



Service Level Agreement “SLA”

Orange County Public Schools ITS Department

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Abstract

This Service Level Agreement (SLA) applies to OCPS students and employees and covers Information Technology's promised commitment to its customers concerning the ITS Department.

Purpose

To inform OCPS students and employees of the services and promises Information Technology offers to its customers. This SLA also covers ITS's expectations of its customers to ensure speedy and accurate resolutions.

Scope

This SLA encompasses: (1) ITS's commitment to excellence; (2) ITS's major areas of responsibilities; (3) hours of operation; (4) how to contact ITS; (5) promised response and resolution times; (6) customer responsibilities.

ITS's Commitment to Excellence

The ITS Department will do the following to maintain a high level of quality customer service:

- Seek customer feedback and act on the results
- Fulfill this SLA with a minimum of 96% success rate
- Decrease customer downtime and incidents
- Apply current industry best practices
- Major Areas of Responsibilities

The ITS Department provides support to all OCPS students and employees who require assistance with the following:

Areas	
<ul style="list-style-type: none">• Applications• Area TC• BPS• Business• Business Office• Business Systems Training & Support• Communications• Desktop Support• Device Mgmt.• Digital Tech• DS-RBELC (Desktop Support Ronald Blocker Educational Leadership Center)	<ul style="list-style-type: none">• DS-Facilities (Desktop Support – Facilities)• DS-Trans (Desktop Support-Transportation)• EPO (Enterprise Project Office)• Infrastructure• Network• Other (Document Mgmt., Food Svc, IPS (Instructional Process Specialist), Print Center, Safety & Security)• Quality Center• Security Svc.• Student• Student Systems Training & Support• Web Services

Services

- **Access**
- Enterprise
- Archibus
- Cisco AnyConnect (VPN)
- Conferencing Online
- Email Setup
- Enterprise Data Warehouse
- Folder Access
- Network Access
- Other Access
- SAP
- Setup Network Profile
- Student Systems
- Telephone Conferencing Service
- **Applications**
- **Client**
- Adobe
- Browsers
- Cisco AnyConnect (VPN)
- Documentum
- Filezilla
- Formatta
- LanSchool
- Media Players
- Microsoft
- Other (Applications)
- SAP Client/GUI
- SharePoint
- Student Systems
- **Development**
- New Application
- Update Existing Application
- **Enterprise**
- SharePoint
- SharePoint Archive Request
- SharePoint Change Request
- SharePoint Infopath Forms
- SharePoint Permissions
- SharePoint Site Deletion Request
- SharePoint Site Request
- **Equipment**
- **Client**
- Access to a Printer
- IP Phones
- Missing or Recovered Device

- Move Equipment
- New Computer or Laptop
- OCPS Provided Mobile Phone
- Other Equipment
- Request a Quote
- **Enterprise**
- Other (Enterprise Hardware)
- Request for Quotes (Enterprise Hardware)
- Router
- Server
- Storage
- Switch
- UPS
- Wireless LAN
- Wiring-Data
- Wiring-Telco
- **Student**
- New Hardware
- Transfer Hardware
- **Internal Use**
- **Asset Protection**
- Alarm Systems
- Card Access
- Duress Alert
- Other Asset Protection
- Radios
- Security Cameras
- Server
- Video Intercom
- EasyVista Access
- Licensing
- Missing Equipment
- **Operations**
- **Most Frequent**
- Access to a Printer
- Email Setup
- IP Phones
- Network Access
- Setup Network Profile
- Student Systems
- Reports
- Enterprise Data Warehouse
- Other Reports
- SAP

Hours of Operation

The ITS Department is open 7:30 a.m. –4:30 p.m. Monday – Friday during normal business days. Summer hours (10 hour days) are typically 7 a.m. – 5:30 p.m., Monday – Thursday.

How to Contact ITS:

- Portal: [Fill out a ticket now](#)
- Email: helpdesk@ocps.net
- Phone: (407) 317-3375

Promised Response Times- INCIDENTS

Response and resolution times fit within the hours of 7:30 a.m. – 4:30 p.m.

Response Time: Measured from ticket submittal/first contact until the appropriate assigned tech replies for the first time. Note: The auto-generated confirmation email sent to the requester does not fulfill the response time requirement (subject to change once EasyVista comes online).

Resolution Time: Will vary depending on the priority and resource availability *.

The table below provides categories of issues and promised times based on priority. Urgency and campus-wide impact determine the priority level. If resolution is dependent upon the vendor then reference vendor's SLA for response times. Time to resolution, refer to the SLA of the work group assigned or vendor's SLA.

Priority	Example	Response Time Within
Critical	Internet or Tier 1 system, technical issues halting time-sensitive work	1 hours
Serious	Technical issues that impede time-sensitive work	4 hours
Normal	Individual hardware or software support, network issues, account issues, and printing problems	1 business day
Low	Technology consultation, general questions or Service Request fulfillment	1 business day

ITS strives to uphold the above times for 96% of all Help Desk tickets.

*Resolution includes temporary fix or work-around solution.

Promised Response and Resolution Times- SERVICE REQUESTS

The purpose of the Request Fulfilment processes is to provide quick and effective access to standard services, which business staff can use to improve their productivity or the quality of business services and products.

Request Fulfilment includes any service request from an end-user for information, or advice, or for a Standard IT-Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new end-user.

Request Type	Target Response & Acknowledgement Time	Target Fulfillment Time*	Examples	Service Target **
Expedited/Simple	30 minutes	4 hours	Password Reset (expedited) Employee Dismissal (expedited)	90%
Routine/Simple Expedited/Basic	4 hours	2 business days	Optical Scoring Update to Software System Access Updates Enable ports (expedited)	90%
Routine/Basic Expedited/Medium	6 hours	5 business days	File Sharing Imaging a Computer Outlook Support Set up new monitor Mailing List Request	90%
Routine/Medium Scheduled/Simple	2 business days	10 business days	Desktop relocation Printer setup and configuration Employee provisioning Employee leaving	90%
Scheduled/Basic Expedited/Complex	3 business days	15 business days	Computer re-image/set-up (scheduled) Software Install/Update (scheduled) Computer commissioning / decommissioning (scheduled)	90%
Routine/Complex Scheduled/Medium	4 business days	30 business days	Asset disposal	90%
Scheduled/Complex	5 business days	90 business days	Hardware provisioning Software provisioning Applications Services Database Services Reporting Services	90%

*VIP individuals (i.e. Directors, Department Heads) can increase the target fulfilment time one level.

**Service Levels are measured against Core Business Hours (7:30am – 4:30pm). Tickets that need more information from the customer for fulfilment, may be closed if there is no response after three client contact attempts (i.e. email sent, left a voicemail) or if target fulfilment cannot be met in the subscribed time.

Customer Responsibilities

Initiating contact with ITS (ticket, call, email, walk-up or fax) starts a conversation with the goal of resolving an issue or providing a service.

- Provide detailed information regarding the issue or requesting service. For example, include the web address or specific location of hardware (building, room number, location in room)
- Provide preferred contact method
- Make every effort to be available to communicate with the tech
- Make use of the Help Desk articles
- Check the Help Desk portal for notifications

Continuance

This policy will be reviewed and/or modified as necessary or by the next revision date. Ownership of this policy belongs to the Chief Information Officer.