

Office: Information Technology
Procedure Contact: Chief Information Officer

Revision History

| Revision Number: | Change: | Date: |
|------------------|-------------------------------------|------------|
| 3.0 | Updated and converted to new format | 8/19/2013 |
| 3.1 | Format changes and updates | 03/24/2014 |
| 3.2 | Software Updates | 10/15/2014 |
| 3.3 | Software updates | 6/21/2016 |

A. Purpose

This Service Level Agreement (SLA) describes the technology support available and the various levels and priorities that are used in deciding when and how to provide assistance. These guidelines apply to the services provided by the Information Technology department. For certain services, outside vendors are used for additional support.

B. Service Availability

| Services | Description: |
|--|---|
| Support Hours | 8:00 AM to 5:00 PM Monday thru Friday Except for normal Southern Oregon University holidays and breaks. |
| After Hours Support (after 5:00PM and weekends) | 5:00 PM to 9:00 PM Monday thru Friday (Help Desk only) Except for normal Southern Oregon University holidays and breaks. |
| Medford Campus (Higher Education Center) | 8:00 AM to 7:00 PM Monday thru Friday Except for normal Southern Oregon University holidays and breaks. |

C. Support Contacts

| Contact Name | |
|-------------------------------|--|
| Computing Coordinators | See our support site for contact information: https://support.sou.edu/index.php?/Knowledgebase/Article/View/122/0/who-is-my-computing-coordinator |
| Help desk | 541-552-6900 |

| | |
|---|---|
| | helpdesk@sou.edu https://support.sou.edu/ |
| Smart Classroom Support Hotline | 541-552-8900 classrooms@support.sou.edu http://support.sou.edu/ |
| Medford Campus (Higher Education Center) | 541-618-5463 hec@support.sou.edu http://support.sou.edu/ |

D. Problem Management and Prioritization

All technical issues must be reported to a Computing Coordinator, the IT Help desk, the Smart Classroom Support Hotline, or on the IT Support Site (<http://support.sou.edu>) to ensure proper recording and tracking.

When technical problems are reported, issues may be prioritized and triaged to allow department staff to efficiently diagnose and remedy the most pressing problems first. Problems that affect a large number of people or that have an impact on a critical university function will have a higher priority than other issues.

Problem reports that are made during the evening, on weekends, or holidays, when the Information Technology department is closed or minimally staffed, will be prioritized and assigned at the beginning of the next workday.

When critical systems fail, at any time, support personnel will try to respond as soon as they are notified or the problem is discovered.

| Severity Level | Description | Response time to begin working issue | Resolution/ Mitigation | Status Updates |
|---|---|--------------------------------------|------------------------|----------------|
| Level 1 Issues Emergency | A campus-wide service is unavailable or the University's ability to perform mission critical business functions is in jeopardy. Examples: Banner is unavailable. InsideSOU, email, or campus web services is down. There is a campus-wide outage of the telephone/voice mail or data network, or Internet services. There is a problem with the projector in a smart classroom and a class is in session. | Within 30 minutes from time reported | 4 hours | Every 2 hours |
| Level 2 Issues Critical | A department or individual's ability to perform a critical function is in jeopardy or unavailable but a workaround is or can be established within a reasonable time. | Within one hour from time reported | 24 hours | Every 8 hours |

| | | | | |
|---|---|------------------------------------|----------|----------------|
| | <p>Examples: Faculty cannot enter grades in SISWeb. Software isn't working in a lab or classroom, but the software won't be needed for a couple of days. A network switch is down in a building and, as a result, a portion of the people in that building cannot access the SOU network.</p> | | | |
| <p>Level 3 Issues High</p> | <p>A department or individual's ability to perform a job function may be impacted, but other operations are unaffected. Examples: An error is occurring with a department's shared folder A shared printer is not working and the workgroup can print to an alternate printer.</p> | Within 4 hours from time reported | 48 hours | Every 24 hours |
| <p>Level 4 Issues Normal</p> | <p>A department or individual's ability to perform a job function may be impacted or inconvenienced, but can continue business as normal operations. Examples: A user receives an error message when using a specific Banner form but the form is working for other people. A user is having difficulty registering a handheld device for use on SOU's wireless network.</p> | Within 24 hours from time reported | 48 Hours | Every 24 hours |

E. Support Levels and Supported Technologies

Technology that is in compliance with university standards and is in widespread use throughout the university receives a higher level of support than non-standard or limited-use technology. All computing hardware, software, peripherals (printers, scanners, etc.), and network equipment that is purchased must comply with University standards. Before purchasing any technology, check with the IT department to make sure it is compatible with the technology environment and it can be supported.

These support levels refer only to university-owned technology. The support levels and priorities are the same regardless of the source of the funding.

Limited support is provided for employee and student personally-owned computers that are used on campus. Additionally, employees who sometimes work from home may receive limited support for their home systems.

Software and operating systems must be update-to-date and currently supported versions.

| Support Level | Description |
|----------------------|---|
| A | This technology is a University standard and the IT department provides primary support, including installation, training, and how-to assistance. |
| B | This technology may be a standard, but may not be in widespread use throughout the University or may be supported outside of IT (including outsourced vendors or other campus departments) |
| C | This technology may not be a standard, but there is a justifiable reason for its use on a limited basis. Support from IT is provided on a best-effort basis. However, if possible, the IT staff will assist with installation, licensing, and vendor relations. |
| D | This technology is not supported. |

Support Level A

Adobe Acrobat
 AMX Control Systems
 Apple Safari
 Avaya Telephone Sets
 Banner
 Banner Data warehouse (ODS/EDW)
 Canon Networked Copiers
 Concerto
 Classroom data projectors
 Elmo Document Cameras
 Google Apps
 Google Chrome
 HP Laser and Ink Jet printers
 Internet Explorer
 IBM Cognos
 Joomla
 Macintosh OS X
 Microsoft Office
 Microsoft Windows
 Moodle
 Mozilla Firefox
 Qualtrics
 Rave Mobile Safety
 SMART Technologies Interactive Display
 Sixpex Voicemail System
 Tandberg and Poly-Com Videoconferencing
 Turning Point Clickers
 University owned desktop and laptop computers (Mac and PC)
 WordPress

Zoom

Support Level B

Acalog (Online Catalog)
Adobe Creative Suite/Cloud (Photoshop, InDesign, Dreamweaver, etc.)
Android
Apple iLife and iWork
ArcGIS
BossCARS
CareerLink (CSOResearch)
Event Management System (EMS)
HigherOne
Hitachi Interactive Display
Hobson's Connect
iOS
Maxient
Medicat
Minitab
Milestone Camera System
PeopleAdmin
SPSS
Stanley Door Access System
StarRez
The Raiser's Edge
Windows Media Player, PowerDVD, and other media players

Support Level C

Linux Desktop
Microsoft Web Services
Promethean Interactive Display
Security Camera Systems (vendor supplied)
Skype
Specialized program-specific instructional software (Sony Soloist, MyITLab, Spartan, AutoCAD etc.)
WebEx

Support Level D

16-bit application software
All technology that is not specifically listed at levels A, B or C
Non-standard operating systems
Non-standard printers and copiers
Personally owned computer hardware*
Software no longer supported (vendor or open-source)
Software requiring obsolete operating systems

E. Service Requests and Lead Times

Service requests are those not triggered by unexpected problems and can be planned and communicated in advance. They include services such as the installation of new software or hardware. In order to provide enough resources to accomplish these requests, it is necessary to plan ahead.

The required lead time varies by type of task because some services require more staff time or the request may compete with other scheduled and unscheduled work. The lead times for common requests shown below are typical during ordinary work periods and represent the time between the initial request and the completion of the work. Lead times might be longer at peak times, for example, just before or after the beginning of a new term.

Service requests should be initiated by contacting a Computing Coordinator, the Help Desk, or other IT staff.

| Common Requests | Typical Lead Time |
|---|---|
| Assistance setting up a clicker presentation | 1 week |
| Change phone menu or configuration | 2 weeks |
| Create or modify a network account | 1 day (submit requests ahead of new employee arrival) |
| S or P Drive file restores | 1 week |
| Install a new computer in an office or set up a new laptop | 4 weeks |
| Media equipment setup for an event | 1 week |
| Install new software in lab or classroom (already in use on campus) | 1 week |
| Install or move a copier or printer | 2 weeks after device is on campus |
| Install supported software on a single computer | 1 week |
| Move a computer from one office to another | 1 week |
| Move or install a new office telephone with voicemail | 1 week |
| New phone menu tree design and setup | 4 weeks |
| Reserve media checkout equipment | 24 hours (before pickup) |
| Set up computer equipment for temporary use in a conference room or meeting space | 2 weeks |
| Install or upgrade hardware in a classroom or lab | 4 weeks after purchase request |
| Install or upgrade software in a classroom or lab | 4 weeks after purchase request |