Help Desk Service Level Agreement (SLA)

Department of Technology, Massey Library and Technology Center, (804) 523-5555

Contents

Mission Statement

J. Sargeant Reynolds Community College (Reynolds) provides an accessible, quality education that develops students for success in the workplace, prepares students for successful transfer to colleges and universities, builds a skilled workforce that contributes to regional economic development, and promotes personal enrichment and lifelong learning.

Reynolds Help Desk Mission Statement and Values

The Reynolds Help Desk endeavors to provide prompt, reliable, and respectful service to employees and students as we satisfy their technology support needs, while advancing the mission of our college. Members of our team strive to improve continuously as we develop and apply our skills and abilities through collaborative efforts, ongoing participation in professional development activities, and the use of innovative applications of technology. We value open, honest, and clear communication and the integrity of information and its representation.

Overview

The Reynolds Help Desk provides first-level support to faculty and staff to investigate, resolve and prevent problems with ITS-supported systems and applications. We employ both full-time customer service staff and trained part-time workers.

Faculty and staff seeking immediate help from Information Technology Services will get the fastest response by calling the Help Desk at 804-523-5555 during operational hours rather than relying on email. Help Desk resources are concentrated on phone calls to resolve the most urgent matters first.

Emails to **helpdesk@reynolds.edu** will automatically create a ticket, but those tickets are addressed in the order received Monday through Friday after live calls have been completed. Emails may not be processed during times the college is closed. You can also search Knowledge Base articles and find answers independently at our Knowledge Base.

Within the Virginia Community College System, a Chancellor's Technology Expectation is that colleges will ensure that all students, faculty, and staff have access to IT Help Desk services to support the network, email, SIS, AIS, HRMS, LMS (Learning Management System), online admissions app, and Directory Services. The services provided by Reynolds Help Desk, and this Service Level Agreement, meet VCCS expectations for technology while advancing our college's mission and objectives.

Hours of Operation

Help Desk services are available during the following hours of operation, except when the college is closed due to Holidays, Administrative Closing, or Inclement Weather:

Monday, Tuesday, Thursday, Friday	8:30 a.m. – 5:00 p.m.
Wednesday	8:30 a.m. – 6:00 p.m.
Saturday, Sunday	Closed

Extended hours are available during peak times including the week before classes start (7:00 p.m.) and the first week of class (7:00 p.m.) each semester. Extended hours are also available anytime the college academic calendar has scheduled on-site registration past 5:00p.m.

How to Reach Us

ITS Faculty and Staff: Call us at 804-523-5555, email helpdesk@reynolds.edu, or submit a ticket! **Please note that you will need an active login account to submit a ticket.**

Students: Call the Reynolds Information Center at 804-371-3000 or email helpdesk@reynolds.edu.

System Downtime

Regularly Scheduled Maintenance:

To function effectively and securely, applications and the systems that support them must undergo regularly planned maintenance and updates. Whenever possible, ITS does this work during its primary maintenance window, from 11 PM to 5 AM. Some systems have shorter outages within this window and a few fall outside it. Availability is not guaranteed during these times.

Responsibilities of Those Making a Request

Before contacting the Help Desk users should explore help that is readily available. This help might come from the Technology Support page on the college's website, the Help Desk Intranet site, the help utility that is built into each application and the operating system software, and peers in the college department. When such local help has been exhausted and assistance is needed, users should contact the Help Desk through one of the methods described above.

In contacting the Help Desk provide the following information:

- Complete contact information (first and last name, department, campus/building/room number, and phone number/email address)
- Device with which you are experiencing the problem (desktop or laptop, printer, scanner/copier, etc.)
- A clear and specific description of the problem or request, including information regarding any error messages you may have received.

Support Levels

The Reynolds Help Desk team determines the need for escalation of inquiries when the service needed is beyond the scope of our services provided.

- Tier 1 – Help Desk would include all workstations, peripherals, and software applications that perform mission critical functions and are widely used by the entire campus community.
- Tier 2 – Administrative Computing Support, Academic Computing Support, Applications Development, Network Engineering & Security, Center for Excellence in Teaching & Learning
- Tier 3 – Vendor Technician/Engineer or appropriate personnel, VCCS ITS

Priority Levels and Response Times

A priority scheme will be applied to all calls taken by the Help Desk and routed to technicians according to the following criteria:

			Targets	
Priority	**Impact**	**Definition**	**Response Time** Business Hours	**Resolution Time** Business Hours
1	Emergency	Affects multiple people significantly **(10 or more)**	15 minutes	24 Hours
2	Critical	Affects a small number of people Significantly **(9 or fewer)**	1 hour	1-3 Business Days
3	Serious	Affects multiple people, but work can still be performed	2 hours	5 Business Days
4	Moderate	Affects a small number of people, but work can still be performed	4 hours	7 Business Days
5	Minor	Affects one person, but work can still be performed.	8 hours	10 Business Days

Service Level Response

Phone: For calls placed by telephone, the Help Desk has a phone queuing system that greets the caller, and informs them where they are in the queue, including the number of callers before them.

- Call abandonment rate and to voicemail shall be below 5%.

If calls are placed during manned hours, Help Desk will make every effort to answer promptly calls placed in the queue. There are times when the Help Desk technician is either on the phone or busy with other tasks. If calls roll over to voicemail, please leave a message.

Voicemail: For voicemails left on the Reynolds Helpdesk line, the following shall apply:

- Respond to voicemails left during manned hours by the end of business.
- Respond to voicemails left during unmanned hours during the best contact time as indicated by the caller or within the first 4 hours of the next manned shift.

Email: For emails sent to the Reynolds Help Desk, the following shall apply:

- Respond to emails left during manned hours by the end of business.
- Respond to emails left during unmanned hours within the first 4 hours of the next manned shift.

Supported Technology SLA Metrix

Supported Technology	Faculty/Staff	Students
Administration & Business		
MyReynolds Access/Passwords	Level 1	Level 1
SIS	Level 1	Level 1
AIS	Level 1	
Personnel		
HRMS	Level 1	
Communication & Collaboration		
GMAIL	Level 1	Level 1
Canvas	Level 1	Level 1
SharePoint	Level 1	
TeamViewer	Level 1	
Mobile Devices – iPads, iPhones & Android	Level 1	Level 1
Microsoft Office Suite – v13, v16	Level 1	
Google Drive	Level 1	
ZOOM	Level 1	
Teaching & Learning		
Canvas	Level 1	Level 1
OnTheHub	Level 1	Level 1
Navigate	Level 1	Level 1
End-Point Protection		
Browsers (IE, Edge, Firefox, Chrome, Safari)	Level 1	Level 1
Windows OS – v10	Level 1	
Mac OS	Level 1	
Infrastructure		
Network and Wi-Fi connectivity	Level 1	Level 1
Security		
Global Protect VPN Client	Level 1	
Windows Defender Security Center	Level 1	
IT Professional Services		

The following items are NOT covered by this SLA:
- New software versions not yet adopted at the College.
- Software versions more than two revision levels behind the release currently available at the College.
- User provided personal software.
- Textbook supplied software

Please note: Password issues cannot be resolved via chat or email. A phone call is required.

General Metrics

- First contact resolution rate shall be 95% or better.

- Customer survey satisfaction rate shall be 90% or better.

Disaster Planning

- A list of Reynolds IT Staff contact information, including home phone, pager, and cellular phone (if available) numbers, shall be maintained for ease of communication during an emergency.

- A list of vendor contacts on the campus shall be maintained in order to notify them by phone in the event of a network failure.

SLA Review and Compliance Procedures

This Service Level Agreement will be reviewed at a minimum once per academic year. Contents of this document may be amended as required, provided approval is obtained and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements/approvals as required. The Reynolds Helpdesk reserves the right to remove any unsupported software if it is suspected the software causes a recurring problem on a college-owned system. The Help Desk Manager is responsible for issues relating to this SLA and may be contacted at (804) 523-5555 or helpdesk@reynolds.edu.

Effective Date: May 5, 2021	
Document Owner: Helpdesk Manager	

Version	Date	Author	Revision Notes
20201 Version 1	**05/05/2021**	**Help Desk**	
20201 Version 2	**11/23/2021**	**Help Desk**	**Renamed heading "Methods of Contacting Us" to "How to Reach Us." Added heading "Overview" and included additional content.**