IT Service Level Agreement Information

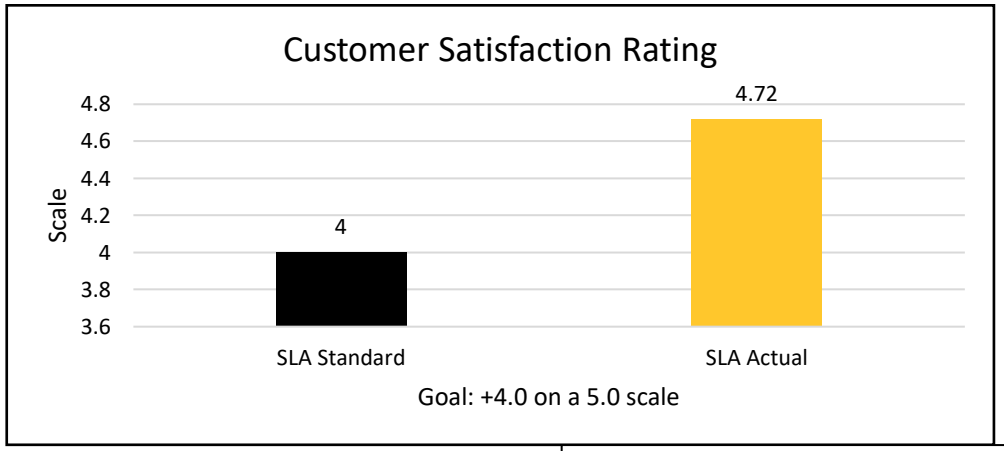
July 1, 2024 – December 31, 2024

Help Desk SLA

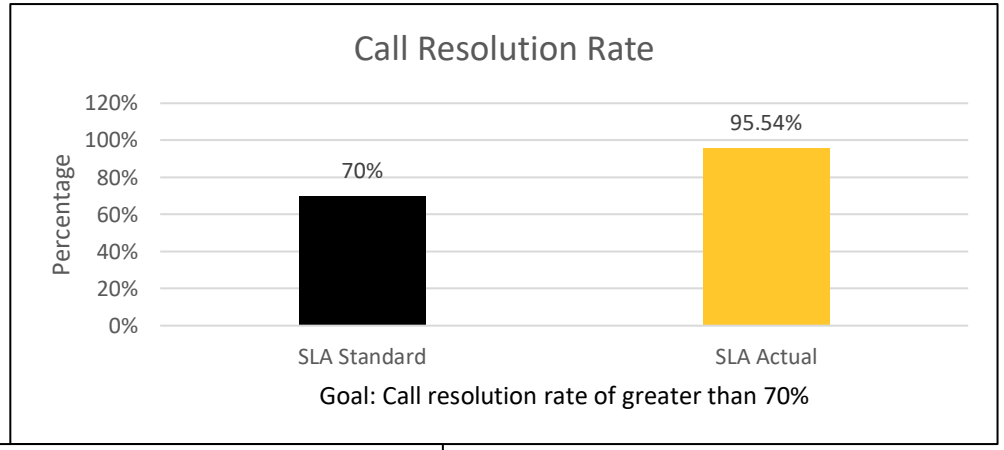
- The IT Help Desk has the following Service Level Agreement standards:
  - Customer Satisfaction is 4.0 or greater on a 5.0 scale.
  - Average speed to answer Help Desk phone calls is less than 60 seconds.
  - A call abandon rate of less than 10%.
  - A call resolution rate of more than 70%
  - Ninety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

IT Help Desk SLAs

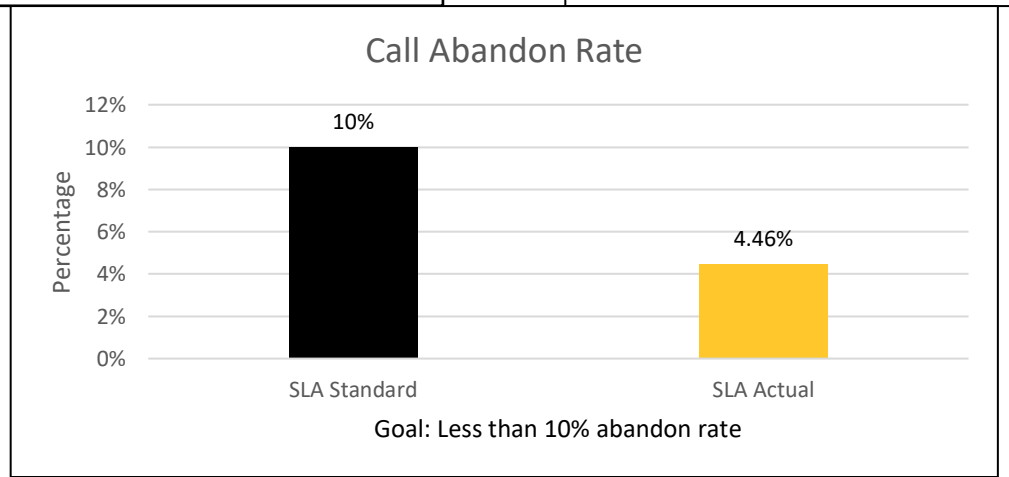
July 1, 2024 through December 31, 2024



Goal: +4.0 on a 5.0 scale



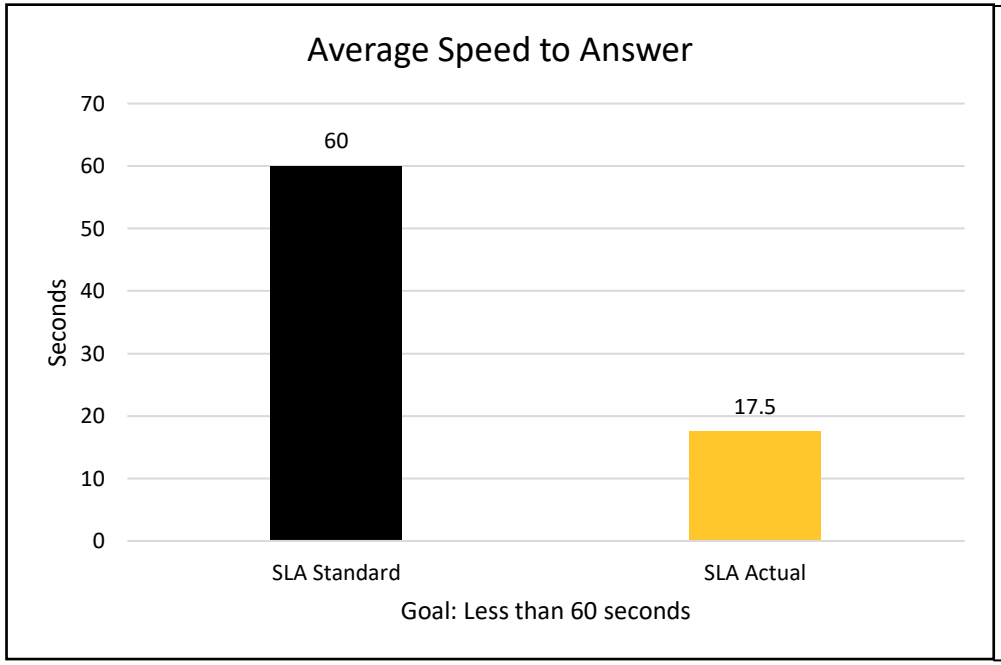
Goal: Call resolution rate of greater than 70%

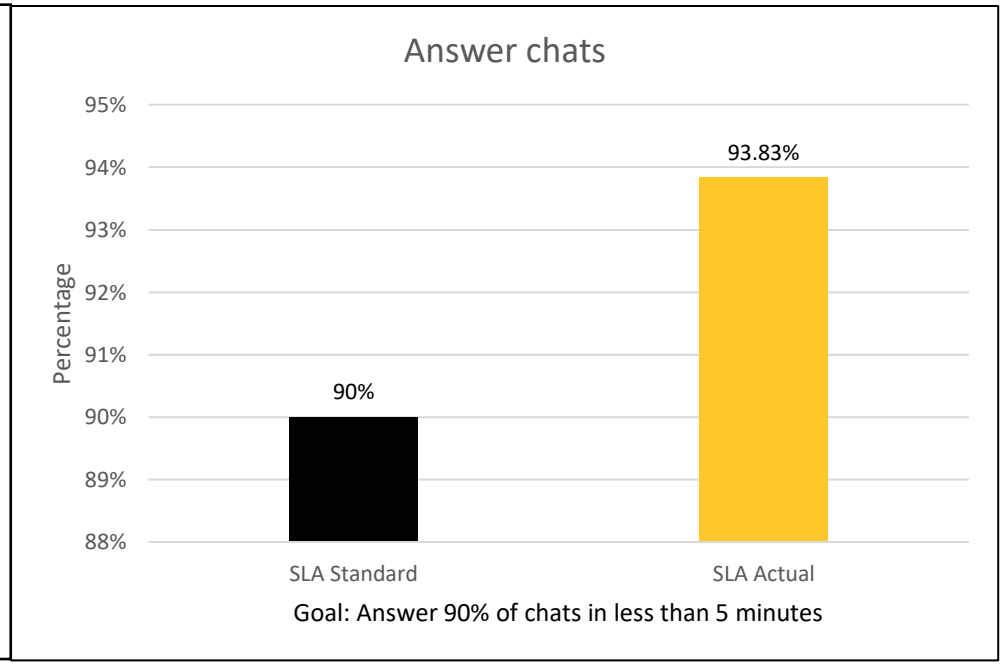


Goal: Less than 10% abandon rate

IT Help Desk SLAs

July 1, 2024 through December 31, 2024



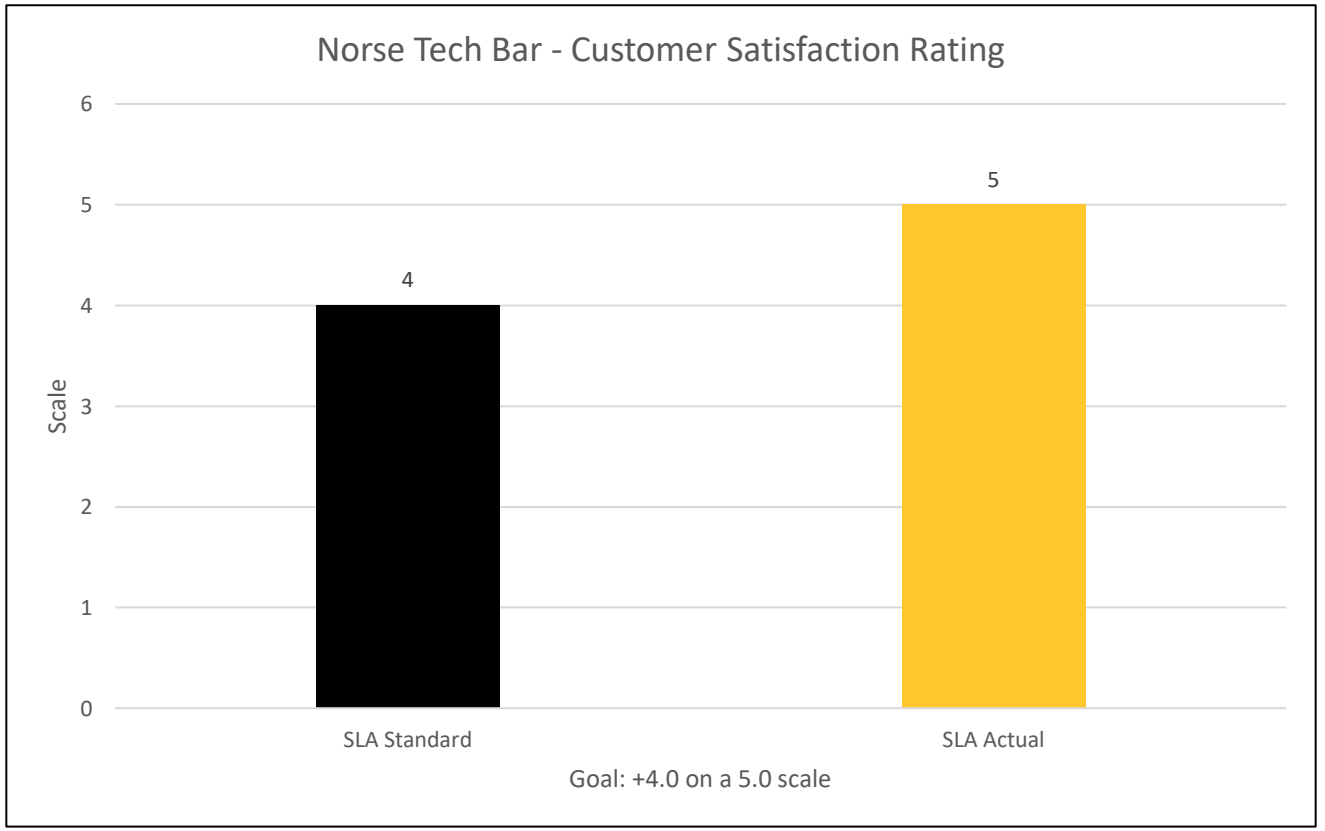


Norse Tech Bar Service Level Agreement

- The Norse Tech Bar has the following Service Level Agreement:
  - Customer Satisfaction is 4.0 or greater on a 5.0 scale.

Norse Tech Bar SLA

July 1, 2024 through December 31, 2024

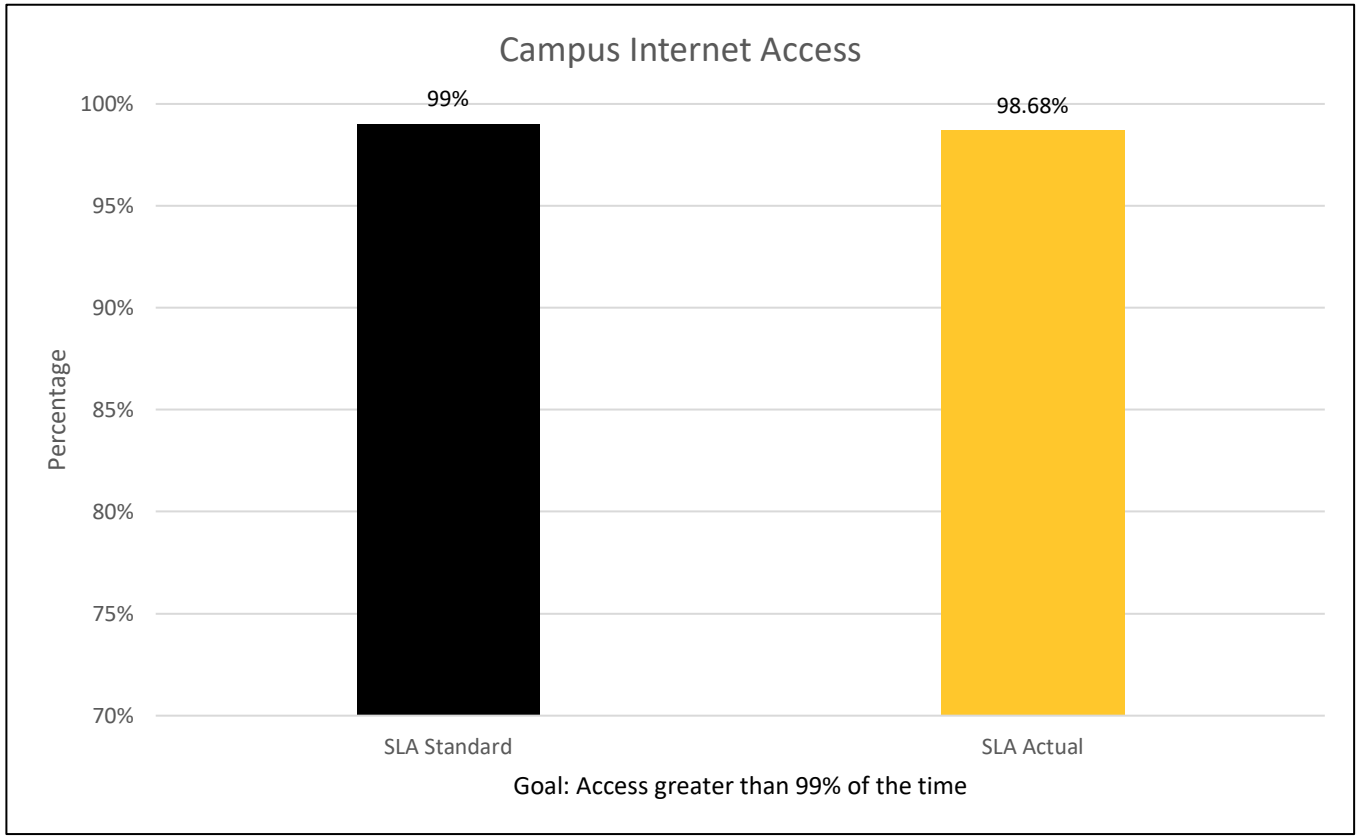


Network Team Service Level Agreement

- 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.

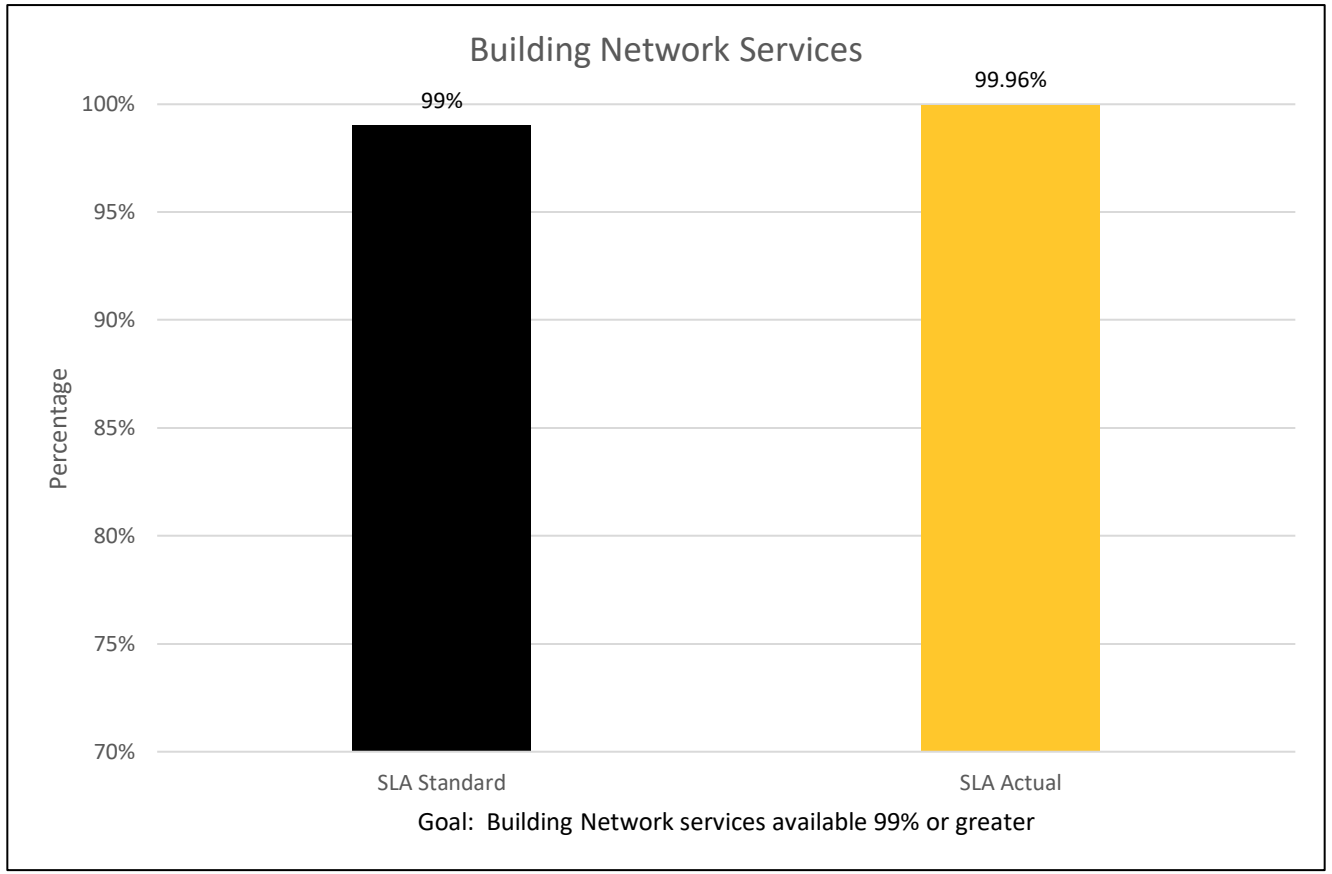
Campus Internet Access

July 1, 2024 through December 31, 2024



Building Network Services

July 1, 2024 through December 31, 2024



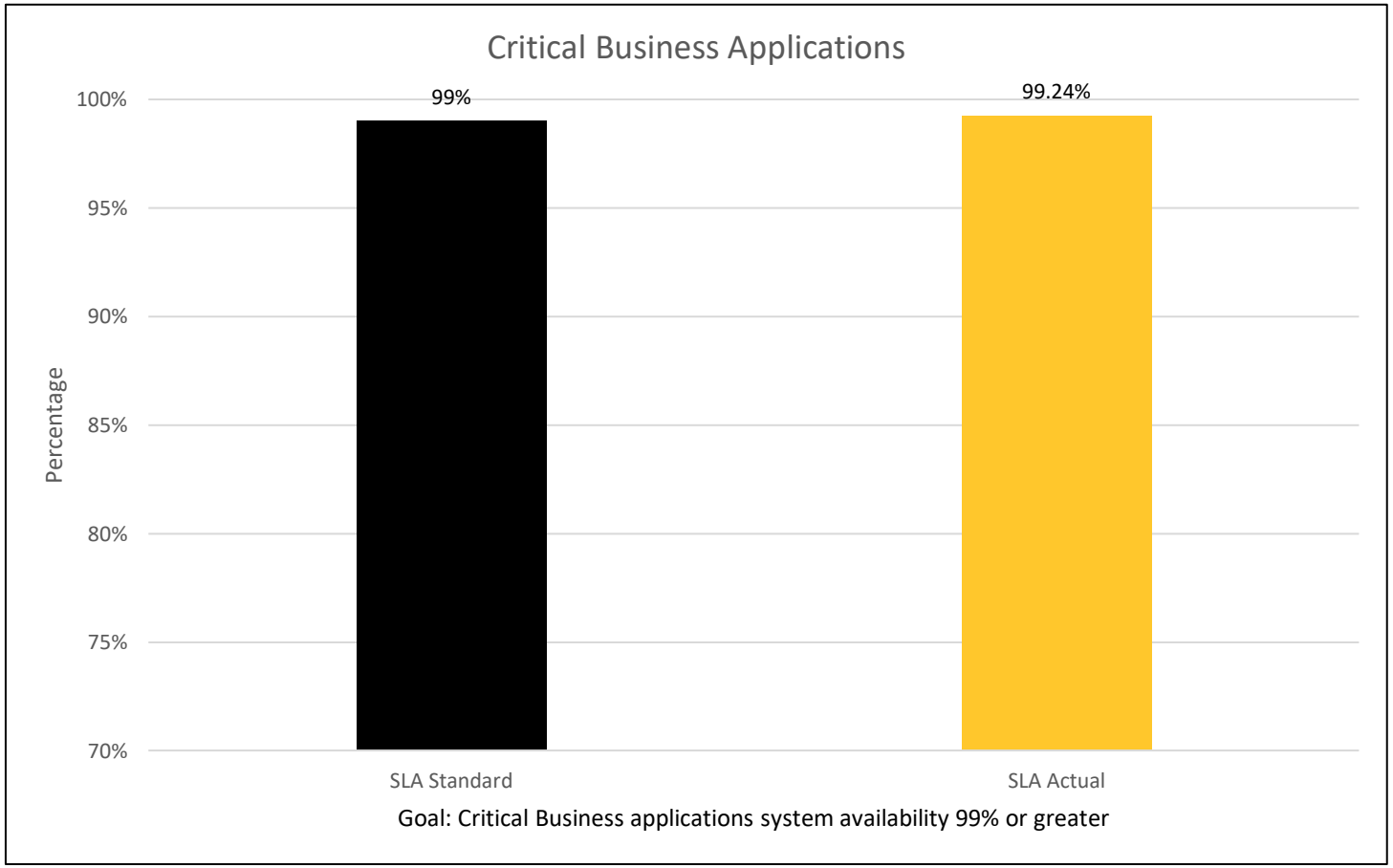
Goal: Building Network services available 99% or greater

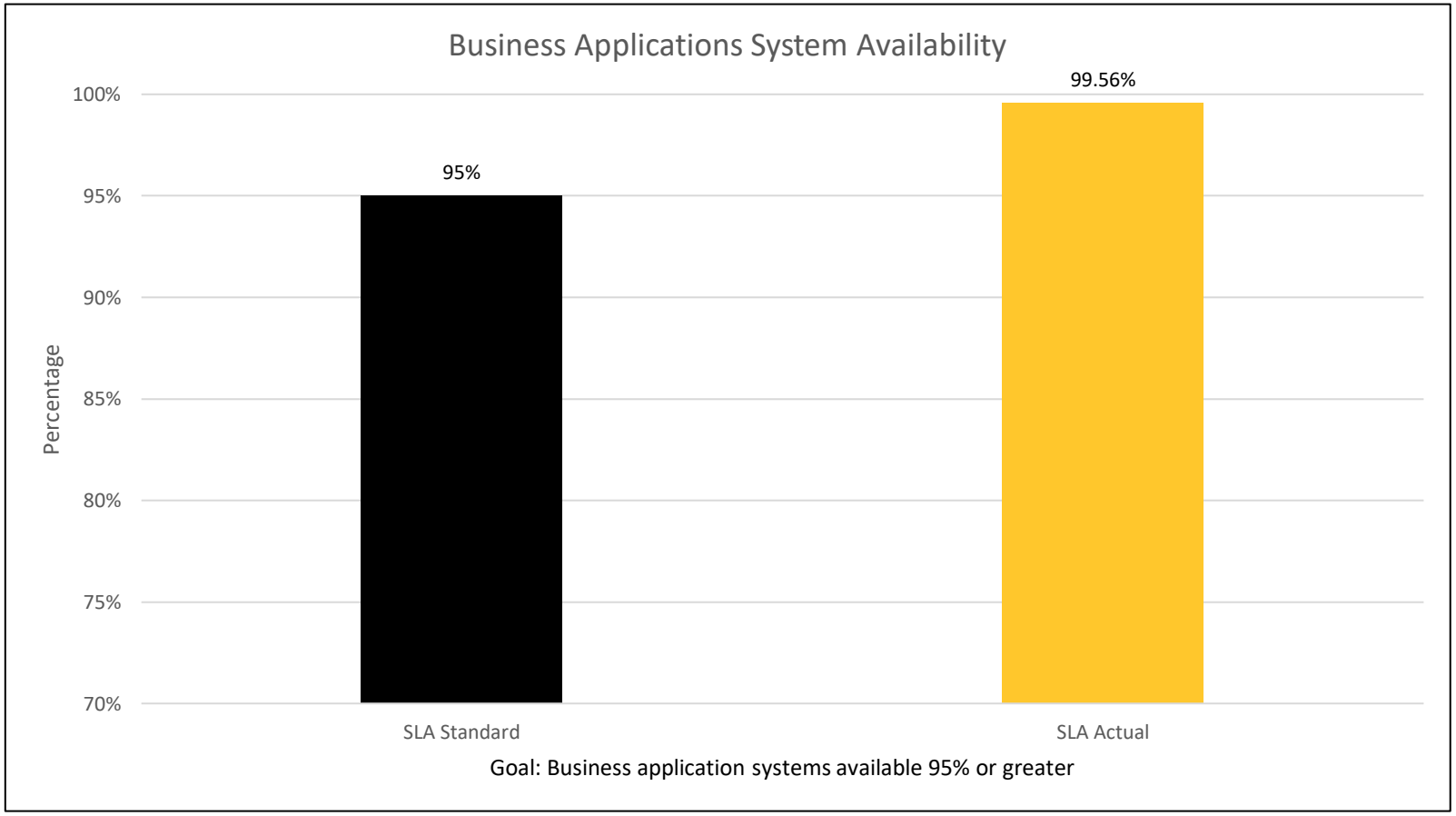
Business Application System Service Level Agreement

- 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, 2024 through December 31, 2024



Business Application Systems

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