

IT Service Level Agreement Information July 1, 2018 – September 30, 2018

October 2018



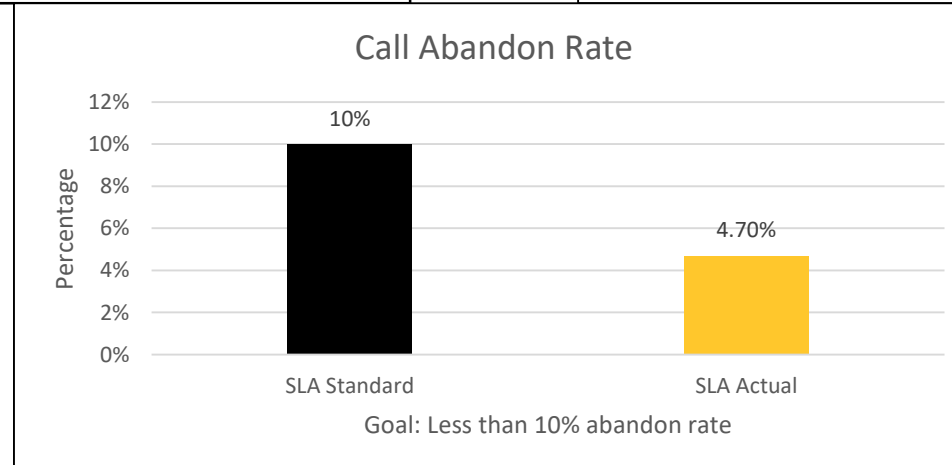
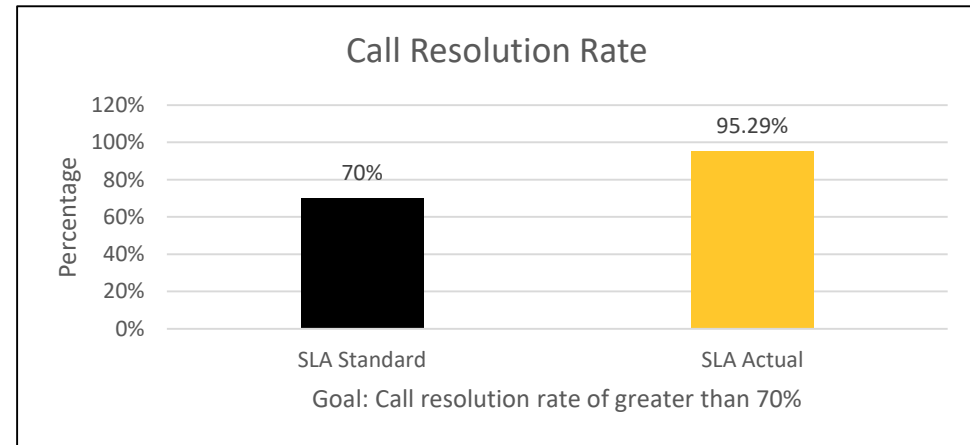
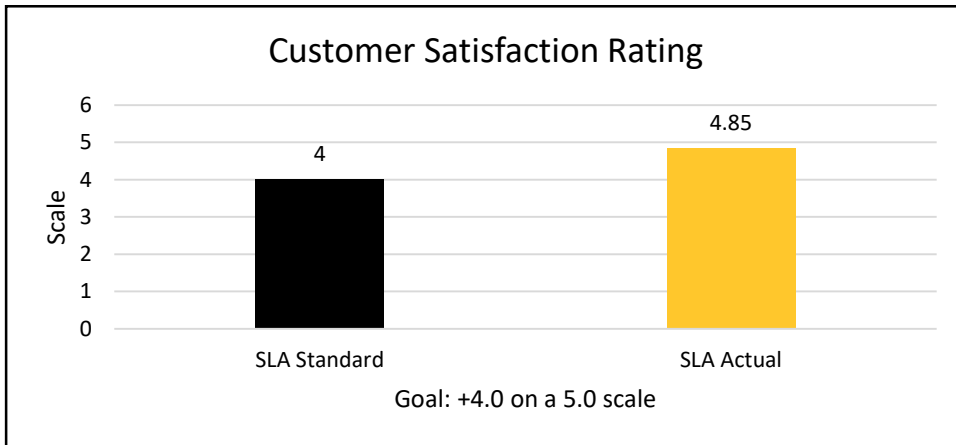
Help Desk SLA

- 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.



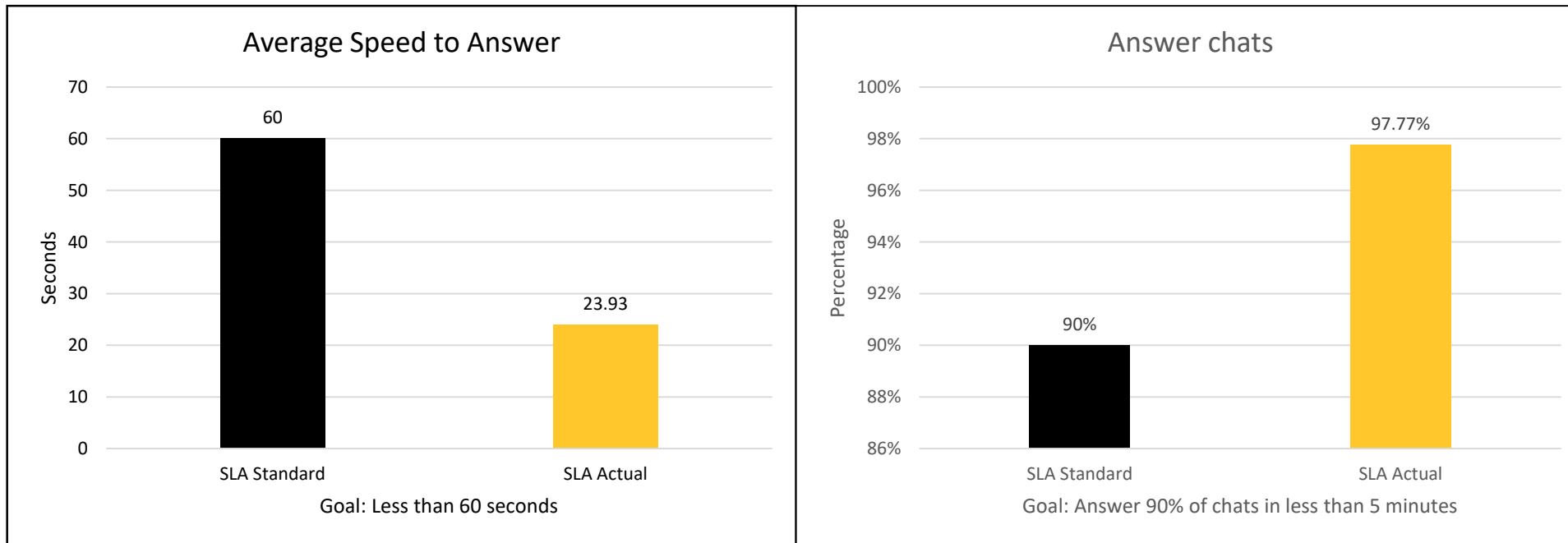
IT Help Desk SLAs

July 1, 2018 – September 30, 2018





IT Help Desk SLAs July 1, 2018 – September 30, 2018



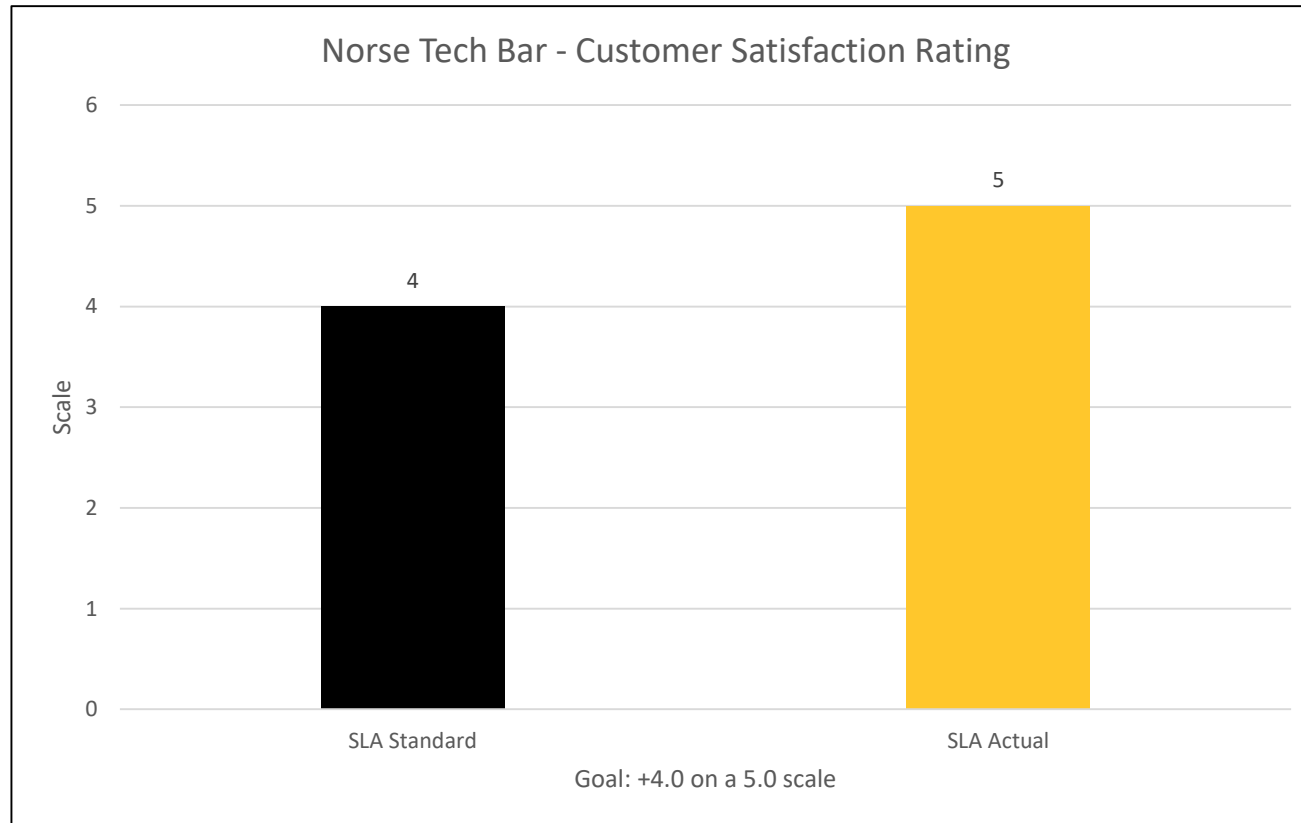
Norse Tech Bar Service Level Agreement

- 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

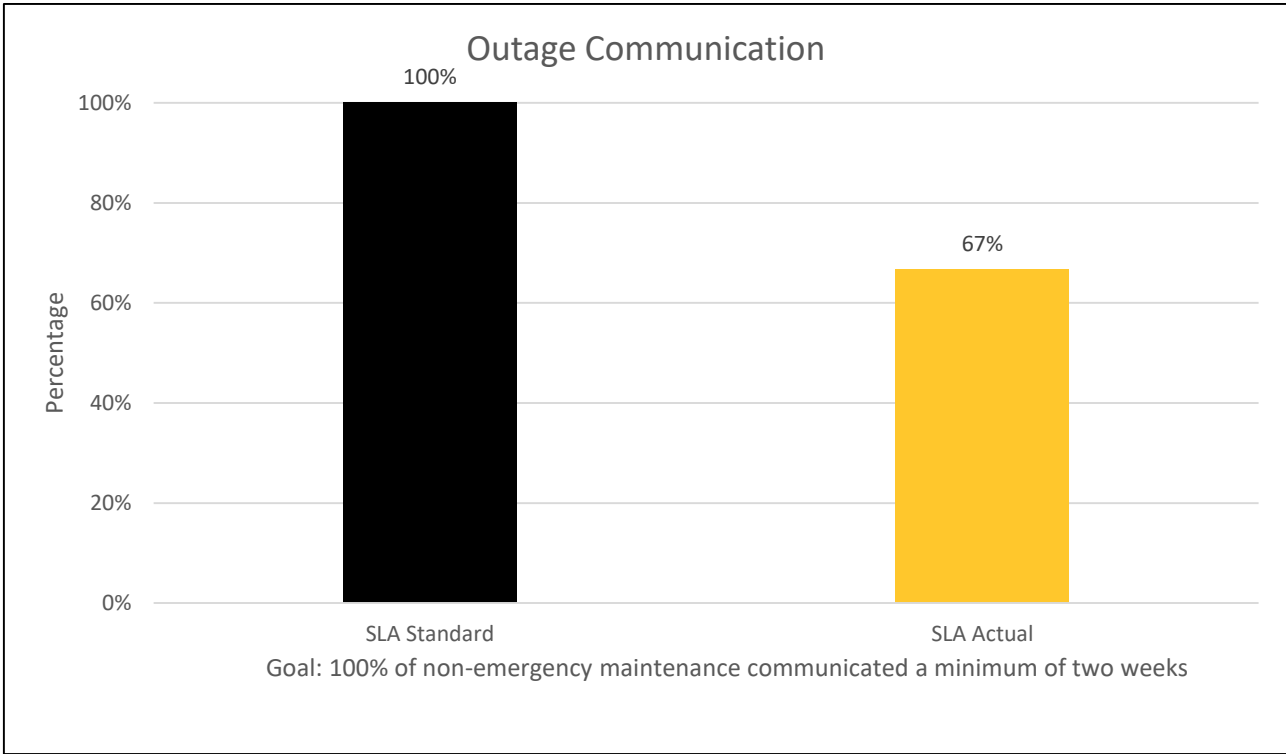
July 1, 2018 – September 30, 2018



Outage Communication Service Level Agreement

- The IT Communications group has the following Service Level Agreement:
 - A two week minimum notification for non-emergency related updates.

Outage Communicate Notification Service Level Agreement July 1, 2018 – September 30, 2018



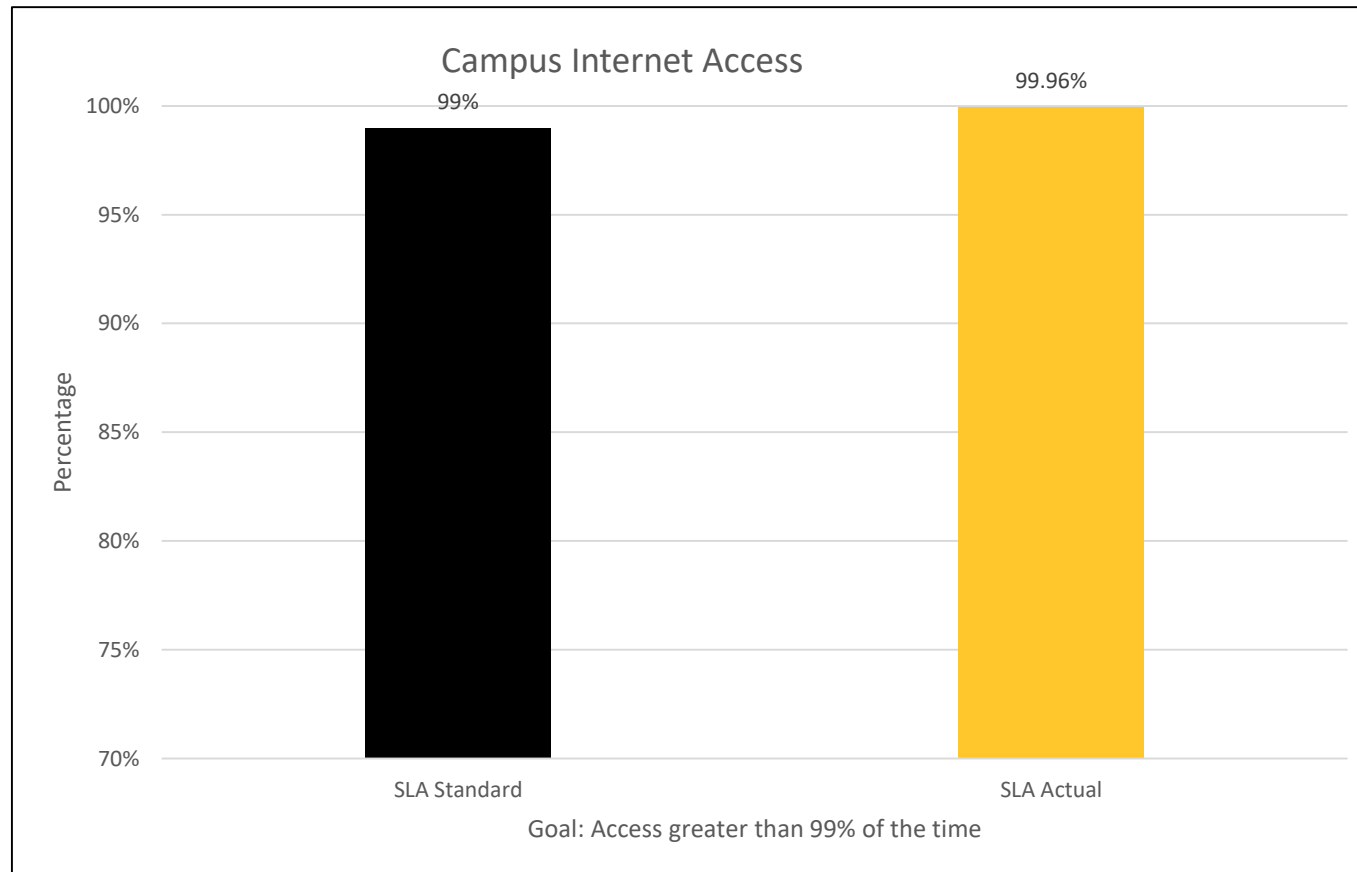
Network Team Service Level Agreement

- 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

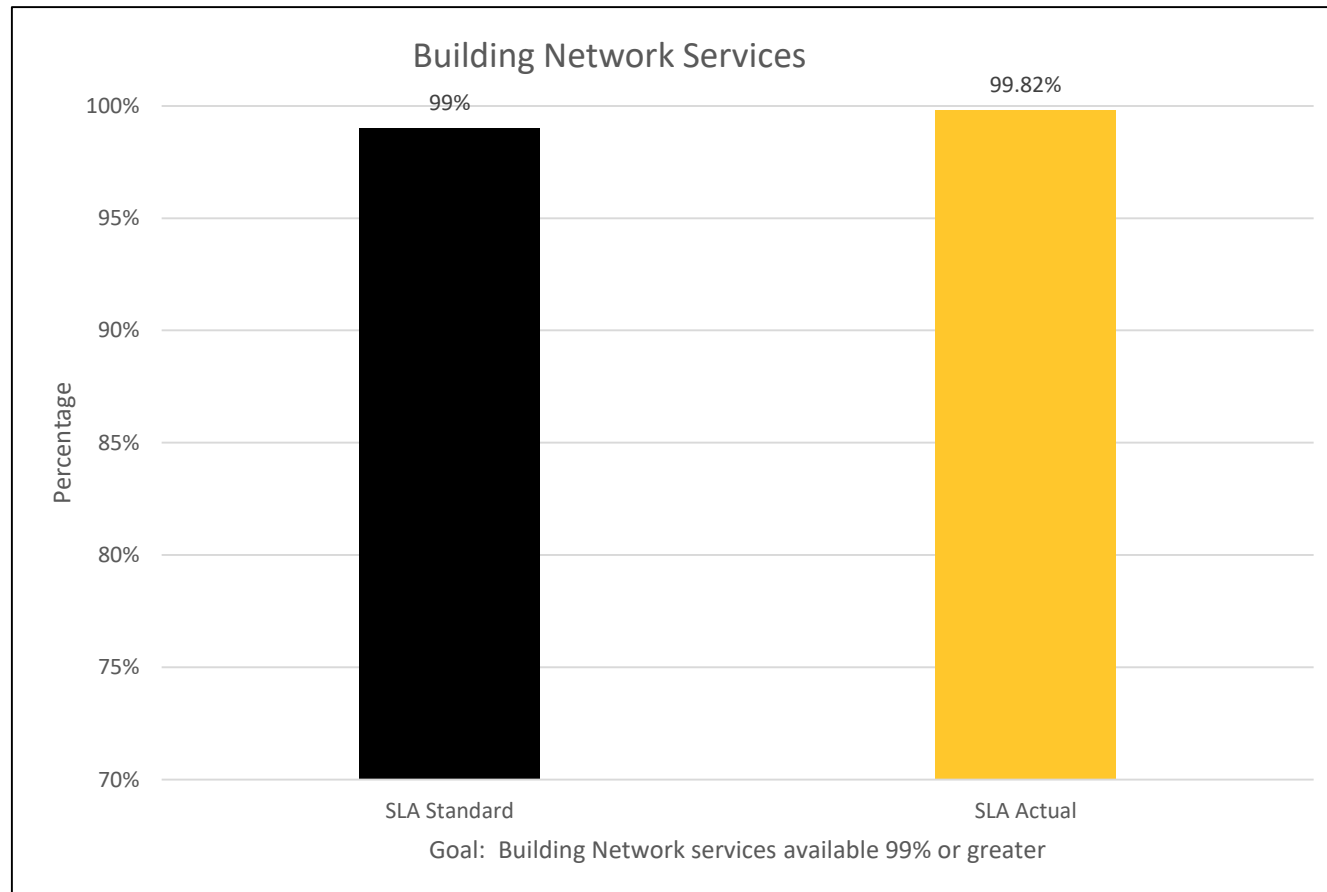
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Building Network Services

July 1, 2018 – September 30, 2018

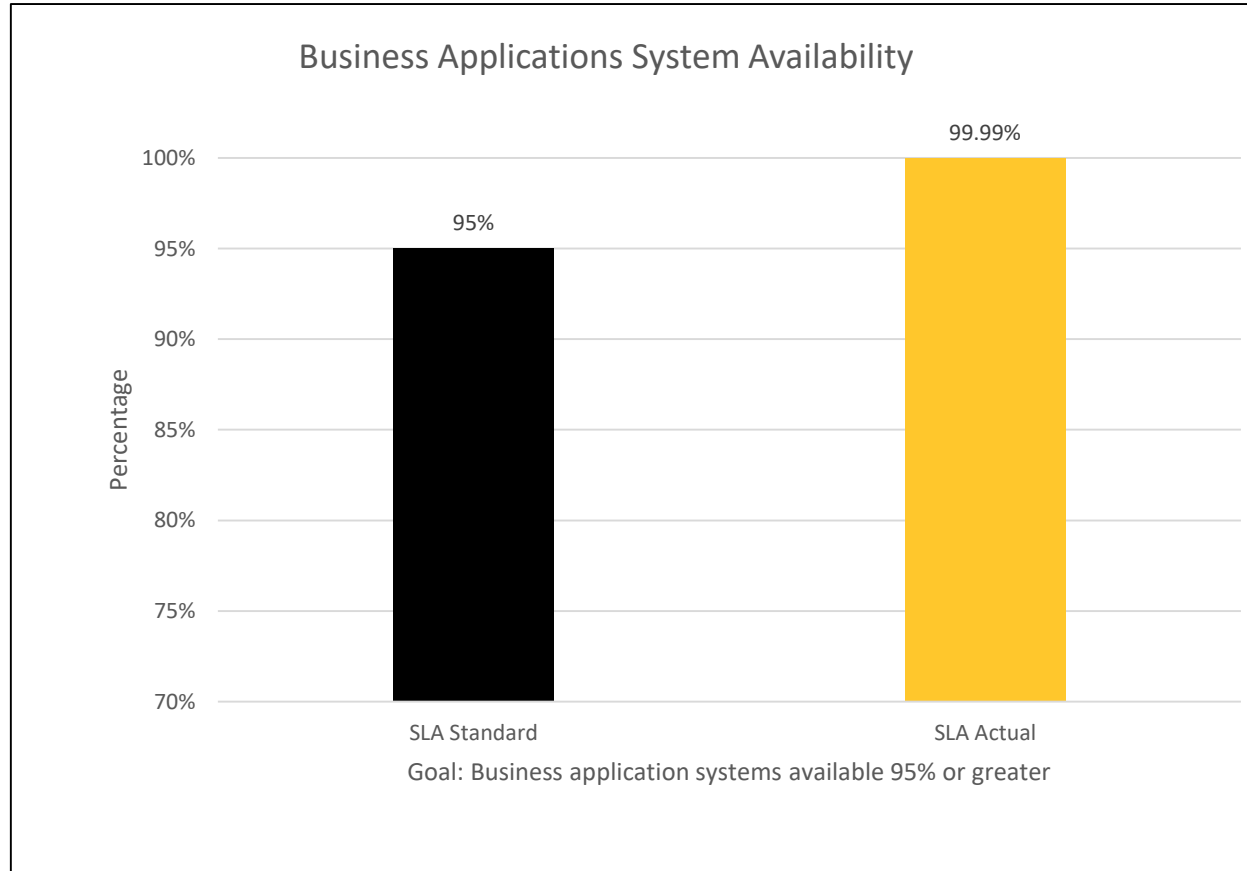


Business Application System Service Level Agreement

- 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, 2018 – September 30, 2018





Business Application Systems July 1, 2018 – September 30, 2018

