TRINE UNIVERSITY
INFORMATION TECHNOLOGY DEPARTMENT
SERVICE LEVEL AGREEMENT

EFFECTIVE DATE: August 6, 2012

SERVICE PROVIDER: Information Technology Employees

CUSTOMER: Trine University Students

TYPE OF SERVICE: Technology Service and Support

SCOPE: The I.T. Help Desk is the central point of contact for all service requests.

Services provided:
1. Wired internet access to each residential student. Each student will have one Ethernet port in their room.
2. Wireless internet access in Administrative and Academic buildings as well as the common areas of on campus residences. **There is no wireless internet access in the student bedrooms or suites with the exception of villas, which are wireless throughout.**
3. Support for computer lab equipment.
4. Local Telephone service in on campus residences.
5. Moodle Course Management System
6. Windows Live - e-mail, calendar, contacts, tasks, file storage
7. Virus/Spyware Removal and virus software updates on student PC's

* See Appendix 1 for a list of Trine University requirements to access the internet with student owned equipment.

Support Process:
1. A ticket is recorded for all requests with an email confirmation sent to the student.
2. Tickets are resolved on first contact whenever possible, or assigned to the appropriate specialist.
3. Tickets status is monitored for adherence to service goals.
4. For services that require advance scheduling, students are contacted to determine a suitable date and time.
5. Problem resolution is documented and communicated to students verbally and/or via email.

HOURS OF SERVICE: 7:00 a.m. to 7:00 p.m., Monday through Friday, excluding holidays.

CONTACT METHOD: The I.T. Help Desk is located in the University Center beside Fabiani Theater. The I.T. Help Desk can also be reached by phone, email, or in person. The telephone number (665-4275) has three lines available to accept calls. When all lines are busy, calls are forwarded to voice mail. An Email can be sent to help@trine.edu. All messages left on voice mail or email will be confirmed for receipt via email within four business hours during the normal hours of service.

APPROVAL: This Service Level Agreement is approved for implementation by the Chief Information Officer, the Senior Vice President for Student and University Operations and the Dean of Student Life.

RESOLUTION TIME: The following definitions are used to prioritize tickets. Target resolution times are set using historical data with the goal to improve service. Tickets with the same urgency will be addressed in the order in which they are received.

Urgency	Definition	Service Goal*	Examples
Rush	Residence-wide outage, disruption of service affecting an entire building	Immediate response and ticket receives top priority until resolved	Storm damage causing power outages, network or telephone service disruption
Medium (default)	PC or Mac cannot connect to the internet	Less than 3 Business Day Average Resolution	PC can connect other places but cannot connect in room, cannot access wireless network
Low	Game systems or smart phones cannot connect to the internet; computer system is infected with virus or spyware	Less than 5 Business Day Average Resolution	Xbox cannot connect to the internet
Password Resets	Student cannot login to a PC, network or software application	Immediate Resolution	Trine University Network, myPORTAL, Moodle

* Due to increased demand, service goals may be up to 3 times longer during Fall move-in and the start of Fall semester.

COMPUTER REPAIR: The I.T. Help Desk does not perform hardware repair on student owned equipment. If upon examining equipment, the issue is found to be defective hardware, an explanation of the issue along with potential solutions will be provided. The I.T. Help Desk will not install software, including operating systems.

APPENDIX 1

NETWORK CONNECTIVITY REQUIREMENTS:

PC: All PC's running Windows XP, Vista, or Windows 7 operating Systems are supported. They must also have one of the approved anti-virus software programs installed and up-to date. A listing of recommend anti-virus software is maintained on http://answers.trine.edu/. Trine University recommends that all computers connected to our network have malware software installed.

Mac: Mac's must have an Operating System of OS9 or higher

Other Devices: Entertainment devices such as gaming consoles (ie: Nintendo, PlayStation, Xbox) or Internet ready devices (ie:televisions, DVD/Blu-ray players, Roku, Boxee Box) to be connected to the wired or wireless network will need to be registered. Registration can be completed one of two ways; through the University's registration site or by contacting the Help Desk. The physical (MAC) address is required for registration in order the device to be authorized to be used on the University's network.

Network sharing devices are not to be connected to the University's wired or wireless network. This includes but is not limited, to; routers, switches or hubs, access points, and printers. Printers with wireless connectivity must have that feature disabled. Wired access is limited to one device per hard-wired port.