

IT Service Level Agreement Information
Annual Report
July 1, 2023 – June 30, 2024

July 2022



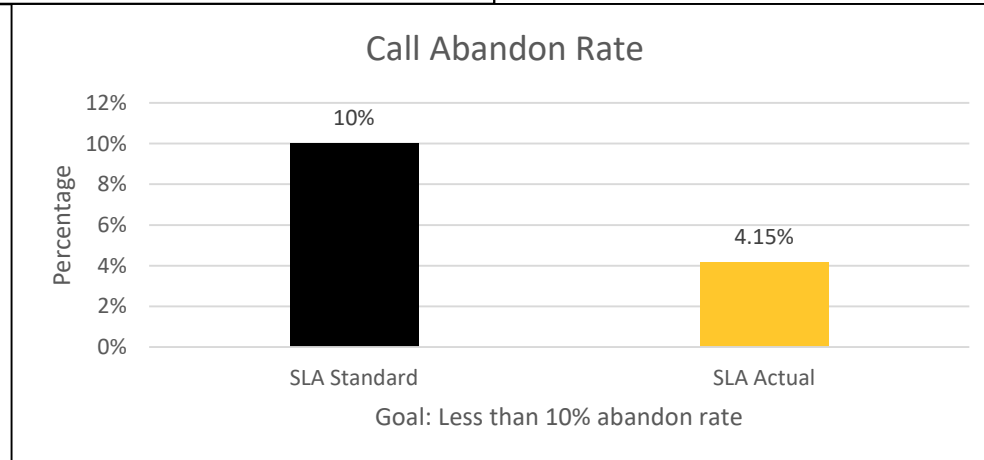
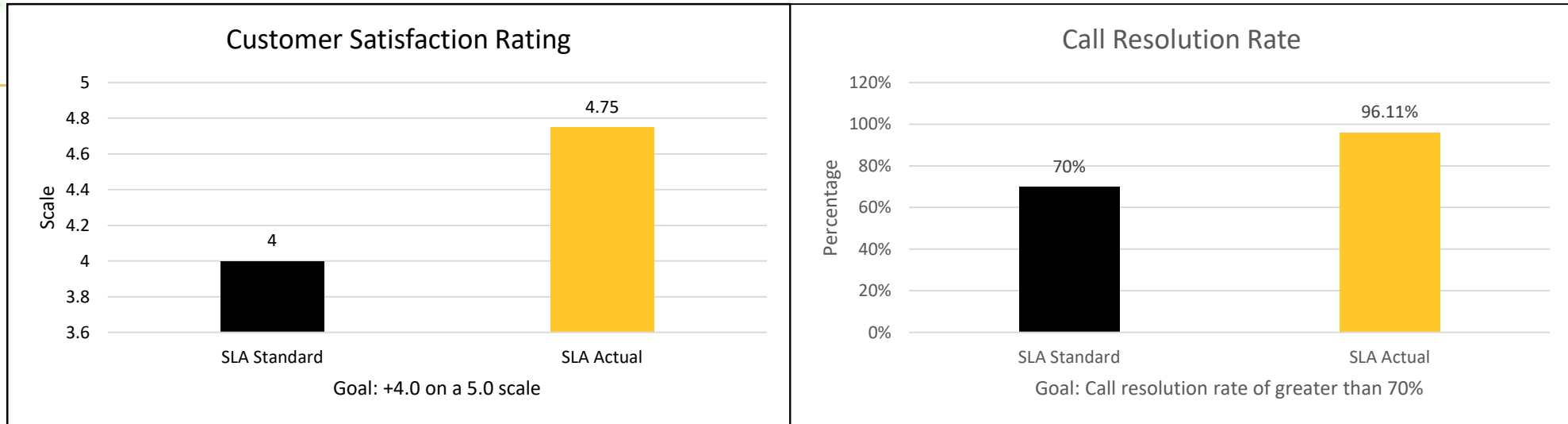
Help Desk SLA

- The IT Help Desk has the following Service Level Agreement standards:
 - Customer Satisfaction is 4.0 or greater on a 5.0 scale.
 - Average speed to answer Help Desk phone calls is less than 60 seconds.
 - A call abandon rate of less than 10%.
 - A call resolution rate of more than 70%
 - Ninety percent of chats will be answered in less than 5 minutes.



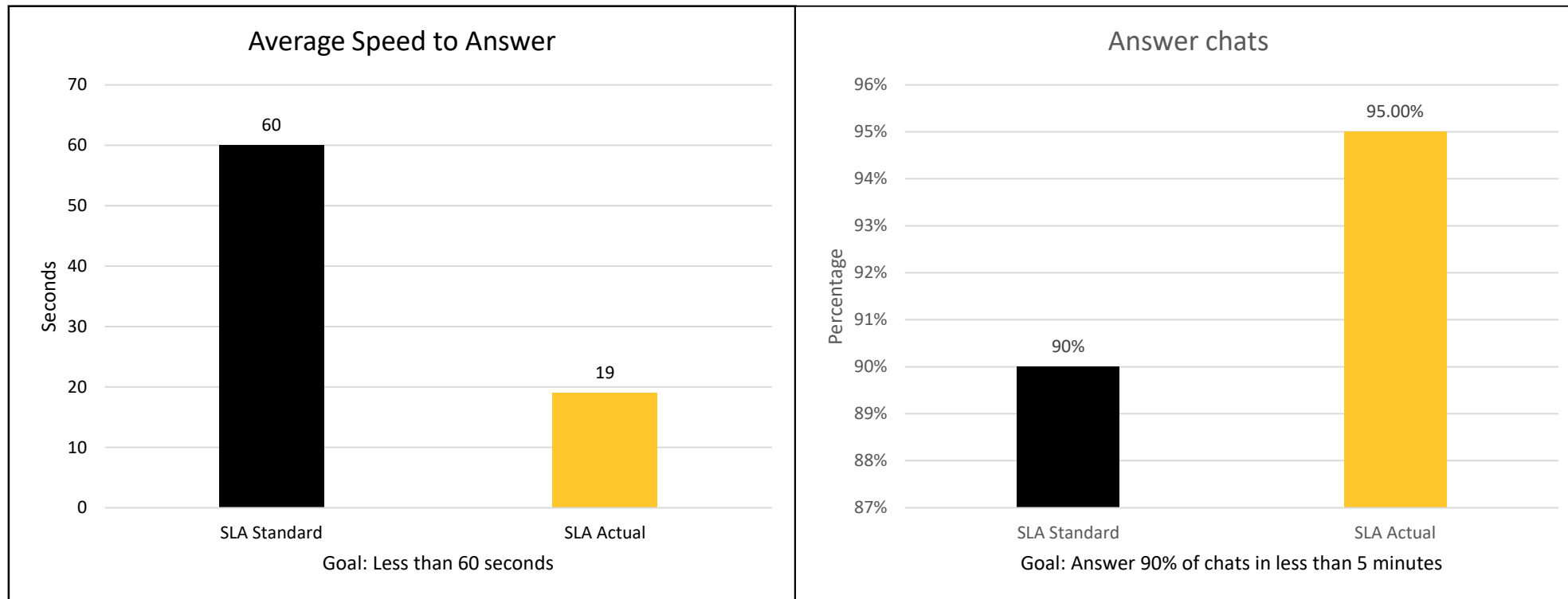
IT Help Desk SLAs

July 1, 2023 – June 30, 2024





IT Help Desk SLAs July 1, 2023 – June 30, 2024



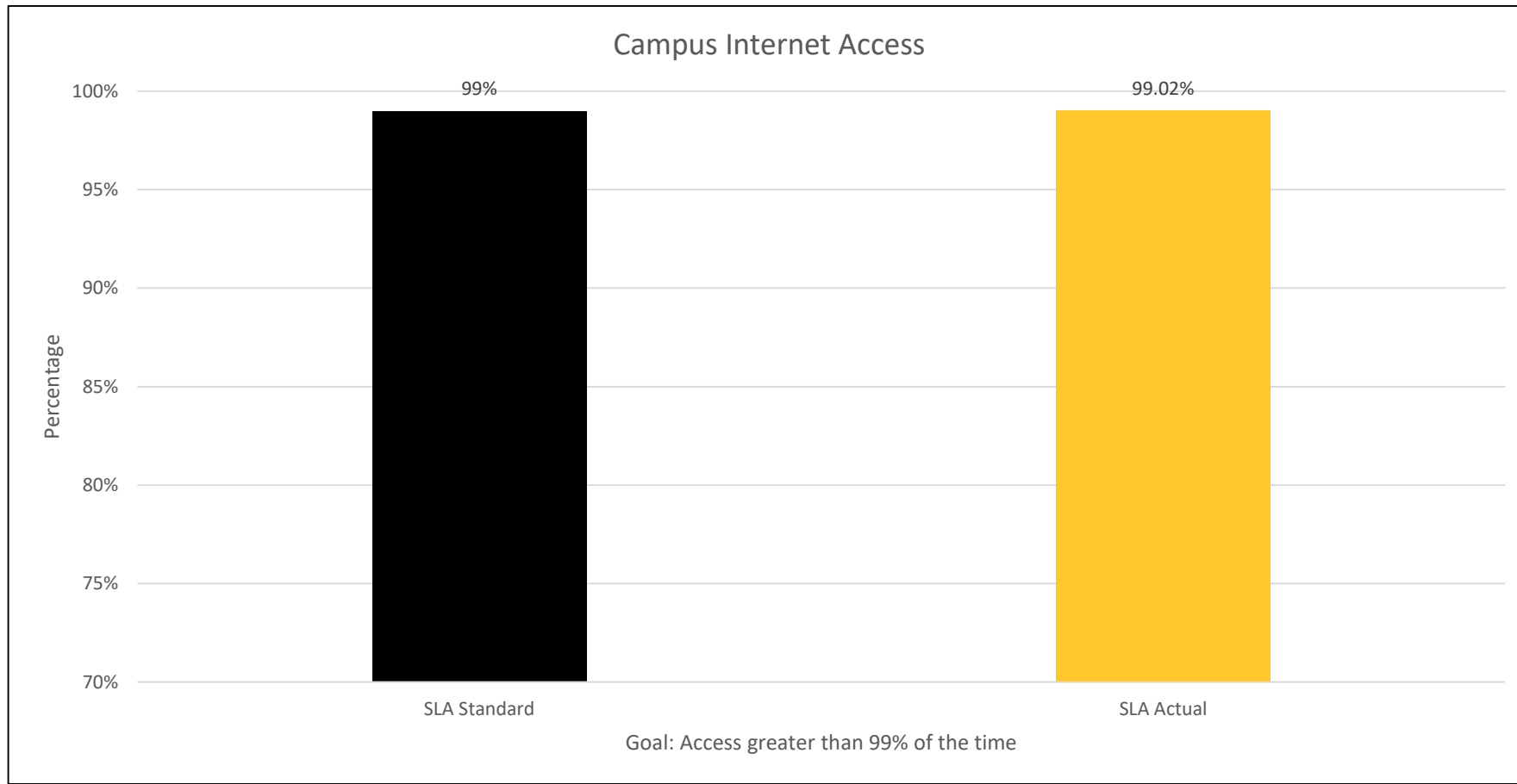
Network Team Service Level Agreement

- The Network team has the following Service Level Agreement:
 - Campus Internet access is available greater than 99% of the time.
 - Building Network services is available greater than 99% of the time.



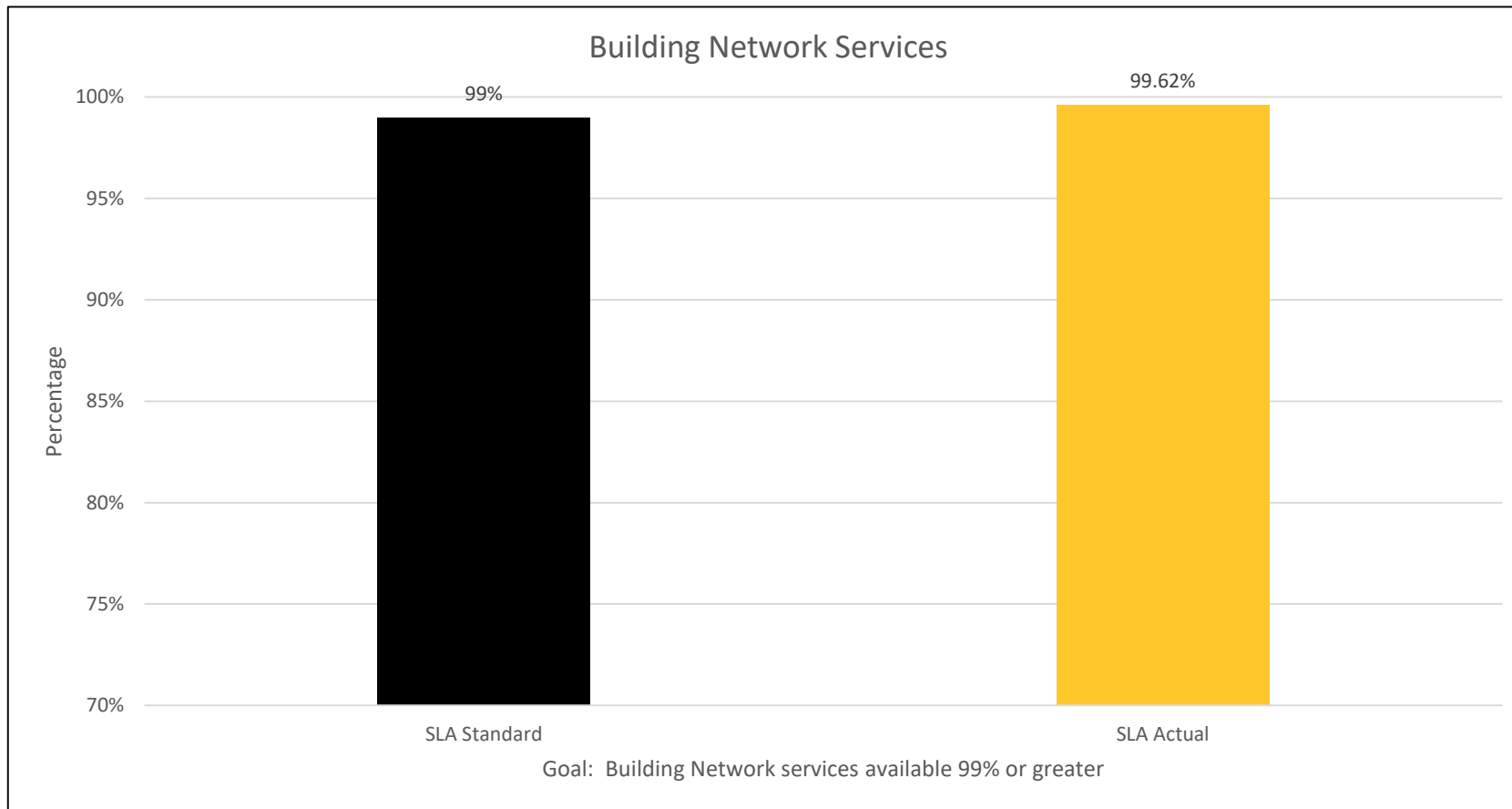
Campus Internet Access

July 1, 2023 – June 30, 2024





Building Network Services July 1, 2023 – June 30, 2024

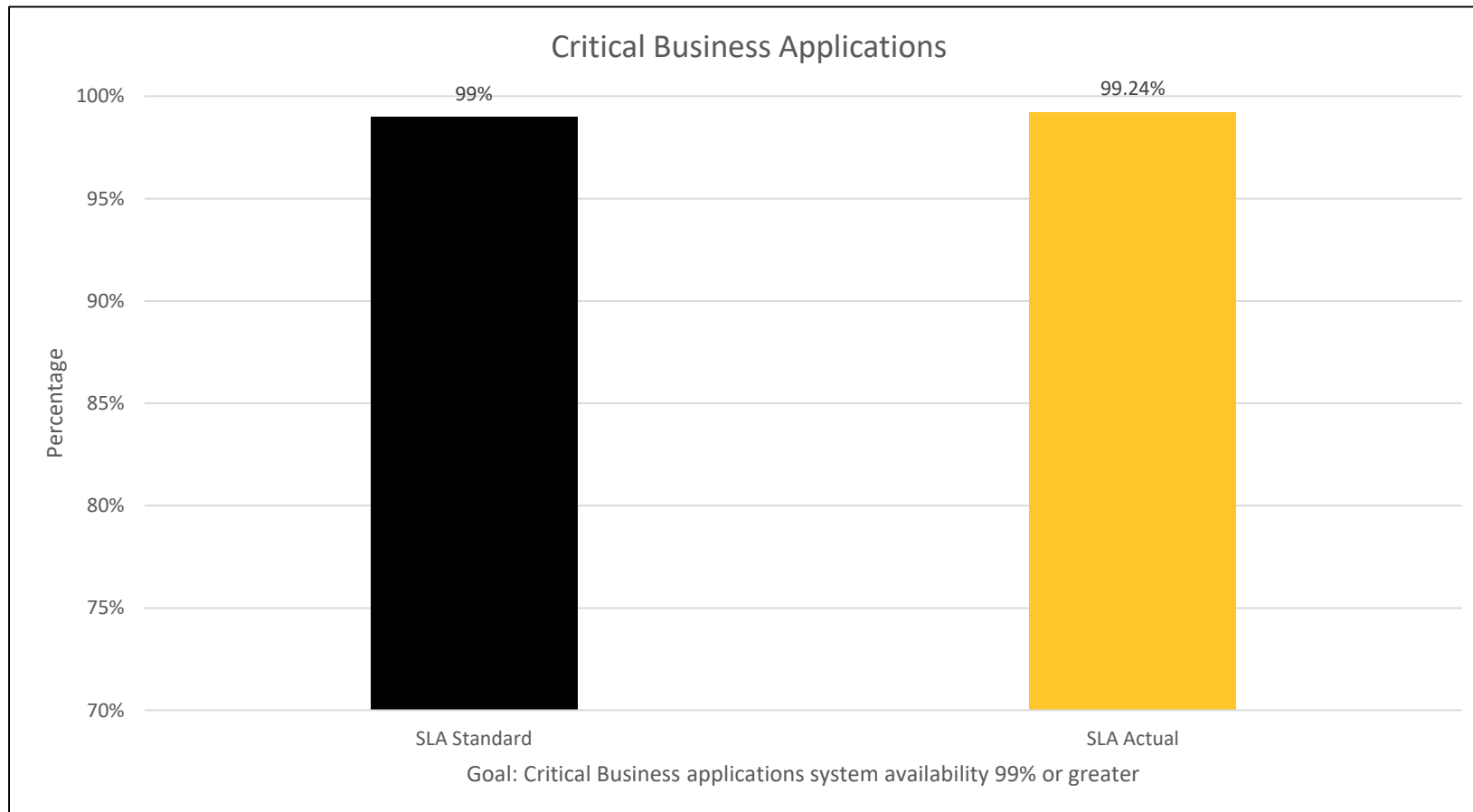


Business Application System Service Level Agreement

- The Server team has the following Service Level Agreements:
 - Critical business application system availability 99%+ of the time.
 - Business application system availability 95%+ of the time.



Critical Business Application Systems July 1, 2023 – June 30, 2024





Business Application Systems July 1, 2023 – June 30, 2024

