

# IT Service Level Agreement Information October - December 2017

January 11<sup>th</sup>, 2018



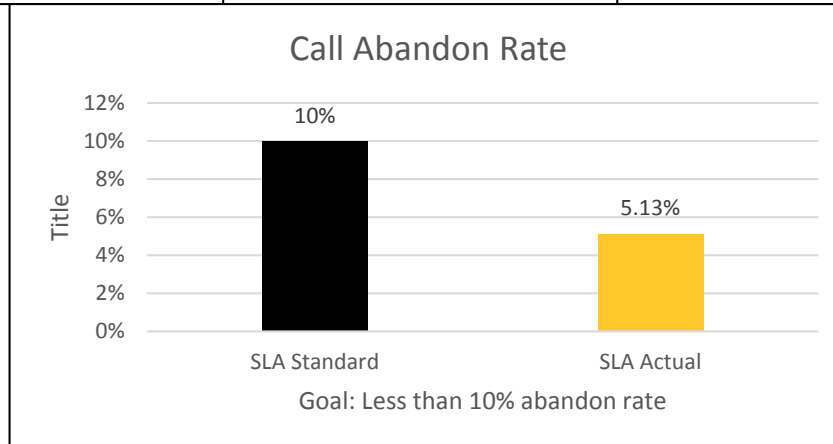
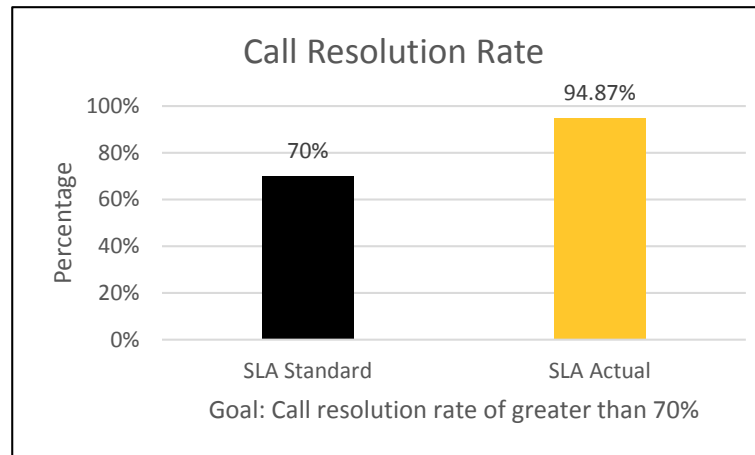
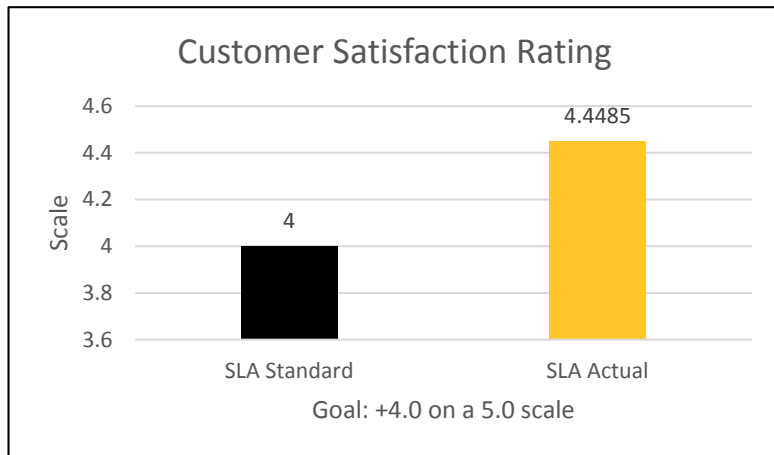
# Help Desk SLA

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- 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.

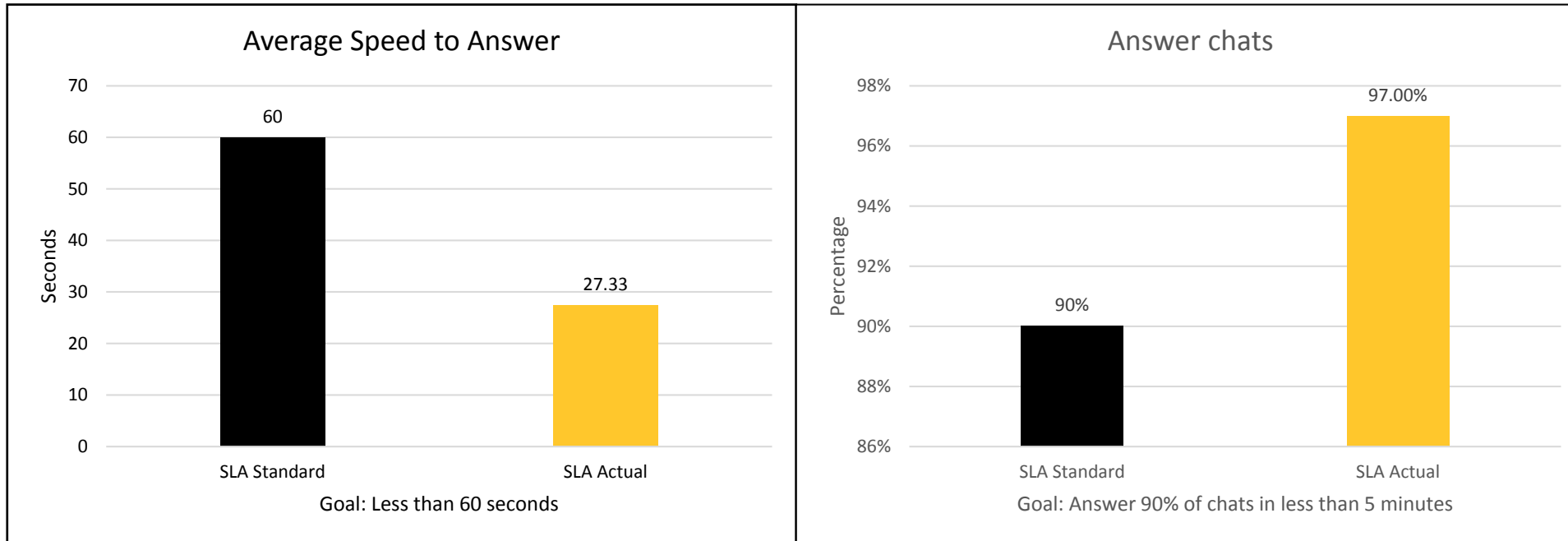


# IT Help Desk SLAs October through December 2017





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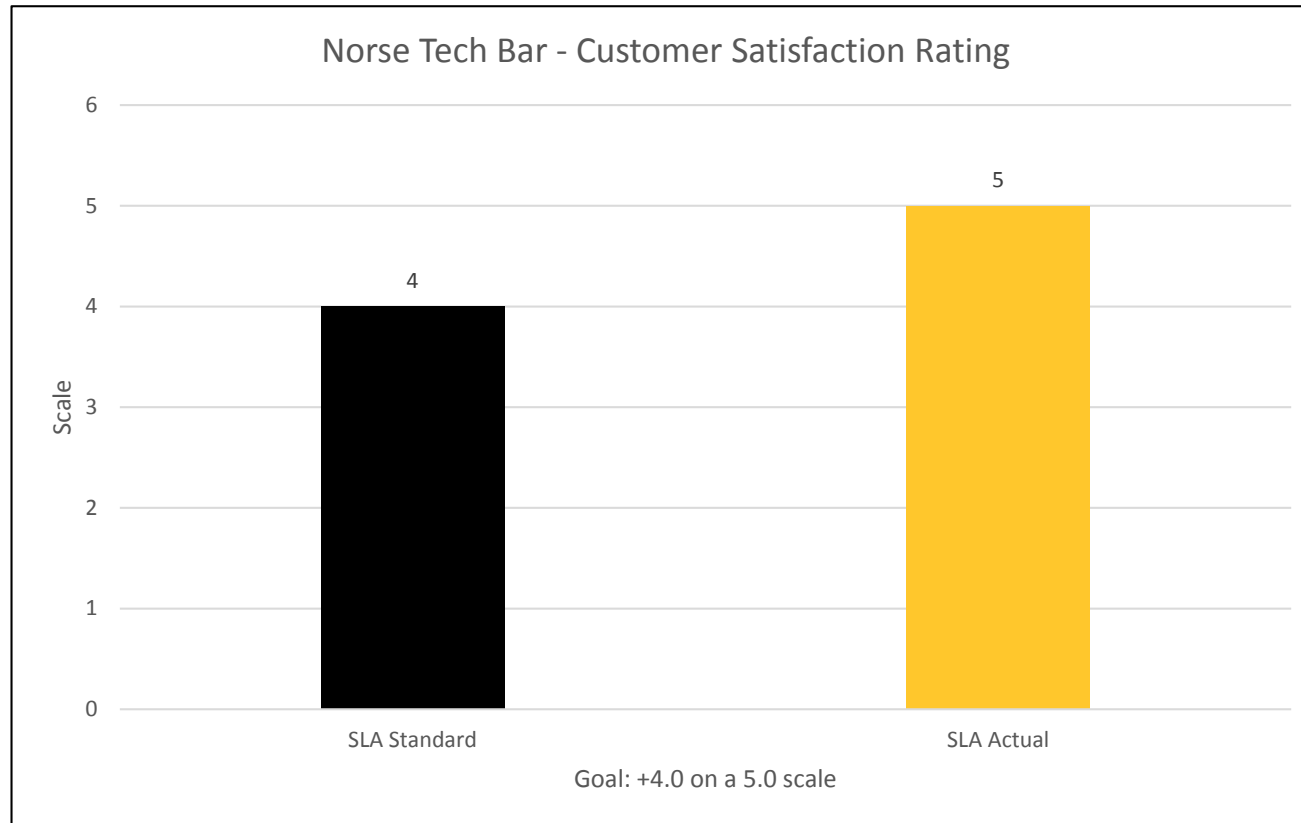
# Norse Tech Bar Service Level Agreement

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- 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 October through December 2017



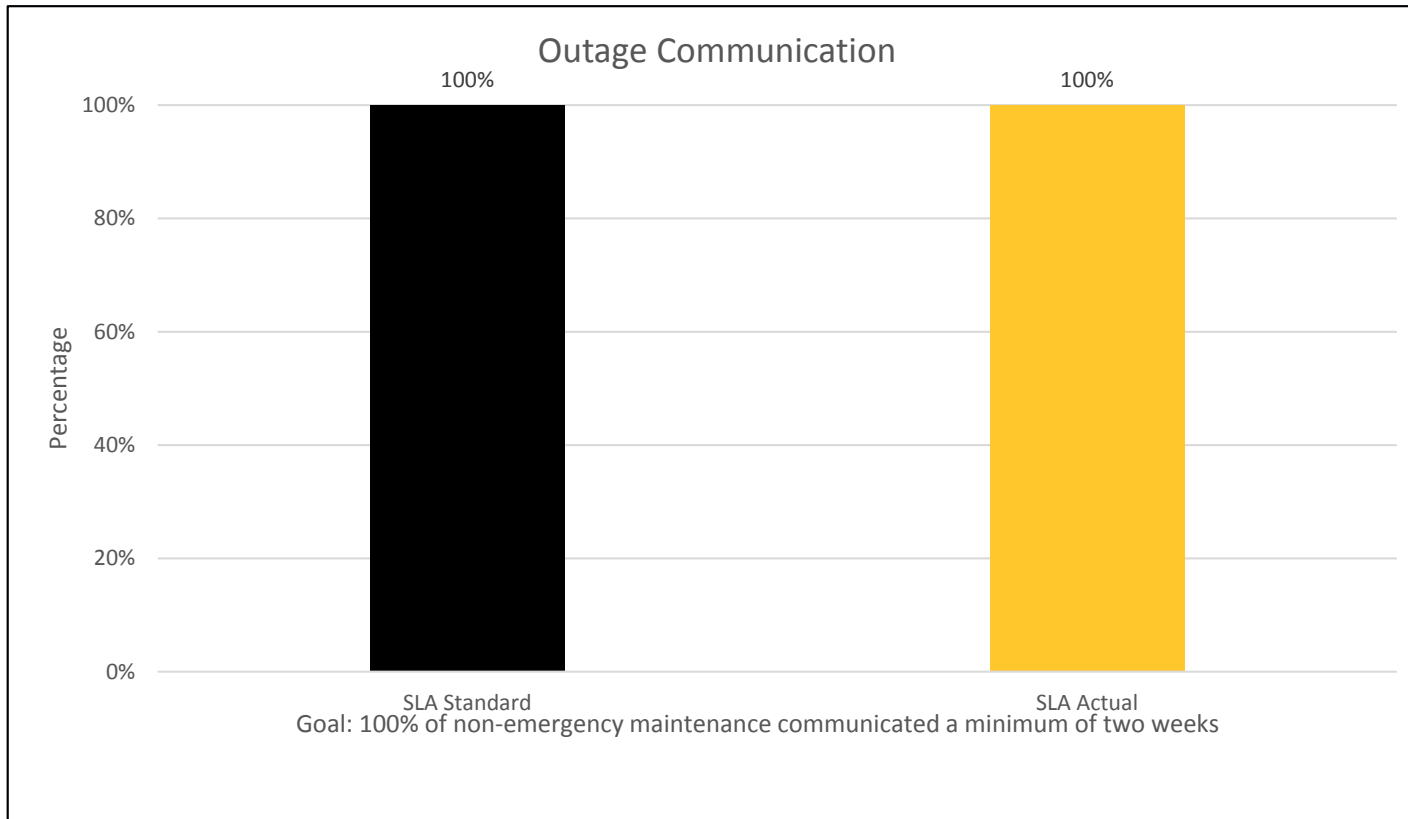
# Outage Communication Service Level Agreement

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- 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      October through December 2017





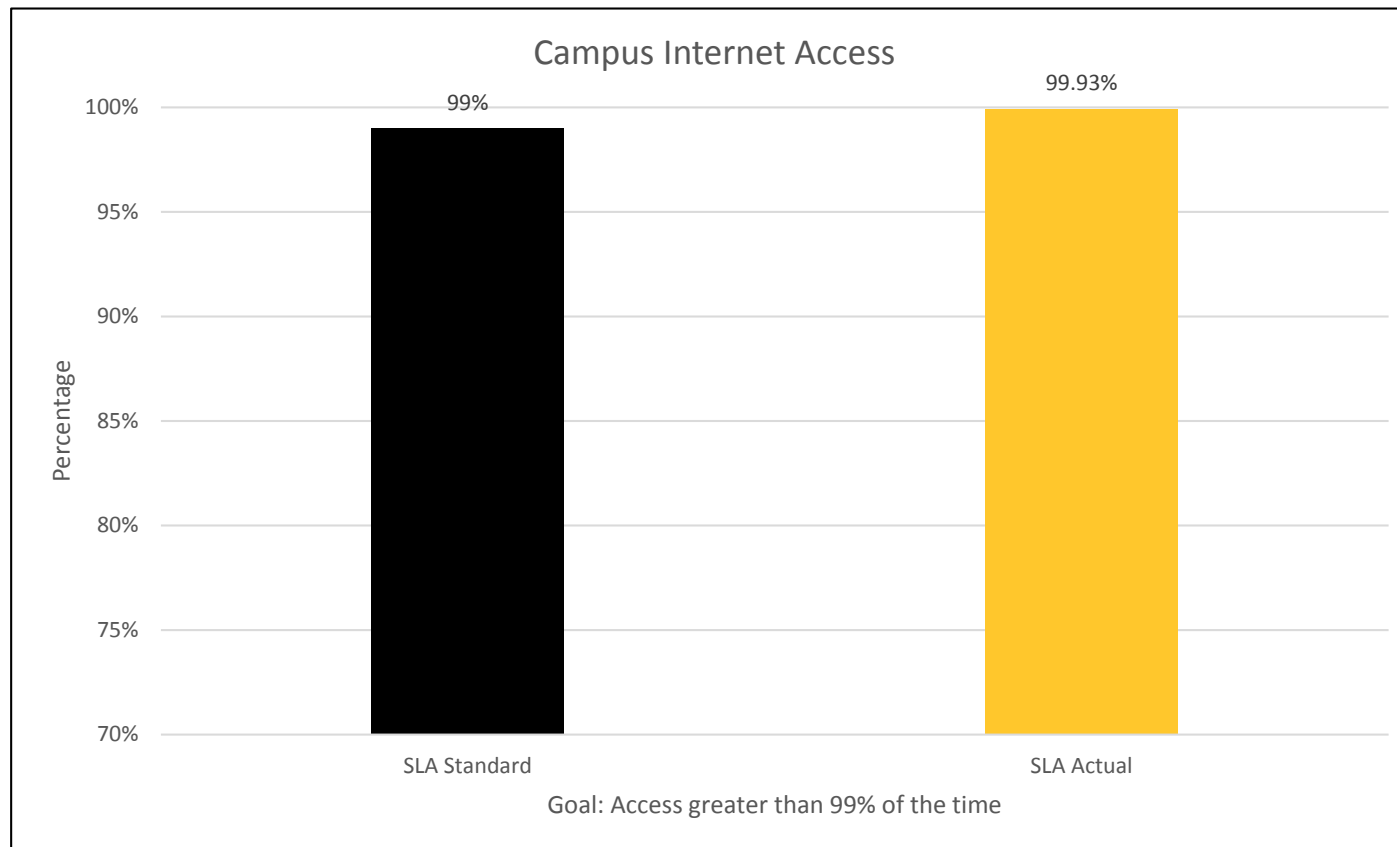
# Network Team Service Level Agreement

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- 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.

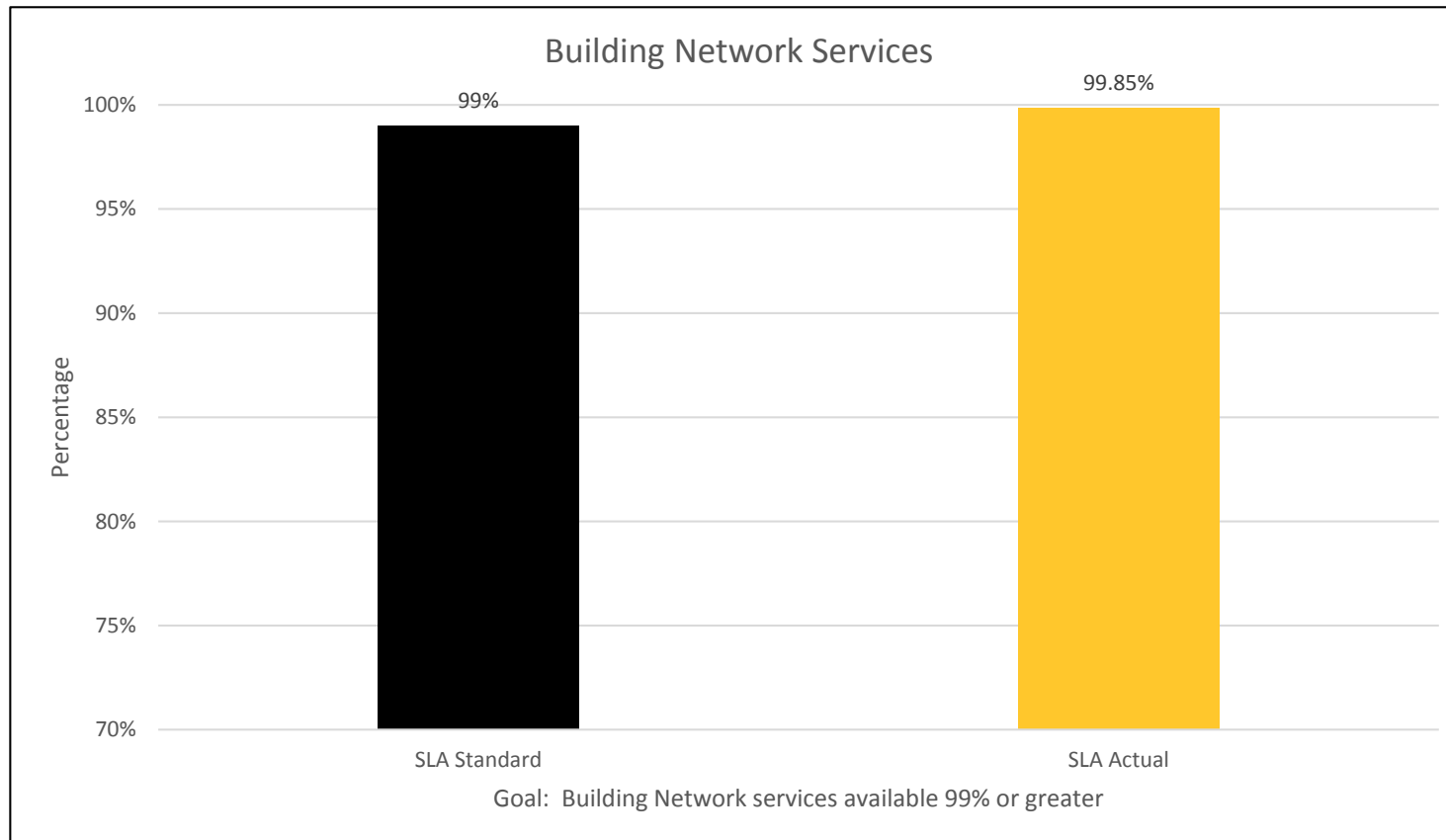


# Campus Internet Access October through December 2017





# Building Network Services October through December 2017



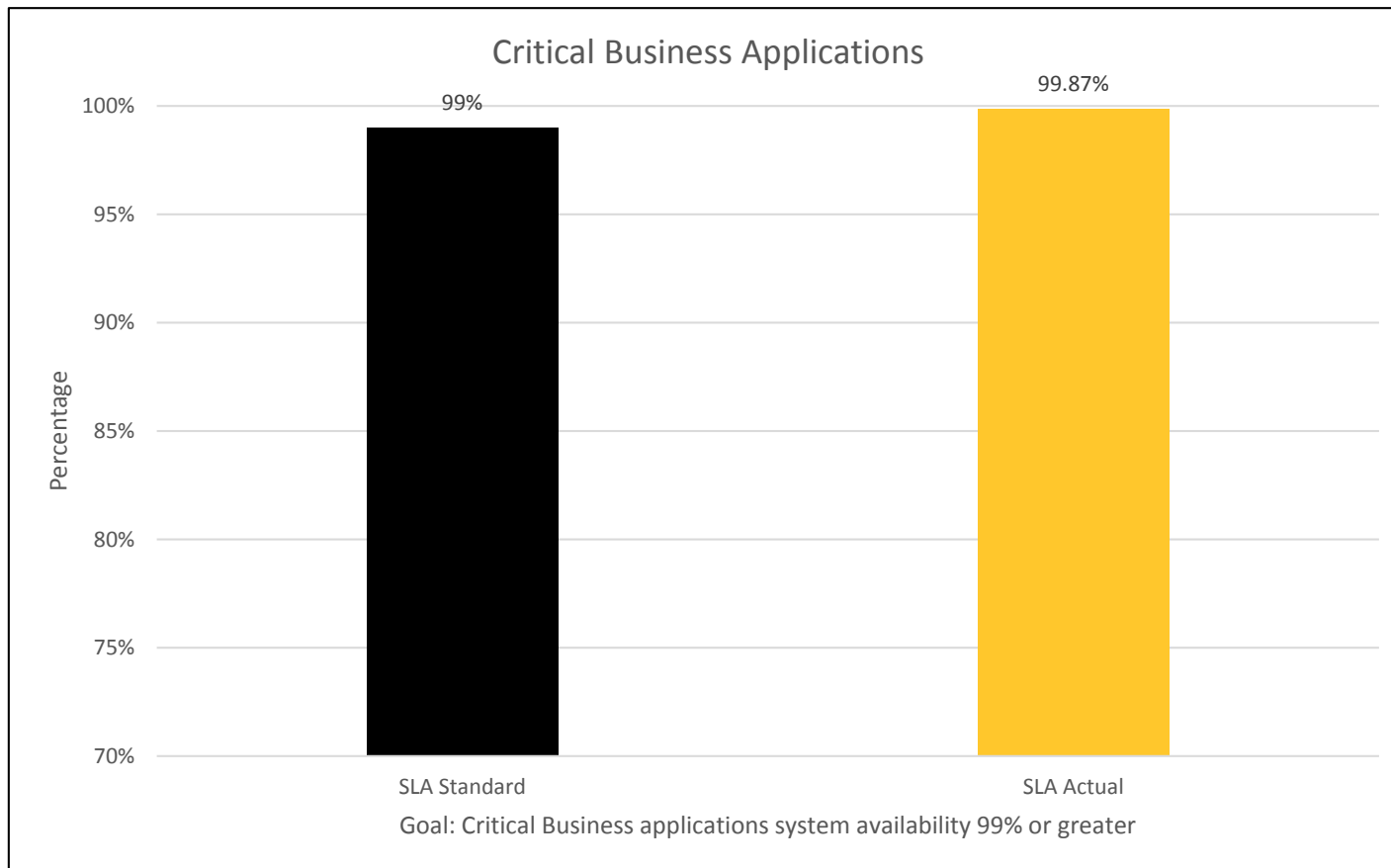
# Business Application System Service Level Agreement

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- 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 October through December 2017





# Business Application Systems October through December 2017

