

Service Level Guideline

There is no promise of a complete resolution within the stated time frames. These commitments are meant to indicate the maximum time interval in which the customer will be contacted by either the IT Help Desk or by the technician assigned to the ticket. Every effort will be made to immediately respond to and resolve all critical issues.

Priority Definitions:

Calls and e-mails received by the IT Help Desk are prioritized based on the nature, severity, and time of the call. The following definitions have been developed in order to service the Central Texas College community in the most efficient manner possible.

Priority	Description	Response Time – Resolution Time (Business Hours)	Examples
<u>Critical</u>	An issue impacting a significant group of customers or any mission-critical issue affecting a single customer.	30 Minutes – Up to 4 Hours	<ul style="list-style-type: none"> •Network server failure •Connectivity loss •Administrative application/system failure •E-mail loss •An inability to access shared data •Designated key users impacted by issues
<u>High</u>	A significant issue affecting a single user or an issue that is degrading the performance and reliability of supported IT services, which are still operational. These are support issues that could escalate to a Critical Priority if not quickly addressed.	60 Minutes – Up to 8 Hours	<ul style="list-style-type: none"> •Setting up new user accounts that have been properly submitted •A single user unable to use other workstations to remain productive •A printing issue for multiple users •Locked or restricted staff or faculty user accounts

<u>Normal</u>	Routine support requests that impact a single user or non-critical software or hardware errors.	8 Hours – Up to 72 hours	<ul style="list-style-type: none"> •A printing issue for a single user •User productivity affected but not completely halted •Frequently used software that has become corrupted and needs to be reinstalled •Software/Hardware installs, upgrades, etc.
<u>Low</u>	A minor service issue or a general inquiry.	16 Hours – Up to 1 Week	<ul style="list-style-type: none"> •Intermittent problems with a workstation that don't halt productivity •Non-critical tutorial questions •A user requesting assistance with the copying or moving of non-critical files •Technical consultations for pending purchases
<u>Project</u>	A long term project or a service request with no specific expectations on response time. Project issues will be resolved in the order in which they are received. However, there will be times when IT staff will have to evaluate specific needs, such as programming requests for pending registration.	Not Specified – As Scheduled	<ul style="list-style-type: none"> •Customized application programming requests •Scheduled installs of software and laptop maintenance

*Please note that resolution times vary depending on the nature of the request.