

## **Norse Tech Bar 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 customer service at the Norse Tech Bar.

### **2.0 Agreement Timeframe**

July 1 – June 30 (ongoing)

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

This document will be reviewed annually for updates/modifications.

### **3.0 Description**

Norse Tech Bar provides bring your own device (BYOD) support for personally owned devices of NKU students, faculty and staff. BYOD support includes diagnostics of hardware and software related problems and, when possible, attempts to resolve the issues at point of contact.

- Software services are dependent upon the owner having properly licensed software where required. Examples of software related services include: drive mapping, e-mail setup, software installation, virus scan and removal.\*
- Hardware services are dependent upon the warranty status of the hardware itself. Norse Tech Bar will not work on any items still covered by a manufacturer warranty. Examples of hardware related services include: diagnostics of error messages, diagnostics of unresponsive hardware, computer hard drive replacement (on computers that allow simple access to the hard drive), and computer RAM upgrades (on computers that allow simple access to the RAM slots).\*\*

\*NKU students, faculty, and staff are responsible for providing licensed software and/or purchasing hardware replacement parts as needed for completion of the services the Norse Tech Bar provides.

\*\*Norse Tech Bar provides services to personal devices on a good faith effort. Employees and/or NKU are not held liable for damages or auxiliary costs that may be incurring from services rendered.

### **4.0 Key Metrics/Measurements/Availability**

Based on surveys of customers, we commit to a Customer Satisfaction Rating of  $\geq 4.0$  on a 5.0 scale

## 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

N/A