

Technology Services Service Level Agreement

	Type and Priority	Description	Examples
1 - Service Request	Hardware / Software Break Fix Items and Procedures		
	1 - Emergency (4 hrs)	Immediate attention required, district-wide system or network completely unavailable with no available alternative.	Fiber connection damaged, high priority district-wide application system or network electronics is unavailable.
	2 - High/Testing (1 day)	Major system component is unavailable. Work group/campus unable to access network services Required student testing using technology and online component is unavailable.	Campus strategic server is unavailable, high-level administrator unable to work, software subsystem is unavailable, instructional lab is unavailable, cafeteria computer outage affecting all POS machines.
	3 - Instructional (3 days)	Requests include: hardware, software, and network issues. Process: Technicians will acknowledge service requests within 24 hours and resolve or assign to the appropriate Technology Service Team. Includes external vendors using iSupport (Prime	Items include: computers, laptops, tablets, projectors, phones, printers, cartridges, monitors, scanners, cameras, software. Items listed above are included plus: cash registers, hand-held radios.
	4 - Administrative (4 days)		
	5 - Vendor Dependent	Issue is awaiting delivery or service by an external vendor that does not use iSupport	
	6 - District Dependencies	Issue is awaiting information from a district administrator or customer response	
	7 - Donated Items	Support for donated devices is requested	
	8 - Personal Devices	Support for personal devices - includes wireless BYOT requests	
2 - Security Access	Network Access Modifications including Internet Access and Passwords		
	3 - Instructional (3 days)	Requests include: Additional accounts/Access rights modifications Allow/disallow access to a user Block / unblock websites Resetting passwords. Note - Inappropriate websites will be blocked immediately.	Actions include: password resets, dual campus login ability, Home Access Center (HAC) logins/access, Website Evaluation requests, additional network drive requests.
	4 - Administrative (4 days)		
	6 - District Dependencies	Issue is awaiting information from a district administrator or customer response	
	7 - VOIP Implementation Review (5 days)	As the VOIP system is implemented, issues will be resolved and processes improved for efficiency.	
8 - Personal Devices	Support for personal Devices - includes wireless BYOT requests		
3 - Acquisition	Process Technology Acquisition Orders by Procuring Equipment for Customers		
	1 - Emergency (1 day)	1)Orders and requests for technology equipment received through the service request system. Orders can include bond budget codes and non- bond budget codes. 2)Service requests to deliver new equipment or pickup obsolete equipment (PUDs) 3)Stolen Equipment	Same items as listed below for instructional and administrative.
	2 - High (2 days)		
	3 - Instructional (3 days)		Items include: computers, laptops, tablets, projectors, phones, data drops, printers, cartridges, monitors, scanners, cameras, software, stolen equipment, PUDs, bar tags
	4 - Administrative (4 days)		Items listed above are included plus: cash registers, hand-held radios
	5 - Vendor Dependent	Issue is awaiting delivery or service by an external vendor - resolution dependent on external vendor	
6 - District Dependencies	Issue is awaiting information from a district administrator, customer response, or theft investigation		
4 - Training	Provide Technology Training to Teachers and Instructional Users - All As Scheduled		
	3 - Instructional	Training requests noted and escalated to the Instructional Technology department. Once request is received, Instructional Technology is expected to close and document the service request.	
	4 - Administrative		
	5 - Scheduled Maintenance	Project Tasks: New installations, Application Systems Upgrades, Conversions or Maintenance	
	3 - Instructional	1)Customer contact for the service request is not available to provide needed information or equipment 2)Technology Services Team is dependent on a 3rd party vendor to complete the service request 3)The work is planned as a project with a defined scheduled completion date	
4 - Administrative	4)Overdue service requests must be worked ahead of the scheduled service requests unless there is supervisor approval 5)Regular follow-up is still required by the original Technology Services Team assignee, at least once a week, and status update notes be added to the service request		
7 - Inventory	Inventory Maintenance and Updates		
	0 - Maintenance (2 days)	Basic inventory tasks and requests in Tipweb	Bartag Requests, Tags with incorrect locations, IT access requests.
	1 - Information Query (5 days)	Inventory process questions, information queries, and report requests	NDLP and Device Breakdowns
	2 - Audit Process (20 days)	Conducting the Scanning portion of the Official District Technology Audit	
	3 - Submitted Discrepancy (4 days)	After performing the Official District Audit any items that need administrative level intervention to correct are submitted with this designation, with accompanying documentation	Discrepancy Form submitted digitally via iSupport
	4 - Reconciliation (10 days)	Technician will receive a report alerting them of the findings of their Official District Audit. A search for lost items will begin. Follow-up report will be submitted with findings	Discrepancy reports, Property Damage/Loss Reports
	5 - Equipment Moves - New (2 days)	Newly acquired vendor delivery orders moved to initial CFISD location	Transport of items new to the district
	6 - Equipment Moves - Existing (3 days)	Existing item delivery or disposition within CFISD locations	Transport of existing items between district locations
9 - Completion (3 days)	Completion of all phases of the Official Technology Audit	Service Request creation with Principal Acknowledgment form and final Tag export attached	
8 - Process Related	Administrative, Process, CCC Related Issues		
	1 - Emergency Level - Unscheduled Outage Notification (2 hours)	Service request documenting steps of communication will begin any time a service request meets the provided guidelines. Adherence to the agreed upon notifications constructed with the content customer and Technology Services contact will direct the contact and type of communication provided.	Unexpected outage of a network program affecting ALL users during a time period critical to the program's success. Example - Broken fiber, unresponsive district-wide network equipment, inability to login to grading system, Aesop, or the network
	2 - Critical Level - Unscheduled Outage Notification (3 hours)		Unexpected outage of network program or network equipment affecting at least 1 campus or 1,000 customers during a time period critical to the location's success. Example: Broken fiber, unresponsive equipment affecting an entire campus or group of campuses, inability of a group of teachers to login to the grading system, Aesop, or the network
	3 - Unscheduled Outage Notification (4 hours)		Isolated device or software not responding during non-focused non-work day period
	4 - Scheduled Outage Notification (1 day)		Expected outage of a network program affecting all users during a time period critical to the program's success
9 - CCC Related (As Needed)	Improvement has been noted and plans will be made in a forthcoming manner. Tasks identified and completed as needed	Items include: loaner equipment (computers/phones), call transfers, phone messages	