Service-Level Agreement

Between Student Affairs Information Technology and the Division of Student Affairs

1. Services Provided by Student Affairs Information Technology
   a. Perform first-level support for all supported / standard software applications and all hardware that meets Student Affairs Information Technology Standards.
   b. Log request that are not user entered through FootPrints and track all customer (division staff and Recognized Student Organizations) requests.
   c. Manage through escalation second and third level of support.
   d. Provide periodic updates on the status of request and major infrastructure projects.
   e. Conduct Bi-Annual customer satisfaction surveys to at least a third of the customers on a rotating bases. Publish results on the SAIT website.
   f. Maintain a uptime

2. Hours of Operation
   Regular Business Hours:
   a. 8 A.M. to 5 P.M., Monday through Friday – Excluding holidays.
   b. After-hours support via cell phone – Emergencies only.

3. Service Access
   a. SAIT’s services is accessible as follow:
      i. FootPrints SAIT webpage access
      ii. Phone: 814-865-7210
      iii. Cell: 814-404-2223
      iv. E-mail: HELP@SA.PSU.EDU

4. Customer Responsibilities
   a. Use only specified contact methods as described above in the order specified.
   b. Users who are new to the division must take the on-line technology user training developed by Student Affairs Information Technology at the following website https://www.sa.psu.edu/surveys/sait/player.html. This must be accomplished before they can use their workstations as a productive member of Student Affairs.

5. Request Priorities and Expected Response Times

<table>
<thead>
<tr>
<th>Priority</th>
<th>Impact</th>
<th>Response</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediate</td>
<td>Critical Component down</td>
<td>15 Mins</td>
<td>ASAP</td>
</tr>
<tr>
<td>High</td>
<td>Critical component degraded</td>
<td>45 Mins</td>
<td>4 hours</td>
</tr>
<tr>
<td>Medium</td>
<td>Noncritical component</td>
<td>4 hours</td>
<td>=&gt;8 hours</td>
</tr>
<tr>
<td>Low</td>
<td>Other request, question</td>
<td>8 hours</td>
<td>=&gt;12 hours</td>
</tr>
</tbody>
</table>

6. Service Measures to be Met
   a. By our Help Desk / IT Support Specialist / Covering Staff
      i. Tier 1 (first level) request resolution – 85% or Greater
ii. Tier 2 (second level) request resolved – 99%
iii. Average call answer time within three rings – 99%

7. Service Concern Escalation Procedures

<table>
<thead>
<tr>
<th>Level</th>
<th>Initiate When</th>
<th>To</th>
<th>Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Response time not met</td>
<td>Infrastructure Leader</td>
<td>865-7210</td>
</tr>
<tr>
<td>2</td>
<td>No Response w/i four hours</td>
<td>Assistant Director of SAIT</td>
<td>865-6051</td>
</tr>
<tr>
<td>3</td>
<td>No Response w/i one day</td>
<td>Director of SAIT</td>
<td>865-6051</td>
</tr>
<tr>
<td>4</td>
<td>No Response w/i two days</td>
<td>AVP of Division</td>
<td>865-7661</td>
</tr>
</tbody>
</table>

8. Reporting / Measuring – Weekly
   a. To be displayed on SAIT’s website
      i. Number of request by department
      ii. Number of trouble tickets received
      iii. % request resolved at first level
      iv. Number of Projects Approved and Active
      v. Number of Accounts requested
      vi. Etc.

9. Measuring – Twice per Year
   a. To be displayed on SAIT’s website
      i. Responses to thirteen questions from one third of the requestors.

10. Major Projects as defined by the Technology Review Committee
    a. To be updated and displayed on SAIT’s website after each updated and shared at each Director’s Meeting.

Created: January 1, 2009
Revised: January 11, 2010