



Service Request Tier Status Escalation

Tier 1 Assignment – Assignees self monitor their service requests from entry through completion. Upon receipt, assignee will prioritize and address the service request. iSupport views will provide a method to monitor the service requests. CCC will assist with prioritization as needed.

Tier 2 Assignment – Out of SLA Compliance Notification – Report detailing service requests between 1 and 5 days outside of the SLA is emailed to the technology team leader.

Tier 3 Assignment – Out of SLA Compliance Intervention – Report detailing service requests between 6 and 11 days aged is emailed to the Performance Excellence Manager. Intervention strategies will be discussed with managers to arrive at resolution.

Tier 4 Assignment – Out of SLA Compliance Intervention – Report detailing service requests in excess of 12 days aged is emailed to the Chief Technology Officer for review. Additional intervention strategies will be discussed with managers and directors via email and weekly meetings.



Service Level Agreement Status Definitions

Type and Priority

| 1 - Service Request | 3 - Acquisition | 5 - Scheduled Maintenance |
|-----------------------------------|-----------------------------------|--|
| 1 – Emergency (SLA - 4 hrs) | 1 – Emergency (SLA-1 day) | 3 – Instructional |
| 2 – High/Testing (SLA - 1 day) | 2 – High (SLA - 2 days) | 4 – Administrative |
| 3 – Instructional (SLA - 3 days) | 3 – Instructional (SLA - 3 day) | 7 - Inventory |
| 4 – Administrative (SLA - 4 days) | 4 – Administrative (SLA - 4 days) | 0 - Inventory Maintenance |
| 5 – Vendor Dependent | 5 – Vendor Dependent | 1 - Information Query (SLA – 3 days) |
| 6 – District Dependencies | 6 – District Dependencies | 2 - Audit Process (SLA – 40 days) |
| 8 – Personal Devices | 4 - Training | 3 - Submitted Discrepancy (SLA - 4 days) |
| 2 - Security Access | 3 – Instructional | 4 - Reconciliation (SLA - 10 days) |
| 3 – Instructional (SLA - 3 days) | 4 – Administrative | 5 - Mass Change Request (SLA 4 – days) |
| 4 – Administrative (SLA - 4 days) | | 6 - Inventoried Equipment Moves |
| 6 – District Dependencies | | 8 - Process Related |
| 8 – Personal Devices | | 9 – CCC Related |

All Technology Services service requests are coded as SLA Dependent or Non SLA Dependent. SLA Dependencies are noted in a parenthesis next to each type listed above.



Service Level Agreement Information

| Type and Priority | Description | Examples |
|--------------------------------------|---|---|
| 1 - Service Request | Hardware / Software Break Fix Items and Procedures | |
| 1 - Emergency (SLA - 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 (SLA - 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 (SLA - 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 | Items include: computers, laptops, tablets, projectors, phones, printers, cartridges, monitors, scanners, cameras, software |
| 4 - Administrative (SLA - 4 days) | Technology Service Team. Includes external vendors using iSupport (Prime and MDA) | Items listed above are included plus: cash registers, hand-held radios |
| 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 | |
| 8 - Personal Devices | Support for personal devices - includes wireless BYOT requests | |



Service Request Service Level Agreement

| Type and Priority | Description | Examples |
|-----------------------------------|---|--|
| 2 - Security Access | Network Access Modifications including Internet Access and Passwords | |
| 3 - Instructional (SLA - 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. | Reset Passwords Dual Campus login ability Home Access Center (HAC) logins/access issues Accessing inappropriate information Website Evaluation requests Additional network drive requests |
| 4 - Administrative (SLA - 4 days) | | |
| 6 - District Dependencies | Issue is awaiting information from a district administrator or customer response | |
| 8 - Personal Devices | Support for personal Devices - includes wireless BYOT requests | |
| 3 - Acquisition | Process Technology Acquisition Orders by Procuring Equipment for Customers | |
| 1 - Emergency (SLA-1 day) | 1)Orders and requests for technology equipment received through the service request system. | Same items as listed below for instructional and administrative |
| 2 - High (SLA - 2 days) | Orders can include bond budget codes and non-bond budget codes. | |
| 3 - Instructional (SLA - 3 day) | 2)Service requests to deliver new equipment or pickup obsolete equipment (PUDs) | Items include: computers, laptops, tablets, projectors, phones, data drops, printers, cartridges, monitors, scanners, cameras, software, stolen equipment, PUDs, bar tags |
| 4 - Administrative (SLA - 4 days) | 3) Stolen Equipment | 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 | |



Service Request Tier Status Delineation

| Type and Priority | Description | Examples |
|--------------------------------------|--|--|
| 4 - Training | Provide Technology Training to Teachers and Instructional Users | |
| 3 - Instructional (As Scheduled) | 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 (As Scheduled) | | |
| 5 - Scheduled Maintenance | Project Tasks: New installations, Application Systems Upgrades, Conversions or Maintenance | |
| 3 - Instructional (As Scheduled) | 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) 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 | |
| 4 - Administrative (As Scheduled) | | |
| 8 - Process Related | Future Planning, Administrative, Process, CCC Related Issues | |
| 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 |