Technology Services
Service Level Agreement

The Technology Services help desk provides a single point of contact through which customers may report faults and deviance from their normal service, in addition to any other communication related to technology services provided through JerseyConnect. It is also the vehicle through which communications to customers regarding Technology Services incidents may be disseminated. The help desk application can be accessed from any web browser with a working internet connection at:

http://helpdesk.jerseyconnect.net

The following agreement was created to indicate the levels of service the Technology Services team will provide to JerseyConnect customers.

Support hours – The Technology Services team has standard hours for supporting JerseyConnect customers. The current hours of operation for customers that are placing requests via the helpdesk are:

9:00am to 9:00pm EST, Monday through Friday

Any issue that is categorized with an URGENT severity will be addressed 24X7 or, if onsite access is required, as soon as such access is allowed.

Severity levels - In order to simplify this agreement, the Technology Services team has categorized help desk cases into four severity levels. All requests received by the helpdesk will be placed into a category. Reports can then be generated to ensure that the Technology Services team is meeting the service levels stated in the agreement.

Urgent
High
Medium
Low

Time to <u>respond</u> to the severity levels during business hours:

Urgent   15 minutes
High   1 hour
Medium   2-4 hours
Low   24 hours

Time to <u>resolve</u> severity levels during business hours:

Urgent   1 hour
High   4 hours
Medium   3 days
Low   12 days

Note: The "resolve" times can exceed those stated in this agreement when 3rd party companies are involved in working on the resolution (i.e., Dell, Verizon, ILS vendors, outside consultants) and/or when parts are not available. The goal of the Technology Services team is to work within the service levels stated in this agreement, however, some support issues will be out of our control.

Urgent
Entire network/all customers down.

Items that are classified as URGENT:
1. Core network down
2. Core web server down
3. Core email server down
4. Core DNS server down

High
Complete service disruption experienced by customer.

 Items that are classified as HIGH:
1. Library internet access down
2. Library web site down
3. Library e-mail down
4. Library DNS down

Medium
Moderate library impact.

Items that are classified as MEDIUM:
1. Library internet slowness or latency
2. Requests for changes to e-mail distribution lists or e-mail addresses
3. Requests for changes to library DNS entries
4. Changes related to anti-spam filtering settings
5. Router configuration changes

Low

Limited library impact – normally dealt with on a scheduled basis.

Items that are classified as LOW:
1. New web service requests or additions
2. New e-mail service requests or additions
3. Informational/training requests
4. Requests for bandwidth utilization reports
5. Requests for web site utilization reports

SLA Items that are considered out of scope
1. Technology consulting and planning
2. LAN-related issues
3. Integrated Library System issues

The JerseyConnect team is committed to providing the highest quality technology services to public libraries. With this in mind, we attempt to assist libraries with "out of scope" issues on a "best effort" basis. "Best effort" support is neither guaranteed nor measured. JerseyConnect will attempt to help public libraries with any technology-related issue

Any questions or comments regarding this SLA should be directed to:

JerseyConnect Support
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