

Service Level Agreement
Academic Support
Team Manager: Victoria Long

| | | REQUEST TYPE | COMPLETION TIME |
|--------------------------------|---------------------------|--|---|
| Academic Support | Classroom Support | Hardware Issue | High Priority – 8 Hours |
| | | Request for Current Software* | Low Priority – 24 Hours |
| | | Request for New Software | TBD - Up to 3 weeks |
| | | Projector Issue | Urgent – 4 Hours <i>(unless parts are needed – up to 1 week)</i> |
| | Lab Support | Hardware Issue | High Priority – 8 Hours |
| | | Request for Current Software* | TBD - Up to 2 weeks |
| | | Request for New Software | TBD – 4 to 6 weeks <i>(due to licensing and purchasing requirements)</i> |
| | | Projector Issue | Urgent – 4 Hours <i>(unless parts are needed – up to 1 week)</i> |
| | | Printer Issues | High Priority – 8 Hours |
| | Production Support | Class in Session | Critical – 1 Hour |
| | | Hardware Issues | High Priority – 8 Hours <i>(unless parts are needed – up to 1 week)</i> |
| | | Software Issues | High to Medium Priority – 8 to 16 Hours |
| | Canvas | Course Missing | |
| User/Course Enrollment | | High Priority – 8 Hours | |
| Third Party Integration | | TBD – Due to type of application and testing | |
| Other | | TBD - Up to 1 week | |
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*Currently purchased software