

Service Level Agreement
IS&T Operations
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	Task	Completion Time	
Network	Network Jack	<ul style="list-style-type: none"> ✓ <i>New Installation - 1 week</i> ✓ <i>Relocation – 1 week</i> ✓ <i>Repair – 1 day</i> 	
	Network Outage	<ul style="list-style-type: none"> ✓ <i>Campus - 4 hours</i> ✓ <i>Building – 8 hours</i> ✓ <i>Group – 12 hours</i> ✓ <i>Single User – 1 to 3 days</i> 	
	Wireless Support	<ul style="list-style-type: none"> ✓ <i>Campus – 4 hours</i> ✓ <i>Building – 8 hours</i> ✓ <i>Group – 12 hours</i> ✓ <i>Single User – 1 to 3 days</i> 	
	New Wireless Access Point	Up to 2 weeks (dependent upon availability)	
	Switch Reconfigurations	1-2 days	
	DHCP/DNS Changes	2 days	
	Account Maintenance	1 day	
Data Center	Microsoft Exchange Support	1 week	
	Microsoft Office 365 Support	1 week	
	EZProxy	1 week	
	Horizon	<ul style="list-style-type: none"> ✓ <i>Installation - 1 day</i> ✓ <i>Troubleshooting – 1 week</i> 	
	Server	<ul style="list-style-type: none"> ✓ <i>New Setup – 1 to 3 days</i> ✓ <i>Maintenance – Up to 30 days</i> ✓ <i>OS Upgrade – Up to 30 days</i> ✓ <i>Application Upgrade – Up to 30 days</i> 	
	License Servers	1 day	
	Network Resource Access	1 day	
	Print Management	1 day	
	Virtual Desktops	<ul style="list-style-type: none"> ✓ <i>Outage/Repair – 8 hours</i> ✓ <i>Pool Creation – 1-2 weeks</i> ✓ <i>Pool Update – 1-2 weeks</i> 	
	VoIP	VoIP Phone	<ul style="list-style-type: none"> ✓ <i>New Installation – up to 2 weeks (dependent upon availability)</i> ✓ <i>Relocation – 1-2 days</i> ✓ <i>Outage/Repair – 1 day</i>
		Feature Changes	1 to 3 days
Customized Call Routing		1 to 3 days	
IVR (interactive voice response) Setup/Updates		1 to 3 days	
Conference Line Setup		1 day	