



Policy & Procedures

Help Desk Service Level Agreement (SLA)

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SCOPE

Technology support services are provided through the Department of Information Technology Help Desk unit. This support unit is committed to delivering quality customer service and technical solutions in support of campus wide technology. To ensure the best possible support, the Help Desk provides NJCU Faculty and Staff with this Service Level Agreement outlining specific services, priorities, and responsibilities related to the support of technology.

This document represents a service agreement between the Department of Information Technology (IT) and all New Jersey City University (NJCU) employees who use technology and computing resources managed by IT.

Note: This service level agreement is subject to modifications in response to changes in technology services and support needs.

CUSTOMER SERVICE STATEMENT

The Help Desk unit of IT is committed to delivering quality customer service by:

- x Striving to ensure customer satisfaction
- x Responding to requests for support within published times
- x Interacting with faculty and staff in a respectful and courteous manner
- x Requesting feedback for opportunities for improvement

- x Continuously working to improve the quality of service
- x Regularly reviewing and monitoring established performance indicators

HELP DESK SERVICES

The Help Desk provides support to all University faculty, staff, and administrative personnel who require assistance in the following areas, but not limited to:

- x Computer Disposal
- x Data Network/Infrastructure
- x Database Management
- x Desktop Hardware/Software
- x E-Mail Accounts and Access
- x Hardware/Software Installation
- x Hardware/Software Inventory

Management of Computer Systems (i)-2r>BDC /C2_0 1 Tf 72(ces)-5 (s)JTJ 0 Tc 0 Tw 2.84 0 Td ()Tj EM83

Please use the following specific email addresses for Information System service requests, as described:

- x Send email to sa_support@njcu.edu for student administration system support
- x Send email to fin_support@njcu.edu for financial information system support
- x Submit email to hr_support@njcu.edu for Faculty/Staff listings, reports, labels

An official record is kept of all requests for assistance and forwarded to the appropriate Application Developer for completion with a copy sent to the requestor.

SETTING PRIORITY LEVELS FOR REQUESTS

The Help Desk will make every effort to resolve issues at the time of the service call. This will be the initial method for resolving issues before assigning a priority level. Help Desk staff will log and assign priorities for all requests not resolved at the time of the call, based on specific definitions. Requests will be handled according to the priority assigned to them.

The following table describes the priority levels assigned to requests for hardware/software problem resolution with associated response and completion time commitments:

		Response	Completion
High	A problem with no known workaround that affects a single user.	Within 2 hours	Within 1 working day
Medium	A general service request or problem with a workaround		

