

# IT Service Level Agreement Information

## January 1, 2025 – June 30, 2025



# Help Desk SLA

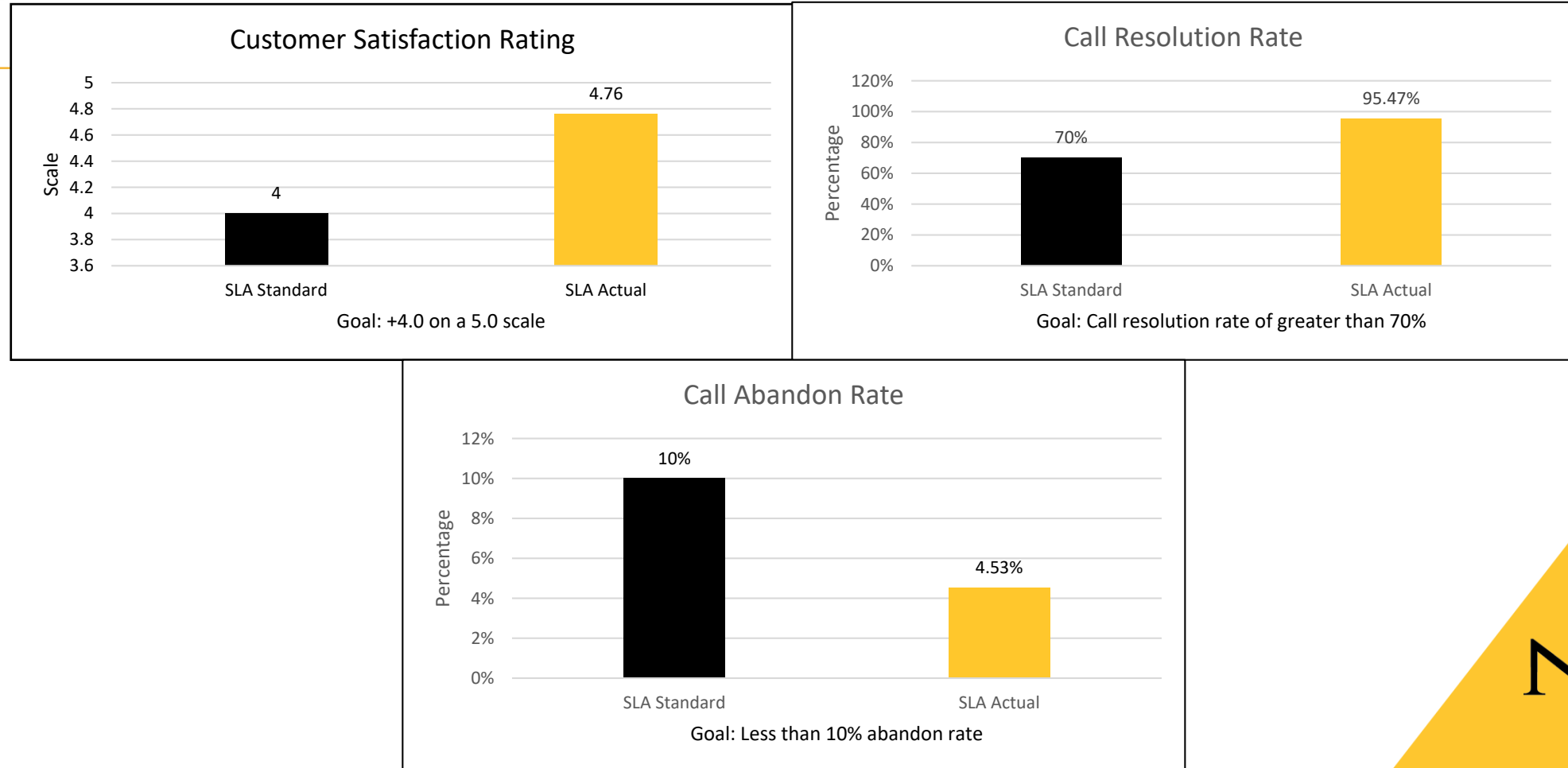
---

- 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

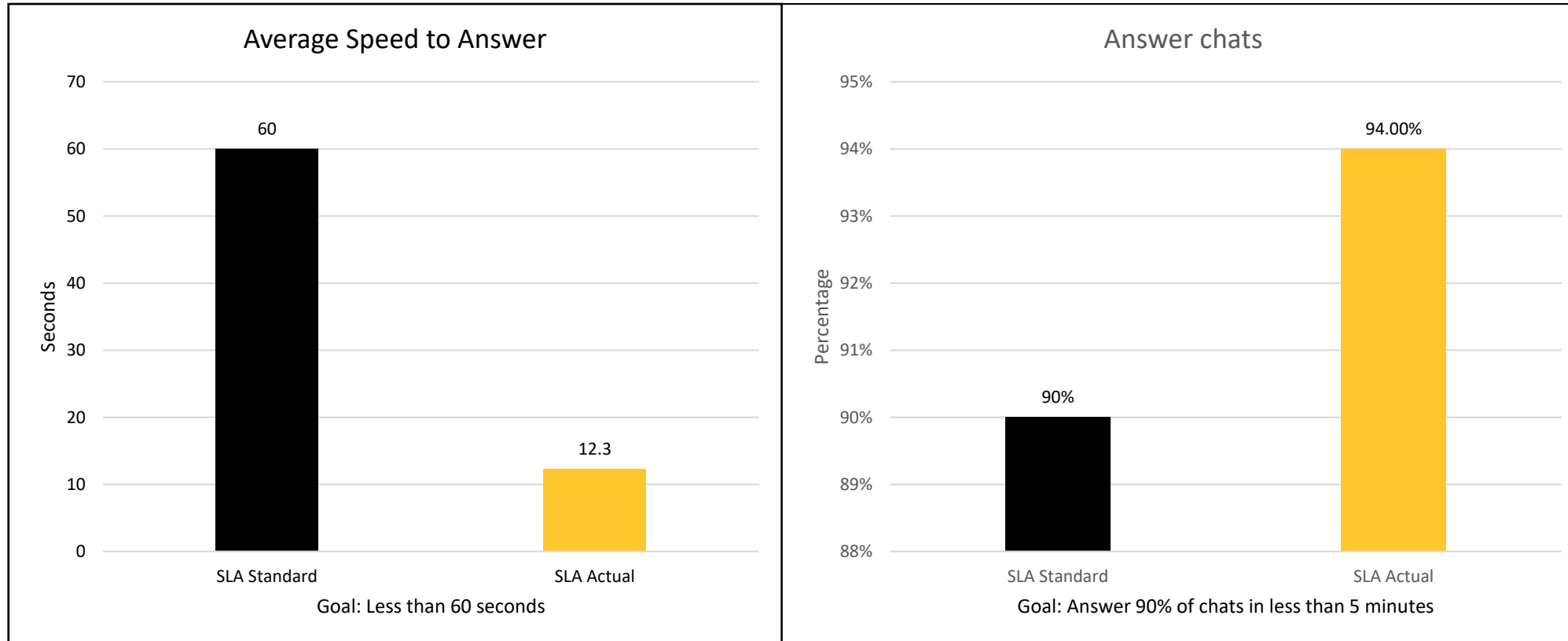
## January 1, 2025 – June 30, 2025





# IT Help Desk SLAs

## January 1, 2025 – June 30, 2025



# Network Team Service Level Agreement

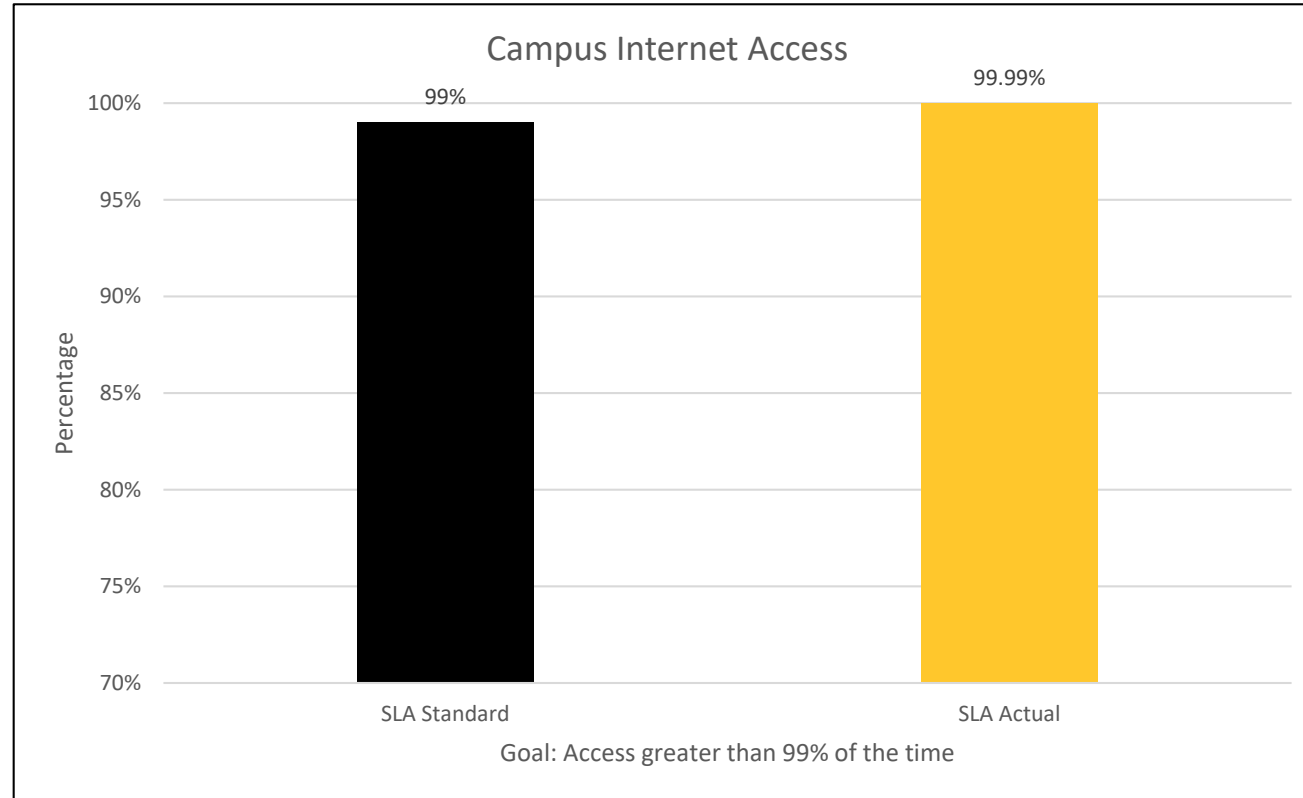
---

- 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.



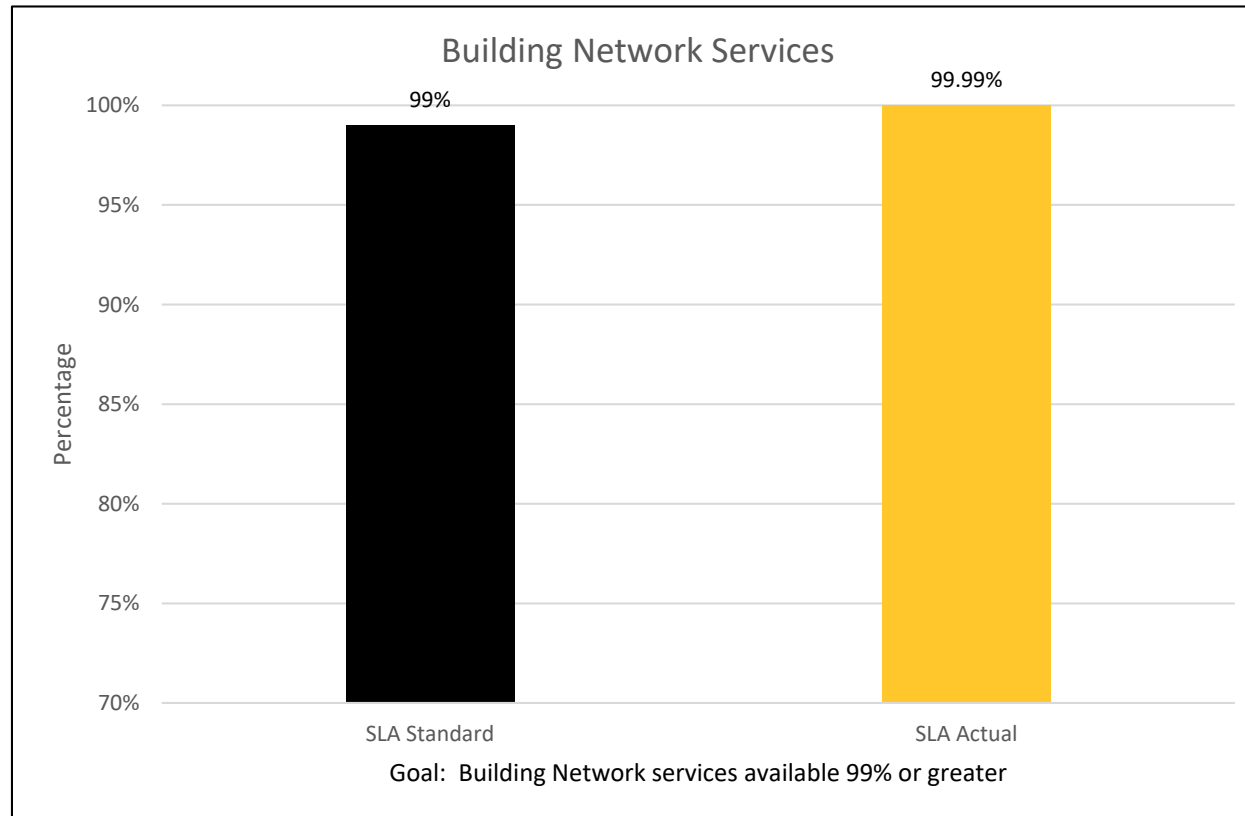
# Campus Internet Access

## January 1, 2025 – June 30, 2025





# Building Network Services January 1, 2025 – June 30, 2025



# Business Application System Service Level Agreement

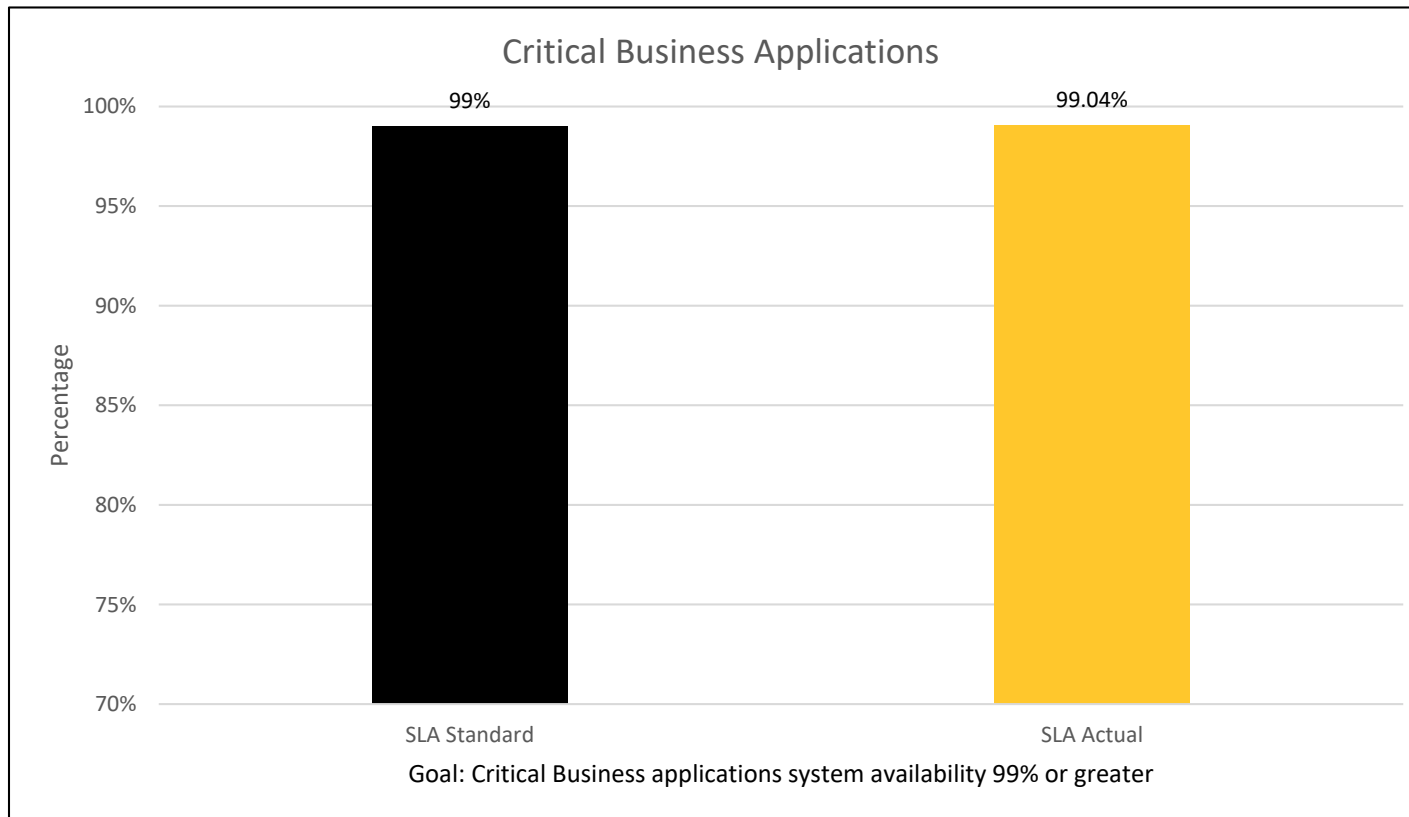
---

- 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 January 1, 2025 – June 30, 2025





# Business Application Systems January 1, 2025 – June 30, 2025

