Title:	Campus Service Level Agreement

Division:	Business and Finance	Department:	Information Technology
Procedure Contact:	Chief Information Officer		
Date Posted:	3/22/2024		
Related Policies or Procedures:			

History

Revision Number:	Change:	Date:
1.1	Updated Software List	4/12/2019
1.2	Updated software list, updated support hours, removed WSU Spokane information	6/2/2023
1.3	Updated software, updated support hours, update support locations	2/13/2024

A. Purpose

This Service Level Agreement (SLA) describes the technology support provided by the Office of Information Technology and the various levels and priorities that are used in deciding when and how to provide assistance. These guidelines apply to the services provided by the Office of Information Technology. For certain services, outside vendors are used for additional support.

B. Hours and Service Availability

Services	Description:
Help Desk Phone Support Hours	8:00 AM to 5:00 PM Monday thru Friday 12:00 PM to 5:00 PM Saturdays, Sundays Except for normal Eastern Washington University holidays and breaks.
Help Desk Walk Up Support Hours (Cheney)	8:00 AM to 5:00 PM Monday thru Friday 12:00 PM to 5:00 PM Saturdays, Sundays Except for normal Eastern Washington University holidays and breaks.
Information Technology Staff Support	7:30 AM to 5:00 PM Monday thru Friday Closed Saturdays, Sundays

Hours may vary throughout the year, check the IT Website for current hours.

C. Support Contacts

Contact Name	
Information Technology Staff	See the IT website for a current directory.
IT Help Desk	Phone: 509-359-2247 Email: helpdesk@ewu.edu Web: https://support.ewu.edu
Classroom Support	Phone: 509-359-2247 Email: helpdesk@ewu.edu Web: https://support.ewu.edu
Spokane Campus	Phone: 509-359-2247 Email: helpdesk@ewu.edu Web: https://support.ewu.edu

D. Problem Management and Prioritization

All technical issues must be reported to an Information Technology staff member, the IT Help Desk, Classroom Support, or on the IT Support Site to ensure proper recording and tracking.

When technical problems are reported, issues may be prioritized and triaged to allow department staff to efficiently diagnose and remedy the most pressing problems first. Problems that affect a large number of people or that have an impact on a critical university function will have a higher priority than other issues.

Problem reports that are made during the evening, on weekends, or holidays, when the Office of Information Technology is closed or minimally staffed, will be prioritized and assigned at the beginning of the next workday.

When critical systems fail, at any time, IT staff will try to respond as soon as they are notified or the problem is discovered.

Severity Level	Description	Response Time	Resolution/ Mitigation	Status Updates
Level 1 Issues **Emergency**	A campus-wide service is unavailable or the University's ability to perform critical business functions is compromised. **Examples:** Banner is unavailable. Office365 is not functional. There is a campus-wide outage of the telephone/voice mail services, the data network, or Internet services. Classroom computing technology is not functioning correctly with class in session. Other major system outages.	Within 30 minutes	4 hours	Every 2 hours

Level 2 Issues **Urgent**	A department or individual's ability to perform a critical function is compromised or unavailable, but a workaround can be established within a reasonable time. **Examples:** A computer with critical data will not start. Floor-wide networking outage (building router or switch, etc.) Computer hard drive crash or other catastrophic failure with no ability to use another device.	Within one hour	12 hours	Every 4 hours
Level 3 Issues **High**	A department or individual's ability to perform a job function may be impacted, but a workaround is available. Other operations are unaffected. **Examples:** An error is occurring with a department's netstorage folder. A shared printer is not working, but printing is available through an alternate printer.	Within 4 hours	24 hours	Every 8 hours
Level 4 Issues **Medium /Low**	A department or individual's ability to perform a job function may be impacted or inconvenienced, but can generally continue business as normal. **Examples:** A user receives an error message when using a specific Banner form but the form is working for other people. A user is having difficulty registering a device for use on a wireless network.	Within 8 hours	48 Hours	Every 24 hours

E. Support Levels and Supported Technologies

Technology that is in compliance with university standards and is in widespread use throughout the university receives a higher level of support than non-standard or limited-use technology. All computing hardware, software, peripherals (printers, scanners, etc.), and network equipment that is purchased must comply with University standards. Before purchasing any technology, check with the Office of Information Technology to make sure it is compatible with the technology environment and it can be supported. Information Technology staff are available for consultations on purchasing hardware and software for faculty and staff. All new hardware and software purchased will be set up by IT staff.

Computers 5 years old or older will be evaluated by Information Technology staff and we reserve the right to refuse to fix computers beyond their serviceable life. We will make recommendations for purchasing a new one.

These support levels refer only to university-owned technology. The support levels and priorities are the same regardless of the source of the funding.

Limited support is provided for employee and student personally-owned computers that are used on campus. Additionally, employees who sometimes work from home may receive limited support for their home systems.

Software and operating systems must be update-to-date and currently supported versions.

Support Level	Description
A	This technology is a University standard and IT provides primary support, including installation, training, and how-to assistance.
B	This technology may be a standard, but may not be in widespread use throughout the University or may be supported outside of IT (including outsourced vendors or other campus departments)
C	This technology may not be a standard, but there is a justifiable reason for its use on a limited basis. Support from IT is provided on a best-effort basis. However, if possible, the IT staff will assist with installation, licensing, and vendor relations.
D	This technology is not supported.

Support Level A

25Live
Adobe Acrobat
Apple Safari
AppSpace
Argos
Automic Job Scheduler (UC4)
Banner
Banner ODS
Blackboard Transaction Services
Canvas
Campus Groups (EagleSync)
Cisco Telephone Sets
Cisco Voicemail System
Classroom audio/visual (installed)
Degree Works
Duo 2FA
Ellucian Experience
Ellucian Insights
Ellucian Workflow
Evaluation Kit (Course surveys)
eVisions FormFusion and IntelleCheck
FileDrop and BannerFiles
Google Workspace
Google Chrome
HP Laser printers (networked only)
Konica Minolta copiers and multifunction devices

MacOS

Microsoft Edge

Microsoft Office 365

Microsoft Teams

Microsoft Windows

Mozilla Firefox

Oracle Database

Panopto

PaperCut

Rave Mobile Safety and Eagle Safe App

Respondus

Ricoh Networked copiers and multifunction devices

Softdocs Etrieve

Survey Monkey

TouchNet

University owned desktop and laptop computers (Mac and PC)

WordPress

Zoom

Support Level B

Adobe Creative Cloud (Photoshop, InDesign, Dreamweaver, etc.)

Android

Apple iLife and iWork

ArcGIS

AssetWorks AiM

Axiom (Budgeting)

Concur

CourseLeaf (CAT, CLSS,CIM)

EAB Navigate

Handshake

iOS

Mathematica

Minitab

NuPark/T2 Parking

Nuventive Improve

PeopleAdmin

PeopleGrove

SAS

Scholarship Manager

Slate

SPSS

StarRez

Tableau

Terra Dotta

Windows Media Player, VLC, PowerDVD, and other media players

Support Level C

Amazon AWS Educate

Dragon Naturally Speaking

GrubHub

Linux desktop operating systems

Microsoft Web Services (Power applications)

Desktop virtualization software (Parallels, VMWare Workstation, Virtualbox, etc.)

Printers directly connected to computers

Security camera systems (vendor supplied)

SharePoint

Specialized program-specific instructional software

Support Level D

<u>All</u> technology that is not specifically listed at levels A, B or C

Non-standard operating systems, including Windows ARM (virtualized or physical installation)

Non-standard printers and copiers

Personally owned computers and devices

Software no longer supported (vendor or open-source), including End of Life operating systems

Software requiring obsolete operating systems

E. Service Requests and Lead Times

Service requests are those not triggered by unexpected problems and can be planned and communicated in advance. They include services such as the installation of new software or hardware. In order to provide enough resources to accomplish these requests, it is necessary to plan ahead.

The required lead time varies by type of task because some services require more staff time or the request may compete with other scheduled and unscheduled work. The lead times for common requests shown below are typical during ordinary work periods and represent the time between the initial request and the completion of the work. Lead times might be longer at peak times, for example, just before or after the beginning of a new term.

Service requests should be initiated by contacting the IT Help Desk or an Information Technology staff member.

Common Requests	Typical Lead Time
Assistance setting up a presentation	1 week
Change phone menu or configuration	2 weeks
Create or modify a network account	1 day (submit requests ahead of new employee arrival)
Install a new computer in an office or set up a new laptop	4 weeks
Media equipment setup for an event	1 week
Install new software in lab or classroom (already in use on campus)	1 week
Install or move a copier or printer	2 weeks after device is on campus
Install supported software on a single computer	1 week
Move a computer from one office to another	1 week
Move or install a new office telephone with voicemail	1 week
New phone menu tree design and setup	4 weeks
Reserve media checkout equipment	24 hours (before pickup)
Set up computer equipment for temporary use in a conference room or meeting space	2 weeks
Install or upgrade hardware in a classroom or lab	4 weeks after purchase request
Install or upgrade software in a classroom or lab	4 weeks after purchase request