

IT Service Level Agreement Information July – December 2016

January 9th, 2017

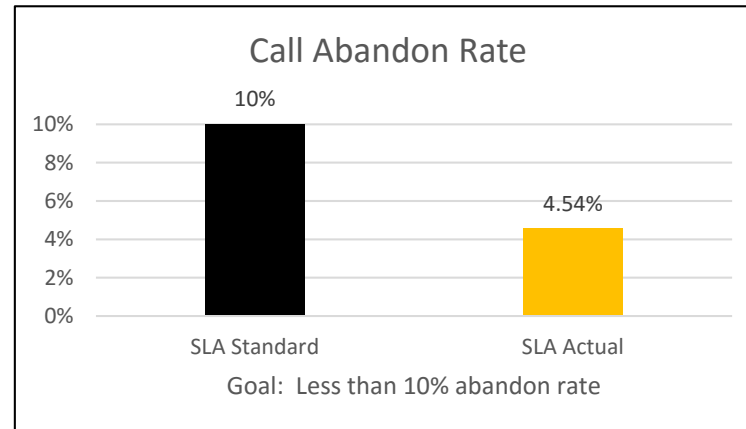
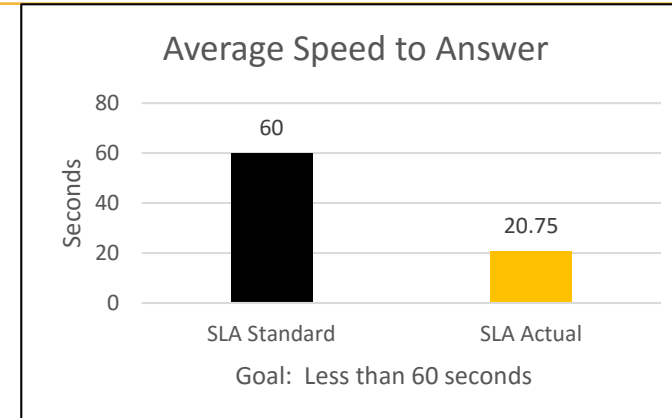


Help Desk SLA

- 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.

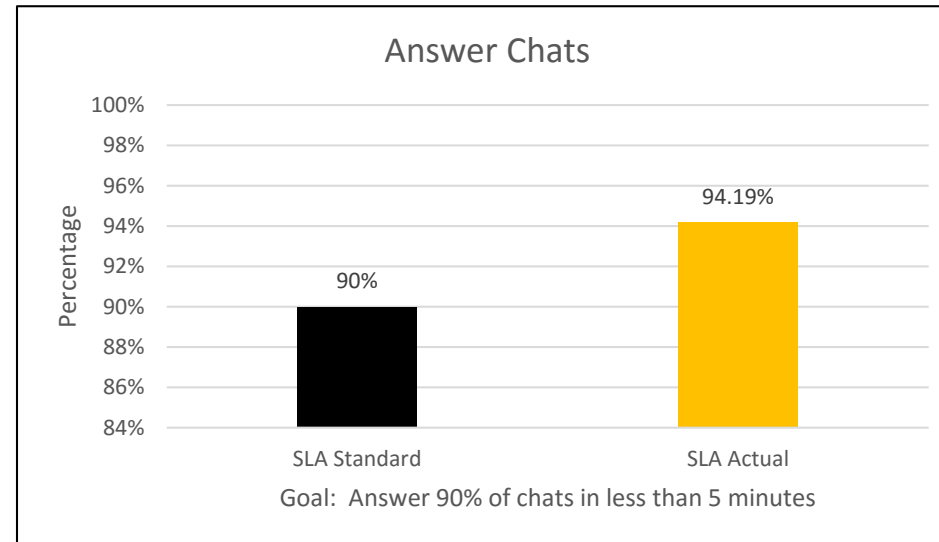
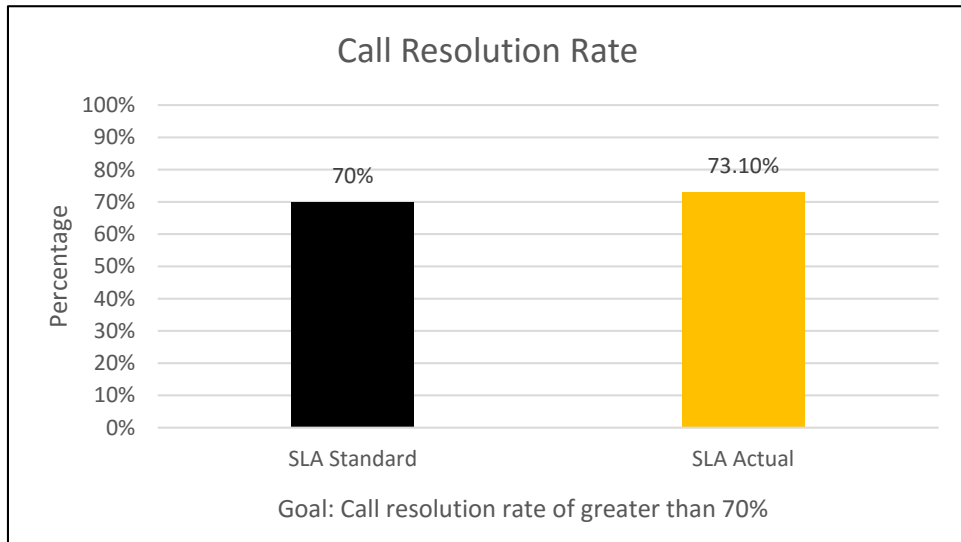


IT Help Desk SLAs July thru December 2016





IT Help Desk SLAs July thru December 2016



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.



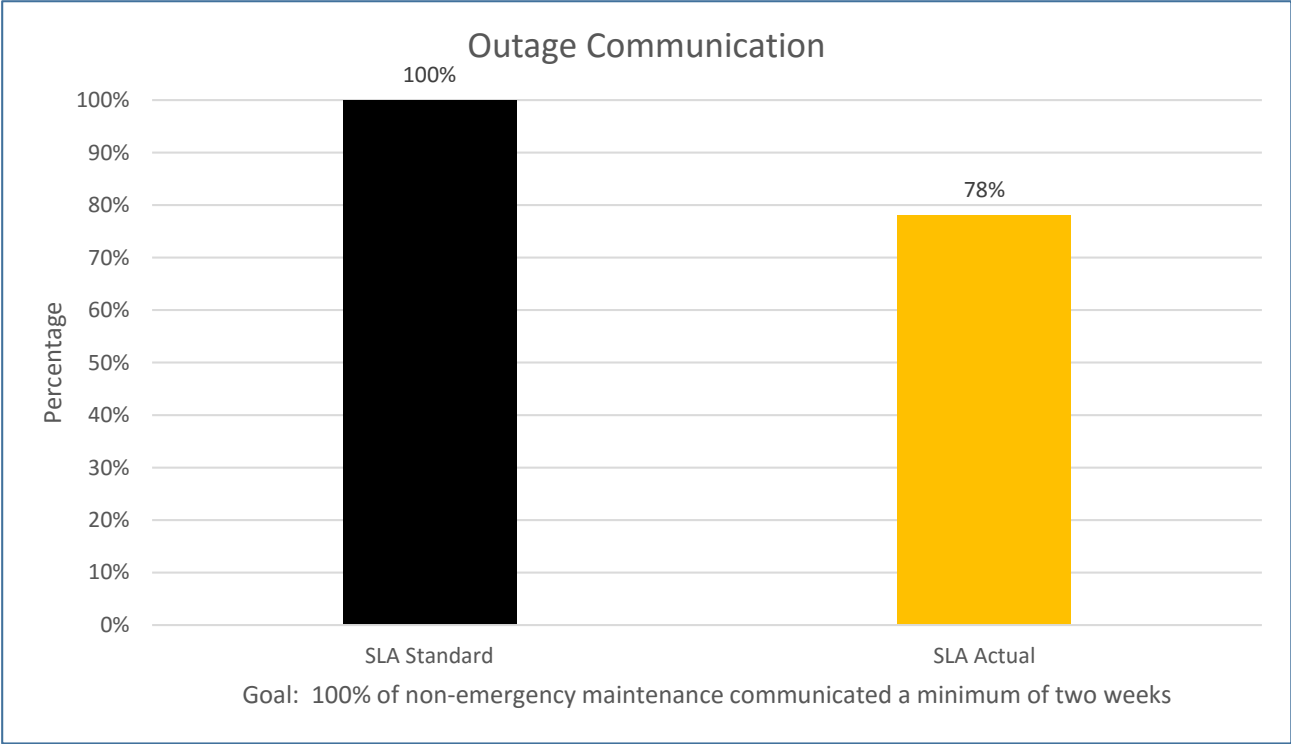
Norse Tech Bar SLA July thru December 2016



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 thru December 2016

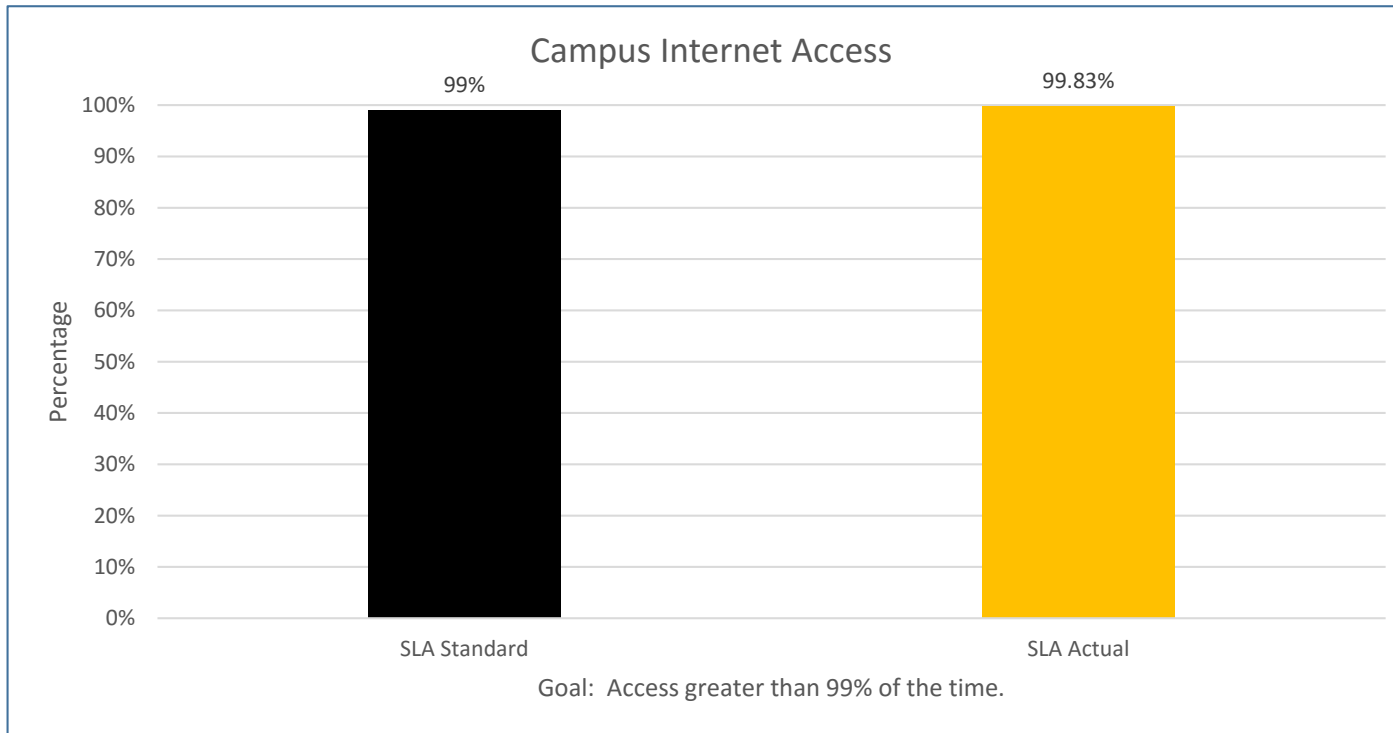


Network Team Service Level Agreement

- 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.

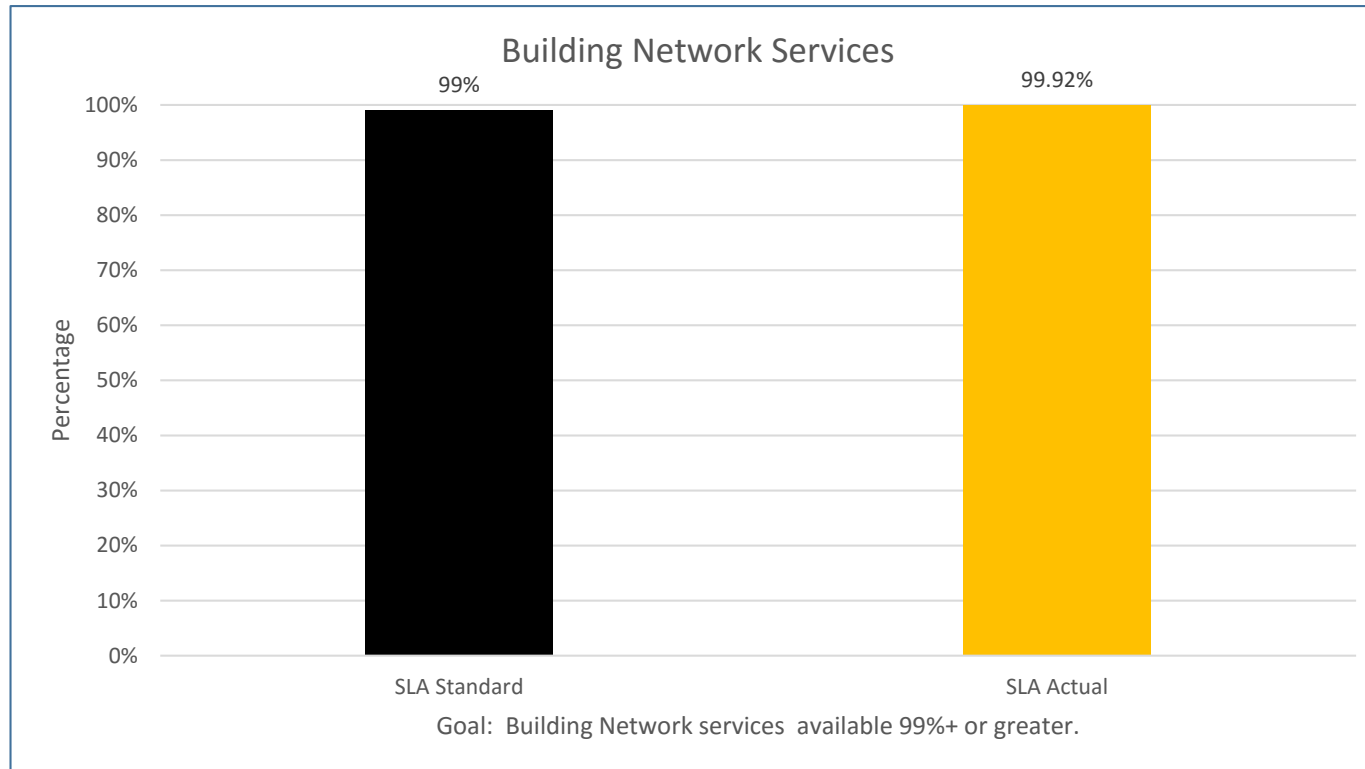


Campus Internet Access July thru December 2016





Building Network Services July thru December 2016

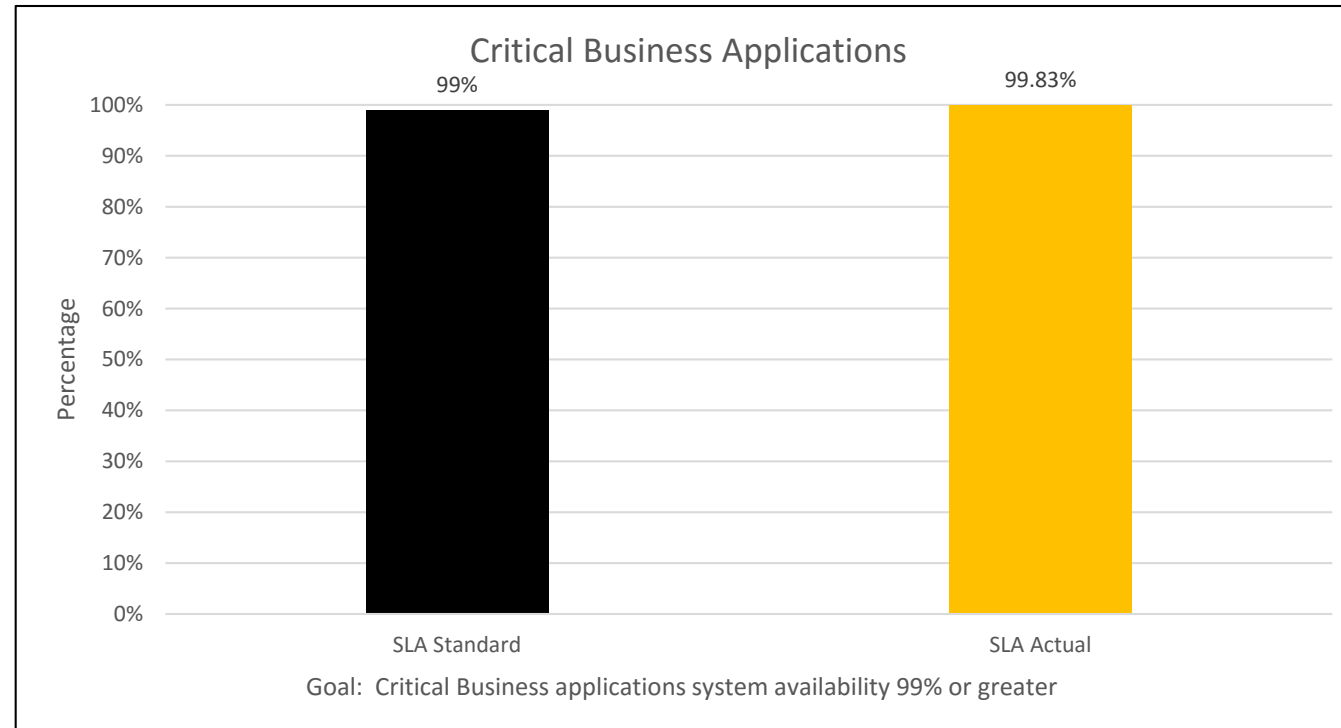


Business Application System Service Level Agreement

- 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 thru December 2016





Business Application Systems July thru December 2016

