

IT Help Desk Service Level Agreement

1.0 Purpose/Scope:

We strive to provide predictable, efficient, and timely service to our customers. To that end, we commit to high levels of service that support NKU's mission and goals. This SLA defines OIT and user responsibilities associated with requests for IT service, metrics by which service will be measured, and defined service request severity levels with associated OIT response times.

2.0 Agreement Timeframe

July 1 – June 30 (ongoing)

OIT will provide semi-annual reporting measurements to verify SLA's metrics are being met

This document will be reviewed annually for updates/modifications

3.0 Description:

The Office of Information Technology provides multiple channels for customers to interact and request services.

Methods of contact to request service:

- To submit an online service request: <http://infra.nku.edu/InfraForms/>
- To contact our IT Help Desk by phone: 859.572.6911
- To chat with a IT Help Desk staff person: <http://it.nku.edu/help.html>
- To email a question: helpdesk@nku.edu
- Walk-In (AC 220)

For IT Help Desk hours, please visit <http://it.nku.edu/help.html> for current hours, as they change periodically based on semester requirements.

To provide timely and effective responses and resolutions to customer requests for service, both OIT and the customer have agreed upon responsibilities.

The customer's related responsibilities are:

- Request OIT services through the channels outlined in this SLA (methods of contact).
- Respond to OIT inquiries in a professional and timely manner.
- Maintain compliance with all software licensing and supported hardware requirements.
- Adhere to NKU's [Acceptable Use Policy](#) and other related IT policies.

* The IT Help Desk is staffed with trained, qualified employees to assist customers, but there are instances when requests for service must be escalated to other IT staff for resolution. In these cases, we commit to promptly moving the request to the appropriate team for resolution.

The OIT related responsibilities are defined in Section 4.0 – Key Metrics/Measurements/Availability

4.00 Key Metrics/Measurements/Availability

- Customer Satisfaction ≥ 4.0 on a 5.0 scale
- Average Speed to Answer < 60 seconds (80% efficiency)
- Call Abandon Rate of $< 10\%$
- Call Resolution Rate $\geq 70\%$
- Answer chats < 5 minutes (90% efficiency)

Time to Response on Requests for Service

Each customer has the ability to define the level of severity to their request and, based on the customer's identification of the issue, OIT's RESPONSE rate to the submitted request is defined below:

Our goal is to meet the thresholds set forth in this SLA at a level consistent or exceeding 90% during each semi-annual evaluation period.

Severity Levels:

- Critical: University-wide impact from system/network outage. Classroom technology is not functioning and impacting delivery of instruction.
- High: Customer's device problem is severely impacting productivity. There is no temporary work around, customer's system is completely unusable.
- Standard: Customer's device is limited in its capability, but there is a workaround or the issue is not impacting them currently.
- Low: Customer has basic questions about technology or needs to submit a request that is not driven by a time constraint.

Example

Impact	Campus-wide or multiple department outage or classroom technology	High	Critical	Critical	Critical	Critical
	Department/Building floor	Standard	High	High	High	Critical
	Individual	Standard	Standard	High	High	High
		Workaround Available	Performance Affected	Business Process Stopped	Multiple Activities Affected	Emergency Situation
				Urgency		

RESPONSE RATES:

OIT Response Rate to Customer Requests (based on severity)		
Severity Level	Examples	Response Time (Business Hours)
Critical	<ul style="list-style-type: none"> • Campus network is down • Classroom projector is not working 	20 minutes or less
High	<ul style="list-style-type: none"> • No workaround for customer • Problem is severely impacting productivity 	2 hours or less
Standard	<ul style="list-style-type: none"> • Not severely impacting productivity • Software Install 	8 hours or less
Low	<ul style="list-style-type: none"> • General IT questions • Long range planning questions 	40 hours or less

(Note: After contacting the customer within the defined parameters of our response rate, OIT has the discretion to redefine the level of severity before resources are applied to resolution.)

5.0 Intended users/Stakeholders:

This agreement is between The Office of Information Technology and all faculty/staff/students/alumni/retirees who meet the terms of NKU's [Acceptable Use Policy](#) and abide by all applicable policies and procedures adopted by the University.

6.0 Costs:

There is no additional cost for services described in this Service Level Agreement. If there are requests for services beyond what is outlined in this SLA, OIT may charge for requested services.

7.0 Maintenance

Regularly scheduled maintenance may temporarily disrupt service and in such cases, will not be assessed against SLA metrics.