PALM BEACH STATE
COLLEGE

Palm Beach State College

Information Technology

Service Level Agreement

(Revision: Feb 14 2014)

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1. **INTRODUCTION**

1.1 Purpose and Objective

The purpose of this Service Level Agreement is to define the types of support and services provided by the Palm Beach State College Information Technology Department. The objective of the Information Technology Department is to provide technology resources, support and services to the College community.

1.2 Parties to the Agreement

The parties to the Agreement are the Palm Beach State College Information Technology Department (IT) and the Palm Beach State College Faculty, Staff and Students (Customer, Client).

1.3 Commencement Date

This Service Level Agreement shall commence on September 1, 2009.

1.4 Duration of the Agreement

This Agreement shall remain in full force and effect unless any party serves the others with written intent to modify the existing Agreement or negotiate a new Agreement. Should such notice be served, discussions shall commence within thirty (30) days following the date of the notice for the purpose of negotiating an amended or new Agreement.

1.5 Definitions

College Business Day	Regularly scheduled workday as posted on the Palm Beach State College IT Help Desk Website: http://www.palmbeachstate.edu/Help Desk/hours-of-operation.aspx *See Note *Note: During the Summer, the College is closed on Fridays and Saturdays. Refer to the Office of Human Resources website for College Closings: http://www.palmbeachstate.edu/hr/benefits/college-closings.aspx
Response time	Acknowledgement and logging of the initial request **during a normal College Business Day**. Response times do not indicate time to resolution of the issue.
IT Help Desk	Information Technology Help Desk

2. SCOPE OF WORK

2.1 Standard Service (Incidents)

Standard services for Incidents, based on Priority Codes, are as follows:

IT Priority Levels and Definitions	Examples	IT Response Requirements	IT Resolution Paths/Goals
1-Urgent • Used only for severe or wide spread outages. System outage affects a large number of users (25 or more). • No reasonable workaround is currently available.	• The service is NOT functioning. • Problem interferes with classroom instruction, is a mission critical business function, or involves potential loss of mission critical information. • Activity or event is already in progress and cannot be made-up or rescheduled, immediate action could eliminate or mitigate the problem, and the condition/problem will persist until resolved.	• IT responds within **1 hour** to the **initial** submission by the Customer. • Urgent requests **must** be phoned into the IT Help Desk. Emailed requests may not receive Urgent attention.	• IT begins work on the issue or escalates to another department in IT or outside support/vendor. • Customer may be needed to verify the problem and to assist with problem determination and resolution. • IT and the Customer work together to determine if the cause of the problem is hardware, software, or configuration related.
2-High • Used for issues flagged higher than normal (Critical) but DO NOT meet the criteria for Urgent, as determined by the IT Help Desk Technician.	• The system is functioning; some major components are unavailable. • Users cannot log in, but situation is not critical.	• IT Help Desk responds within **4 hours** to the **initial** submission by the Customer	• IT Help Desk begins work on the issue or escalates to another department in IT or outside support/vendor. • Customer may be needed to verify the problem and to assist with problem determination and resolution. • IT Help Desk/IT and the Customer work together to determine if the cause of the problem is hardware, software, or configuration related.
3-Standard • Used for the majority of service requests	• The system is functioning; some minor components are unavailable. • Printer does not function • Password resets • Hardware/Software malfunctions	• IT Help Desk responds within **3 College Business Days** to the **initial** submission by the Customer	• IT begins work on the issue or escalates to another department in IT or outside support/vendor. • Customer may be needed to verify the problem and to assist with problem determination and resolution. • IT Help Desk/IT and the Customer work together to determine if the cause of the problem is hardware, software, or configuration related.

IT Priority Levels and Definitions	Examples	IT Response Requirements	IT Resolution Paths/Goals
4-Scheduled • Used for scheduled requests for specific projects or installations.	• Software installations**see Note below** • Hardware installations • System Maintenance/Upgrades	• IT Help Desk responds within **4 College Business Days** to the **initial** submission by the Customer	• IT begins work on the issue or escalates to another department in IT or outside support/vendor. • Customer may be needed to verify the problem and to assist with problem determination and resolution.
5-Informational • Used when IT related information is requested or for other non-IT inquiries	• General IT or non-IT related information.	• IT Help Desk responds within **5 College Business Days** to the **initial** submission by the Customer	

**Note: In an effort to ensure that all Classrooms and Labs are prepared for the start of each semester, IT is requesting that all software and licensing information be provided to the IT Help Desk no less than 4 weeks prior to the deadline dates listed below. The deadlines for requesting Classroom/Lab software for Semester Classroom Preparation are subject to the following guidelines:

Software requested for Semester	Deadlines for Requesting Classroom/Lab Software
Fall Semester	**June 1st**
Spring Semester	**October 1st**
Summer Semester	**March 1st**

2.2 Non-Standard Incidents, Services or Projects

Services requested outside the normal scope of standard Incidents, Services or Projects will be handled on a case-by-case basis and will require approval from upper management.

2.3 Incident Reporting

Report incidents to Information Technology through the IT Help Desk as follows:

- Faculty/Staff or Students****See Notes below**
  - Via **phone,** during the Standard Hours of Operation.
  - Via **email**

Visit the IT Help Desk Website for the following information:

- [How to Contact the IT Help Desk](#)
- [IT Help Desk - Standard Hours of Operation](#)

Note: Urgent requests **must be phoned into the IT Help Desk during Standard Hours of Operation. Requests submitted **after** Standard Hours of Operation cannot receive Urgent attention until the next business day.

- The client should provide the following information when submitting requests:

  - Client Name
  - Campus Location
  - Telephone Number
  - Palm Beach State College Inventory tag # (generally, the number is located on the White (Dell pc) or Yellow (HP pc) label on the top front of the computer.)

  - Service affected
  - Brief description of the incident
  - Room/Building #

2.4 Place of Service Delivery

Information Technology will make every effort to resolve the customer's issue over the phone on the **initial** contact. If necessary, a representative from Information Technology will be notified to begin the Resolution path.

2.5 Changes to Service

Information Technology will periodically modify and review this document to meet the changing needs of the College community. The client should address any concerns or questions with the Director of Information Technology Customer Support.

2.6 College Standards for Hardware and Software

To adequately maintain and support all computer equipment and to ensure timely response to all incidents, the Information Technology Department upholds minimum standards for both hardware and software. Furthermore, any hardware that is unable to support the minimum software standards should be upgraded, replaced or obsoleted.

To obtain information on the latest hardware and software standards, contact the IT Help Desk:

3.   PERFORMANCE, TRACKING & REPORTING

3.1 Information Technology Personnel

Information Technology personnel are not required to be specifically named within this Agreement but Information Technology will make a best effort to notify the Client in advance of changes to any personnel that could affect the delivery of the Services to the Client. Information Technology will make available at each campus location personnel with the skill sets required to resolve the immediate issues. As needed, issues will be escalated to senior personnel.

3.2 How services are monitored

Information Technology continuously monitors services through an automated reporting process. The services monitored are, but are not limited to:

o   Availability: To ensure that systems are operating satisfactorily at any point in time.

o   Performance: To ensure that obligations to the client are met.

o   Reliability: To ensure that all processes and systems will perform satisfactorily over a period of time under specified operating conditions.

o   Recoverability: To ensure that all systems are restored to their normal state after an outage.

Clients may monitor the status of College systems by visiting the Intranet Home Page and viewing the I T Help Desk announcements: http://intranet.pbcc.edu/

3.3 Service Level Reporting

Reports on actual service levels achieved will be regularly posted on the IT Help Desk website: http://www.palmbeachstate.edu/Help Desk/

3.4 Service Review Meetings

Service Review meetings will be held at the regularly scheduled Information Technology/Provost meeting. The issues covered will include (as applicable):

- Service performance
- Equipment issues
- Administrative Issues
- Changes proposed

- System issues
- Security issues
- Budgetary Concerns

4. CUSTOMER DUTIES AND RESPONSIBILITIES

4.1 Computer Use Agreement and Email Administrative Procedure

It is the client's responsibility to review, understand and abide by the terms and conditions set forth in the College's Computer Use and Email Administrative Procedure agreement. The College reserves the right to withdraw computer resource access privileges for non-compliance. Any questions regarding this agreement may be directed to the Chief Information Officer.   The agreement may be found on the website below:

Computer Use and Email Administrative Procedure agreement

4.2 Required Information

Client will provide Information Technology the required information within 48 hours of the submission of the Service request. If the required information is not received within the 48-hour period, Information Technology may close the request.   The client may then be required to resubmit the request.

If approvals are required, it is the customer's responsibility to obtain that approval and provide it to the IT Help Desk.

Clients are responsible for providing certain information when submitting requests. Refer to Section 2.3 above.

4.3 Training on Equipment, Software or Tasks

Client will be responsible for obtaining training on equipment, software or tasks. Most user training is provided through the Office of Human Resources and/or the client's department.

Furthermore, Information Technology only supports College-provided computers, software, peripherals, network connectivity, including Remote Access, and ERP Access.

5. DATA RECOVERY

5.1 Data Recovery

Information Technology is not responsible for client's lost data. However (whenever possible), Information Technology will make a best effort to recover lost data.

6. QUALITY OF SERVICE

6.1 Quality of Service

Information Technology will perform all services in a professional manner. If client deems that services were not handled in a professional manner, client will notify the Director of Information Technology Customer Support in writing. Information Technology will be required to urgently address any affected services in order that they comply with this Agreement.

7. SECURITY

7.1 Physical Access

In order to perform the services requested, a representative from Information Technology may need to physically access the client's office or work space. The Information Technology representative will make every effort to secure the client's office or work space and return it to its original condition.

7.2 Remote Access

In order to perform the services requested, a representative from Information Technology may need to request permission to remote control a client's computer system. The Information Technology representative will make every effort to secure the client's computer system while performing the requested service.

7.3 Compliance with College Security Policies

The Information Technology Department is bound by the District Board of Trustee's security policies as outlined: http://www.palmbeachstate.edu/itsecurity/security-policies.aspx . Furthermore, the College's security policies and procedures are reviewed annually by the State Auditor General's office. The Information Technology Department implements the recommendations provided.

Additional Palm Beach State College Security Information can be accessed from the College's Information Technology Security website: http://www.palmbeachstate.edu/itsecurity.

7.4 **Lost or Stolen Equipment**

The Computer Loss Procedure for lost or stolen equipment will be posted on the following website:

http://www.palmbeachstate.edu/security/Documents/MissingComputerProcedure10-6-08.pdf

7.5 **Information and Data Security Measures**

College Responsibility: The mission of the College's Information Technology Security Office (ITSO) is to establish, implement and maintain a safe and secure Information Technology environment for all faculty, student and staff enabling them to teach, learn and conduct College business. http://www.palmbeachstate.edu/itsecurity/default.aspx

Client Responsibility: The Client will manage information and data security with reasonable efforts to restrict unauthorized access. The Client will make best endeavors to ensure that its staff is fully aware of the risks associated with information and data security issues.

7.6 **Disaster Recovery**

The Information Technology Department will follow the College's pre-determined guidelines for Disaster Recovery and Business Continuity.

7.7 **Hurricane Procedures**

Palm Beach State College's Hurricane Preparedness Plan is located on the following website: http://www.palmbeachstate.edu/safety/hurricane-preparedness.aspx

8. GENERAL INFORMATION

8.1 Information Technology Website

http://www.palmbeachstate.edu/informationtechnology/default.aspx

8.2 IT Help Desk Website

http://www.palmbeachstate.edu/Help Desk/default.aspx

8.3 IT Help Desk General Information and Contacts

http://www.palmbeachstate.edu/Help Desk/how-to-contact-us.aspx

8.4 IT Help Desk Student E-Mail Frequently Asked Questions

http://www.palmbeachstate.edu/Help Desk/student-email-faq.aspx

8.5 IT Help Desk Tutorials

http://www.palmbeachstate.edu/Help Desk/tutorials.aspx

8.6 IT Help Desk Announcements (Intranet)

http://intranet.pbcc.edu/