TRINE UNIVERSITY
INFORMATION TECHNOLOGY DEPARTMENT
SERVICE LEVEL AGREEMENT

EFFECTIVE DATE: August 6, 2012

SERVICE PROVIDER: Information Technology and Academic Technology Employees

CUSTOMER: Trine University Administration and Faculty

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. Equipment (PC's, printers, phones, etc.) and software moves, adds, or changes.*
2. Service requests such as user ID and password creation, phone and voice mail setup, creation of network folders, report requests, and assistance with Jenzabar, PowerFaids, Moodle, Microsoft Office or any other approved software.
3. Correction of problems or defects associated with any technology or telecommunications service.
4. Consulting and instruction associated with the use of technology.

* See Appendix 1 for a list of Trine University standard hardware and software. Technology that competes or conflicts with these standards is not supported.

Support Process:

1. A ticket is recorded for all requests with an email confirmation sent to the customer.
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, customers are contacted to determine a suitable date and time.
5. Problem resolution is documented and communicated to customers verbally and/or via email.
6. Service metric reports are generated and shared with I.T. Sub-Committees.

HOURS OF SERVICE: 7:00 a.m. to 7:00 p.m., Monday through Friday during the academic year (8:00 a.m. to 5:00 p.m. during the summer), excluding holidays, with extended hours for special events..

CONTACT METHOD: The telephone number (260-665-4275 or 877-236-7682) has three lines available to accept calls. When all lines are busy, calls are forwarded to voice mail. The I.T. Help Desk strives to return urgent voicemail messages within thirty minutes during regular business hours. Alternatively, requests can be made via email 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 University Operations and the Vice President for Academic Affairs.

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	Campus-wide outage, loss of service affecting an entire building, or class in session technology problem affecting all students	Immediate response and ticket receives top priority until resolved	Storm damage causing outages, network or telephone service disruption, projector not functioning during class
High	One customer completely down or critical job function disabled, multiple users with one function impaired.	Less than 2 Business Day Average Resolution	One user's computer will not turn on, an employee in Financial Aid cannot access PowerFaids, phones not functioning for a department
Medium (default)	All other occurrences of unscheduled requests	Less than 4 Business Day Average Resolution	Printer not working when another is available, one PC performance is slow, Microsoft Office problem, ad-hoc report request
Scheduled Events	Scheduled requests for moves/adds/changes of equipment or software, technology testing and research	Completed on or before date scheduled with customer	Software needs tested and installed for a lab or department, new employee PC and phone installation
Password Resets	Customer cannot login to a PC, network or software application	Immediate Resolution	Trine University Network, Moodle, Jenzabar

SCHEDULED
SERVICES: One week advance notice is requested for:
- Moving equipment to a new location or preparing existing PC for a new employee

Two weeks advance notice is requested for:
- Ordering and installing new equipment such as PC's, printers, and peripherals
- Ordering and installing software that is already installed elsewhere at Trine University

Three weeks advance notice is requested for:
- Testing, ordering, and installing new software, i.e. software that has not been purchased and installed at the University by I.T. in the past
- Ordering and installing classroom technology such as projectors, smart boards, and speakers

HARDWARE
REPAIR: Personal Computers - Dell and Toshiba PC hardware repair is provided by the manufacturers with next business day response and on-site technicians when necessary.

HP Printers – Service is provided by Cannon IV with a next business day response goal.

STANDARD EQUIPMENT:

Desktop PC: Dell Optiplex
Dell Precision

Laptop PC: Dell Latitude

Tablet PC: Toshiba Protégé

Netbook: Apple iPad

Smart Phone: Windows Mobile operating system – phones running this OS where the owner subscribes to a data package for wireless sync are supported.

Other Phones - information necessary to allow users to connect to the University Exchange email server themselves is provided.

The connection and synchronization of Smart Phones with a PC is not supported.

Printer: HP provided by Cannon IV.

STANDARD PC SOFTWARE:

Included in the core image installed on all PC's:
Microsoft Windows XP – Operating System
Microsoft Windows 7 – Operating System in computer labs only
Microsoft Office 2010 – Word, Excel, PowerPoint, Access, Outlook, OneNote, Publisher
Microsoft Internet Explorer – Internet Browser
Mozilla Firefox – Alternative Internet Browser
Sophos Antivirus – Antivirus Detection and Prevention
Apple iTunes and Quicktime – Podcast, Media Downloading & Video Viewing Software
Adobe Acrobat Reader – PDF Reader
Adobe Flashplayer – Multimedia add on for Internet Browsing
Adobe Shockwave – Multimedia add on for Internet Browsing
Java
Microsoft Silverlight
Microsoft Windows Media Player – Multimedia Player
Microsoft Lync – Instant Messaging and collaboration suite
Vendor provided DVD Software to assist in DVD burning

Software standards for additional functions:
Jenzabar EX – ERP software
PowerFaids – Financial Aid
Moodle – Learning Management System
Advanced PDF writer – Adobe Acrobat Pro
Flowcharting – Microsoft Visio
Photo editing – Adobe Photoshop
Project management – Microsoft Project
Screen capture – Adobe Captivate
Web Development – Adobe Creative Suite (with Dreamweaver)

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