CPS Service Level Agreement

Purpose:

To specify support Technology Services (TS) can provide for Columbia Public Schools, and to specify standards that will be met by both parties to provide high-quality delivery of technical support services.

What is a Service Level Agreement (SLA)?

It is a clarification of expectations for both Technology Services and CPS employees. This CPS agreement has been developed from technology support best practices statewide.

Customer Responsibility when submitting a work/case request:

You must submit a work order via our CPS Tech Support Center **or by calling the Help Desk at extension 25888 or 573-214-3333.**

Technology Services Responsibility when responding to work order requests:

Will respond to work/ case requests following Priority Level guidelines as detailed below, unless the request is for a long-range project (Refer to "Additional Priority Sets" for details)

- **The efficiency and quality of the Technology Department are measured by:**
  - Speed of response to service calls / cases
  - Rapid identification of callers, problems, and potential solutions
  - Rigorous and courteous request follow-up
  - Accurate recording and analysis of operations to identify trends, correct systemic weaknesses, and reinforce strengths

Hours of Operation

Help Desk Phone Support: M-F 7:00 a.m. to 5:00 p.m.

Web-based support documentation from TS web site or Case entry: 24/7

Scheduled System / Network Maintenance Periods: Saturdays 8 a.m. to Noon

Request Priorities:

Priority Level	Criteria	Target Response Time	Target Resolution Time
1 **Must Be Called to the Help Desk or Tech**	Affects more than five individuals and there is no workaround available; or is mission critical, or there is a security or safety concern. **Help Desk should be called immediately if an issue arises after 4 PM.**	Will call technicians for immediate response. Problem <u>acknowledged</u> within 1 hour.	On site visit or remote tools used to resolve issues within 4 hours (barring circumstances outside the TS control such as parts or 3rd party involvement).
2	Affects one to five individuals and no work around available. *(Examples: Administrator, laptop, desktop not functional; Cannot project image for small meeting.)*	Initial response within 4 working hours.	Within 2 working days unless waiting for 3rd party parts/assistance.
3	Affects more than one person AND a workaround is available. *(Example: Can't check email from one computer, but could use Webmail from the same/another computer. Can't print to one printer but can print to another.)*	Initial response within 24 hours.	Within 3 working days unless waiting for 3rd party parts/assistance.
4	Affects one or more individuals. Minimal to no effect on productivity. *(Examples: Monitor showing slight blur; Laptop battery giving message. Work around available.)*	Initial response within 1 working day.	Within 5 working days unless waiting for 3rd party parts/assistance.
5	No effect on productivity, or long range completion date. *(Example: Re-wire a building or install all new machines in a lab.)*	Initial response within 2 working days.	To be Determined based on scale and scope of project. *Refer to Additional Priority Sets described in this document.*

__Target Response Time:__ The time between receipt of the case and the time it is acknowledged.
All requests entered after 4 PM will be considered as submitted the following business day.

__Target Resolution Time__: Time between receipt of request and time that a Team Member resolves the issue.

Additional Priority Sets:

Response Level	Criteria	Target Resolution Time
Pending user Response	Communication has been sent and we are awaiting a reply with necessary information (error message, screenshot, waiting to see if issue comes up again, the next class period.)	We will wait and make contact each day it is in Pending response and document in the work order that we contacted the user by phone/email. ==After 3 days of no response we will close the work order.==
Awaiting Parts/Assistance	Awaiting parts/assistance from the vendor. Details for the order will be noted on the issue for customer review.	Once the parts or fix arrives, we will be there that work day or next business day to resolve the issue.
Long Term Project	This is a large scale project that may take months to complete. These projects may be completed in phases.	Projects might include district/building wide implementation; repair; replacement of hardware or software, report or programming developments.
Planned Maintenance/Outage/Upgrades	Issue resolution may require a planned interruption of an application; network services *(Example: Server Upgrade, Software Rebuild).*	Resolution time frame will be given advance notice before the planned occurrence happens.

Problem Resolution

As certain work requests/ cases are resolved the information will be placed in the Knowledge Base for future resolution of similar issues.

Priority Policy

Technology Services will review the Priority Policy annually to ensure technical support needs are addressed at a level consistent with CPS District goals and objectives. Work requests are handled at the discretion of TS leaders by considering staff availability, level of technical difficulty, number of cases, and customer availability.

Scheduled Maintenance Procedure

CPS Technology staff will limit system downtime to the scheduled maintenance periods. For non-scheduled maintenance periods of interrupted services, an announcement will be made via email and via the Technology Services website, specifying the expected duration of the maintenance, and a general description of what is going to be done. http://www.cpsk12.org/ts