



# Service Request Tier Status Escalation

**Tier 1 Status** – 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 Status** – Out of SLA Compliance Notification – Report detailing service requests is emailed to the technology team leader.

**Tier 3 Status** – Out of SLA Compliance Intervention – Report detailing service requests is emailed to the Performance Excellence Director. Intervention strategies will be discussed with team leaders to arrive at resolution.

**Tier 4 Status** – Out of SLA Compliance Intervention – Report detailing service requests is emailed to the Chief Technology Officer for review. Additional intervention strategies will be discussed with team leaders via email and weekly meetings.

[Service Level Agreement](#)



# Service Request Tier Status - Response

Request Type	SLA	Age in days												
1-1 Emergency Service Request	0.5	0.5	1	2	3	4	5	6	7	8	9	10	11+	
1-2 High/Testing Service Request	1	0.5	1	2	3	4	5	6	7	8	9	10	11+	
1-3 Instructional Service Request	3	0.5	1	2	3	4	5	6	7	8	9	10	11+	
1-4 Administrative Service Request	4	0.5	1	2	3	4	5	6	7	8	9	10	11+	
2-1 Emergency Security Access	0.5	0.5	1	2	3	4	5	6	7	8	9	10	11+	
2-2 High/Testing Security Access	1	0.5	1	2	3	4	5	6	7	8	9	10	11+	
2-3 Instructional Security Access	3	0.5	1	2	3	4	5	6	7	8	9	10	11+	
2-4 Administrative Security Access	4	0.5	1	2	3	4	5	6	7	8	9	10	11+	
3-1 Emergency Acquisition	1	0.5	1	2	3	4	5	6	7	8	9	10	11+	
3-2 High Acquisition	2	0.5	1	2	3	4	5	6	7	8	9	10	11+	
3-3 Instructional Acquisition	3	0.5	1	2	3	4	5	6	7	8	9	10	11+	
3-4 Administrative Acquisition	4	0.5	1	2	3	4	5	6	7	8	9	10	11+	

Status	SLA Level of Compliance	Responsibility
Tier 1	Within Scheduled Timeframe	Assignee
Tier 2	Out of compliance - identified on overdue report	Supervisor
Tier 3	Out of compliance - identified on overdue report	Performance Excellence
Tier 4	Out of compliance - identified on overdue report and included on CTO's overdue report	Chief Technology Officer



# Service Level Agreement Status Definitions

Type and Priority		
<b>1 - Service Request</b>	<b>3 - Acquisition</b>	<b>5 - Scheduled Maintenance</b>
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)	<b>7 - Inventory</b>
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)
7 – Donated Items	<b>4 - Training</b>	3 - Submitted Discrepancy (SLA - 4 days)
8 – Personal Devices	3 – Instructional	4 - Reconciliation (SLA - 10 days)
<b>2 - Security Access</b>	4 – Administrative	5 - Mass Change Request (SLA 4 – days)
3 – Instructional (SLA - 3 days)		6 - Inventoried Equipment Moves
4 – Administrative (SLA - 4 days)		<b>8 - Process Related</b>
6 – District Dependencies		9 – CCC Related
8 – Personal Devices		

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
<b>1 - Service Request</b>	<b>Hardware / Software Break Fix Items and Procedures</b>	
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	
7 - Donated Items	Support for donated devices is requested	
8 - Personal Devices	Support for personal devices - includes wireless BYOT requests	



# Service Request Service Level Agreement

Type and Priority	Description	Examples
<b>2 - Security Access</b>	<b>Network Access Modifications including Internet Access and Passwords</b>	
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
4 - Administrative (SLA - 4 days)		Dual Campus login ability Home Access Center (HAC) logins/access issues Accessing inappropriate information Website Evaluation requests Additional network drive requests
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	
<b>3 – Acquisition</b>	<b>Process Technology Acquisition Orders by Procuring Equipment for Customers</b>	
1 - Emergency (SLA-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 (SLA - 2 days)		Items include: computers, laptops, tablets, projectors, phones, data drops, printers, cartridges, monitors, scanners, cameras, software, stolen equipment, PUDs, bar tags Items listed above are included plus: cash registers, hand-held radios
3 - Instructional (SLA - 3 day)		
4 - Administrative (SLA - 4 days)		
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		
<b>4 - Training</b>	<b>Provide Technology Training to Teachers and Instructional Users</b>			
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)				
<b>5 - Scheduled Maintenance</b>	<b>Project Tasks: New installations, Application Systems Upgrades, Conversions or Maintenance</b>			
3 - Instructional (As Scheduled)	<ol style="list-style-type: none"> <li>1. Customer contact for the service request is not available to provide needed information or equipment.</li> <li>2. Technology Services Team is dependent on a 3rd party vendor to complete the service request.</li> <li>3. The work is planned as a project with a defined scheduled completion date.</li> <li>4. Overdue service requests must be worked ahead of the scheduled service requests unless there is supervisor approval.</li> <li>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.</li> </ol>			
4 - Administrative (As Scheduled)				
<b>8 - Process Related</b>			<b>Future Planning, Administrative, Process, CCC Related Issues</b>	
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