request methods (ticket, phone call, email, or walk-in) and start a conversation with the goal of resolving the desired request/incident.
- Users must be responsive and make every effort to be available to communicate with the technician throughout the service request process (as service request may require days to be fulfilled).
- Make use of the Helpdesk knowledge base articles.
- Check the Helpdesk portal for notifications.
- An awareness that certain peripherals may be departmental purchases.
- Acknowledgement that all new software and hardware installations needs to be approved by Computer Services before purchase or implementation.
- An importance to planning ahead prior to submitting a work request. Users should allocate enough time for incidents and requests when submitting a service record.

9. Feedback and Performance Monitoring

Computer Services welcomes feedback from users to continuously improve our services. Users are encouraged to provide feedback through the Helpdesk ticketing system or by contacting the department directly.

Performances of Computer Services will be monitored regularly to ensure compliance with this SLA and to identify areas for improvement. The User Support Staff will ensure to monitor SLAs every June 1 for major changes.

10. SLA Review and Modification

This SLA will be reviewed annually (every June 1) by the Director for User Support and may be modified as needed to align with changing service requirements and user needs. Any modifications to the SLA will be communicated to all relevant stakeholders.

By accepting IT support services from Computer Services at Mount Saint Vincent, users acknowledge their understanding and agreement to the terms and conditions outlined in this SLA.