



*Palm Beach Community College*

*Information Technology*

*Service Level Agreement*

*(Revision 4/15/09)*

# Table of Contents

## Section

### 1.0 **INTRODUCTION**

1.1 Purpose and Objective

1.2 Parties to the Agreement

1.3 Commencement Date

1.4 Duration of the Agreement

1.5 Definitions

### 2.0 **SCOPE OF WORK**

2.1 Standard Service (Incidents)

2.2 Non-Standard Incidents, Services or Projects

2.3 Incident Reporting

2.4 Place of Service Delivery

2.5 Changes to Service

### 3.0 **PERFORMANCE, TRACKING & REPORTING**

3.1 Information Technology Personnel

3.2 How services will be monitored

3.3 Service Level Reporting

3.4 Service Review Meetings

### 4.0 **CUSTOMER DUTIES AND RESPONSIBILITIES**

4.1 Required Information

4.2 Training on Equipment, Software or Tasks

### 5.0 **DATA RECOVERY**

5.1 Data Recovery

### 6.0 **QUALITY OF SERVICE**

- 6.1 [Quality of Service](#)
- 7.0 **[SECURITY](#)**
- 7.1 [Physical Access](#)
- 7.2 [Remote Access](#)
- 7.3 [Compliance with College Security Policies](#)
- 7.4 [Lost or Stolen Equipment](#)
- 7.5 [Information and Data Security Measures](#)
- 7.6 [Disaster Recovery](#)
- 7.7 [Hurricane Procedures](#)
- 8.0 **[GENERAL INFORMATION](#)**
- 8.1 [Information Technology Website](#)
- 8.2 [iTAC Website](#)
- 8.3 [iTAC General Information and Contacts](#)
- 8.4 [iTAC Student E-Mail Frequently Asked Questions](#)
- 8.5 [iTAC Tutorials](#)
- 8.6 [iTAC System Status](#)

# 1. INTRODUCTION

## 1.1 Purpose and Objective

The purpose of this Service Level Agreement is to define the types of support and services provided by the Palm Beach Community College Information Technology Department. The objective of the Information Technology Department is to provide technology resources, support and services to the PBCC College community.

## 1.2 Parties to the Agreement

The parties to the Agreement are the Palm Beach Community College Information Technology Department (IT) and the Palm Beach Community College Faculty, Staff and Students (Customer, Client).

## 1.3 Commencement Date

This Service Level Agreement shall commence on September 1, 2009.

## 1.4 Duration of the Agreement

This Agreement shall remain in full force and effect unless any party serves the others with written intent to modify the existing Agreement or negotiate a new Agreement. Should such notice be served, discussions shall commence within thirty (30) days following the date of the notice for the purpose of negotiating an amended or new Agreement.

## 1.5 Definitions

<u>College Business Day</u>	Regularly scheduled workday as posted on PBCC iTAC Website: <a href="http://www.pbcc.edu/x6363.xml">http://www.pbcc.edu/x6363.xml</a> *See Note <ul style="list-style-type: none"><li>➤ Monday - Thursday 7:30am - 8:00pm</li><li>➤ Friday 7:30am - 4:00pm*</li><li>➤ Saturday 9:00am - 3:00pm*</li><li>➤ Sunday Closed</li></ul> <p>*Note: From May 11 – August 6, 2009, the College is closed on Fridays and Saturdays. Refer to the College’s HR Website for College Closings: <a href="http://www.pbcc.edu/x5658.xml">http://www.pbcc.edu/x5658.xml</a></p>
<u>Response time</u>	Acknowledgement and logging of the initial request <b>during a normal College Business Day</b> . Response times do not indicate time to resolution of the issue.
<u>iTAC</u>	Information Technology Assistance Center/HelpDesk

## 2. SCOPE OF WORK

### 2.1 Standard Service (Incidents)

Standard services for Incidents, based on Priority Codes, are as follows:

IT Priority Levels and Definitions	Examples	IT Response Requirements	IT Resolution Paths/Goals
<p><b><u>1-Urgent</u></b></p> <ul style="list-style-type: none"> <li>• Used only for severe or wide spread outages. System outage affects a large number of users (25 or more).</li> <li>• No reasonable workaround is currently available.</li> </ul>	<ul style="list-style-type: none"> <li>• The service is NOT functioning.</li> <li>• Problem interferes with classroom instruction, is a mission critical business function, or involves potential loss of mission critical information.</li> <li>• Activity or event is already in progress and cannot be made-up or rescheduled, immediate action could eliminate or mitigate the problem, and the condition/problem will persist until resolved.</li> </ul>	<ul style="list-style-type: none"> <li>• IT responds within <b>1 hour</b> to the <b>initial</b> submission by the Customer.</li> <li>• Urgent requests <b>must</b> be phoned into the iTAC. Emailed requests may not receive Urgent attention.</li> </ul>	<ul style="list-style-type: none"> <li>• IT begins work on the issue or escalates to another department in IT or outside support/vendor.</li> <li>• Customer may be needed to verify the problem and to assist with problem determination and resolution.</li> <li>• IT and the Customer work together to determine if the cause of the problem is hardware, software, or configuration related.</li> </ul>
<p><b><u>2-High</u></b></p> <ul style="list-style-type: none"> <li>• Used for issues flagged higher than normal (Critical) but DO NOT meet the criteria for Urgent, as determined by the iTAC Technician.</li> </ul>	<ul style="list-style-type: none"> <li>• The system is functioning; some major components are unavailable.</li> <li>• Users cannot log in, but situation is not critical.</li> </ul>	<ul style="list-style-type: none"> <li>• iTAC responds within <b>4 hours</b> to the <b>initial</b> submission by the Customer</li> </ul>	<ul style="list-style-type: none"> <li>• iTAC begins work on the issue or escalates to another department in IT or outside support/vendor.</li> <li>• Customer may be needed to verify the problem and to assist with problem determination and resolution.</li> <li>• iTAC/IT and the Customer work together to determine if the cause of the problem is hardware, software, or configuration related.</li> </ul>
<p><b><u>3-Standard</u></b></p> <ul style="list-style-type: none"> <li>• Used for the majority of service requests</li> </ul>	<ul style="list-style-type: none"> <li>• The system is functioning; some minor components are unavailable.</li> <li>• Printer does not function</li> <li>• Password resets</li> <li>• Hardware/Software malfunctions</li> </ul>	<ul style="list-style-type: none"> <li>• iTAC responds within <b>3 College Business Days</b> to the <b>initial</b> submission by the Customer</li> </ul>	<ul style="list-style-type: none"> <li>• IT begins work on the issue or escalates to another department in IT or outside support/vendor.</li> <li>• Customer may be needed to verify the problem and to assist with problem determination and resolution.</li> <li>• iTAC/IT and the Customer work together to determine if the cause of the problem is hardware, software, or configuration related.</li> </ul>

IT Priority Levels and Definitions	Examples	IT Response Requirements	IT Resolution Paths/Goals
<p><b><u>4-Scheduled</u></b></p> <ul style="list-style-type: none"> <li>Used for scheduled requests for specific projects or installations.</li> </ul>	<ul style="list-style-type: none"> <li>Software installations**<b>see Note below</b></li> <li>Hardware installations</li> <li>System Maintenance/Upgrades</li> </ul>	<ul style="list-style-type: none"> <li>iTAC responds within <b>4 College Business Days</b> to the <b>initial</b> submission by the Customer</li> </ul>	<ul style="list-style-type: none"> <li>IT begins work on the issue or escalates to another department in IT or outside support/vendor.</li> <li>Customer may be needed to verify the problem and to assist with problem determination and resolution.</li> </ul>
<p><b><u>5-Informational</u></b></p> <ul style="list-style-type: none"> <li>Used when IT related information is requested or for other non-IT inquiries</li> </ul>	<ul style="list-style-type: none"> <li>General IT or non-IT related information.</li> </ul>	<ul style="list-style-type: none"> <li>iTAC responds within <b>5 College Business Days</b> to the <b>initial</b> submission by the Customer</li> </ul>	

**\*\*Note:** In an effort to ensure that all Classrooms and Labs are prepared for the start of each semester, IT is requesting that all software and licensing information be provided to the iTAC (Help Desk) no less than **4 weeks prior** to the deadline dates listed below. The deadlines for requesting Classroom/Lab software for Semester Classroom Preparation are subject to the following guidelines:

Software requested for Semester	Deadlines for Requesting Classroom/Lab Software
Fall Semester	June 1 <sup>st</sup>
Spring Semester	October 1 <sup>st</sup>
Summer Semester	March 1 <sup>st</sup>

## 2.2 Non-Standard Incidents, Services or Projects

Services requested outside the normal scope of standard Incidents, Services or Projects will be handled on a case-by-case basis and will require approval from upper management.

## 2.3 Incident Reporting

Report incidents to Information Technology through the iTAC as follows:

- Faculty/Staff\*\*<sup>See Note</sup>
  - Via **phone**, during the standard hours of operation, by calling 561-868-3100 (outside the College) or x13100 (within the College)
  - Via **email** to [helpdesk@pbcc.edu](mailto:helpdesk@pbcc.edu)
- Students\*\*<sup>See Note</sup>
  - Via **phone**, during the standard hours of operation, by calling 561-868-4000
  - Via **email** to [studenthelpdesk@pbcc.edu](mailto:studenthelpdesk@pbcc.edu)

**NOTE:** \*\*Urgent requests **must** be phoned into the iTAC during [Standard Hours of Operation](#). Requests submitted **after** [Standard Hours of Operation](#) cannot receive Urgent attention until the next business day.

- The client should provide the following information when submitting requests:

○ Client Name	○ Service affected
○ PBCC Inventory tag # (generally, the number is located on white barcode label on the top front of the computer.)	○ Brief description of the incident
○ Campus Location	○ Room/Building #
○ Telephone Number	

The standard hours of operation for **reporting an incident** are:

**iTAC Standard Hours of Operation** \*\*See note

Semester	Monday-Thursday		Friday		Saturday		Sunday
Fall	8:00AM	8:00PM	8:00AM	4:00PM	9:00AM	3:00PM	Closed
Summer	8:00AM	8:00PM	Closed		Closed		Closed
Spring	8:00AM	8:00PM	8:00AM	4:00PM	9:00AM	3:00PM	Closed

**\*\*Note: The iTAC is closed on posted College Holidays, unless the College determines that iTAC support is critical during a holiday. Refer to the following website for normal College closings: <http://www.pbcc.edu/x5658.xml>**

### 2.4 Place of Service Delivery

Information Technology will make every effort to resolve the customer’s issue over the phone on the **initial** contact. If necessary, a representative from Information Technology will be notified to begin the Resolution path.

### 2.5 Changes to Service

Information Technology will periodically modify and review this document to meet the changing needs of the College community. The client should address any concerns or questions with the Director of Information Technology Customer Support.

## 3. PERFORMANCE, TRACKING & REPORTING

### 3.1 Information Technology Personnel

Information Technology personnel are not required to be specifically named within this Agreement but Information Technology will make a best effort to notify the Client in advance of changes to any personnel that could affect the delivery of the Services to the Client. Information Technology will make available at each campus location personnel with the skill sets required to resolve the immediate issues. As needed, issues will be escalated to senior personnel.

### **3.2 How services are monitored**

Information Technology continuously monitors services through an automated reporting process. The services monitored are, but are not limited to:

- Availability: To ensure that systems are operating satisfactorily at any point in time.
- Performance: To ensure that obligations to the client are met.
- Reliability: To ensure that all processes and systems will perform satisfactorily over a period of time under specified operating conditions.
- Recoverability: To ensure that all systems are restored to their normal state after an outage.

Clients may monitor the status of College systems by visiting the System Status webpage:

<http://www.pbcc.edu/x16344.xml>.

### **3.3 Service Level Reporting**

Reports on actual service levels achieved will be regularly posted on the iTAC website:

<http://www.pbcc.edu/x1255.xml>

### **3.4 Service Review Meetings**

Service Review meetings will be held at the regularly scheduled Information Technology/Provost meeting. The issues covered will include (as applicable):

- Service performance
- Equipment issues
- Administrative Issues
- Changes proposed
- System issues
- Security issues
- Budgetary Concerns

## **4. CUSTOMER DUTIES AND RESPONSIBILITIES**

### **4.1 Required Information**

Client will provide Information Technology the required information within 48 hours of the submission of the Service request. If the required information is not received within the 48-hour period, Information Technology may close the request. The client may then be required to resubmit the request.

If approvals are required, it is the customer's responsibility to obtain that approval and provide it to the iTAC.

Clients are responsible for providing certain information when submitting requests. Refer to Section 2.3 above.

### **4.2 Training on Equipment, Software or Tasks**

Client will be responsible for obtaining training on equipment, software or tasks. Information Technology only provides user training for new functions and systems. Most user training is provided through HR and/or the client's department.

Furthermore, Information Technology only supports College-provided computers, software, peripherals, network connectivity, including VPN, and ERP Access.

## **5. DATA RECOVERY**

### **5.1 Data Recovery**

Information Technology is not responsible for client's lost data. However (whenever possible), Information Technology will make a best effort to recover lost data.

## **6. QUALITY OF SERVICE**

### **6.1 Quality of Service**

Information Technology will perform all services in a professional manner. If client deems that services were not handled in a professional manner, client will notify the Director of Information Technology Customer Support in writing. Information Technology will be required to urgently address any affected services in order that they comply with this Agreement.

## **7. SECURITY**

### **7.1 Physical Access**

In order to perform the services requested, a representative from Information Technology may need to physically access the client's office or work space. The Information Technology representative will make every effort to secure the client's office or work space and return it to its original condition.

### **7.2 Remote Access**

In order to perform the services requested, a representative from Information Technology may need to request permission to remote control a client's computer system. The Information Technology representative will make every effort to secure the client's computer system while performing the requested service.

### **7.3 Compliance with College Security Policies**

The Information Technology Department is bound by the District Board of Trustee's security policies as outlined: <http://www.pbcc.edu/x13390.xml> . Furthermore, the College's security policies and procedures are reviewed annually by the State Auditor General's office. The Information Technology Department implements the recommendations provided.

Additional PBCC Security Policies can be accessed from the College's Information Technology website: <http://www.pbcc.edu/x11677.xml>.

### **7.4 Lost or Stolen Equipment**

The Computer Loss Procedure for lost or stolen equipment will be posted on the following websites:

<http://www.pbcc.edu/x1255.xml>. Click the link to the "Computer Loss Procedure" or

[http://www.pbcc.edu/documents/Safety\\_and\\_Security/MissingComputerProcedure10-6-08.pdf](http://www.pbcc.edu/documents/Safety_and_Security/MissingComputerProcedure10-6-08.pdf)

### **7.5 Information and Data Security Measures**

College Responsibility: The mission of the College's Information Technology Security Office (ITSO) is to establish, implement and maintain a safe and secure Information Technology environment for all faculty, student and staff enabling them to teach, learn and conduct College business. <http://www.pbcc.edu/x13475.xml>

Client Responsibility: The Client will manage information and data security with reasonable efforts to restrict unauthorized access. The Client will make best endeavors to ensure that its staff is fully aware of the risks associated with information and data security issues.

## **7.6 Disaster Recovery**

The Information Technology Department will follow the College's pre-determined guidelines for Disaster Recovery and Business Continuity.

## **7.7 Hurricane Procedures**

Palm Beach Community College's Hurricane Preparedness Plan is located on the following website: <http://www.pbcc.edu/x10603.xml>

# **8. GENERAL INFORMATION**

## **8.1 Information Technology Website**

<http://www.pbcc.edu/x377.xml>

## **8.2 iTAC Website**

<http://www.pbcc.edu/x1255.xml>

## **8.3 iTAC General Information and Contacts**

<http://www.pbcc.edu/x6362.xml>

## **8.4 iTAC Student E-Mail Frequently Asked Questions**

<http://www.pbcc.edu/x14985.xml>

## **8.5 iTAC Tutorials**

<http://www.pbcc.edu/x13467.xml>

## **8.6 iTAC System Status**

<http://www.pbcc.edu/x16344.xml>