

SWCC ITSC Service Level Agreement Installation and Repair

Customers	Southwest Virginia Community College (SWCC) faculty, staff, administrators, and students.	
Mission	Provide technical support, assistance, troubleshooting, repair, installation, testing, and maintenance of software, hardware, and peripherals for SWCC.	
Location	Southwest Virginia Community College POB SVCC Richlands, VA 24641	Off-Site Locations Booth Center – Grundy, VA Lebanon Center – Lebanon, VA
Contacts	<p>Voice/Email: Preston Ball, Preston.Ball@sw.edu, Mgr. Computing Servicing, 276-964-7767 Heather Wicks, Heather.Wicks@sw.edu, CS Technician, 276-964-7604 Joshua French, Joshua.French@sw.edu, CS Technician, 276-964-7768</p> <p>Emergencies: Preston Ball 276-964-7767 (Office) or 276-791-7101 (Cell)</p>	
Services Covered	Responsible for installing, repairing, and servicing various vendor microcomputers and peripherals. Provide preventive maintenance, emergency repair, and troubleshoot microcomputer and network hardware and software problems at all campus locations. Configures, delivers, sets up, and tests microcomputer hardware, install operating systems, and software packages. Provide technical assistance to the end users.	
Service Goals	Provide requested support in an efficient manner. Meet or exceed user expectations.	
Hours of Support	Monday through Friday, 7:45 am – 4:30 pm Emergency repairs or requests will be performed as needed to support the overall mission of SWCC.	
Environments Supported	Windows 7, 8, and 10. Server 2008 and 2012. Equipment such as computers, monitors, printers, scanners, and software from various manufacturers.	
Method for Requesting Services	Ticketing system (preferred), phone or email.	

<p>Support Levels</p>	<p>Level 1 Emergency Problems (Although it is difficult to determine the exact amount of time to resolve a problem, every effort will be made to respond to all requests within 24 hours excluding weekends and holidays. For requests that are not able to be resolved within 24-48 hours, an agreed upon schedule will be made.)</p> <p>Level 2 New Services, additions, deletions, moves, and repairs (Complete all user requests within a timely manner based upon several factors such as available resources and overall SWCC priorities.)</p>
<p>Web Support</p>	<p>N/A.</p>
<p>E-mail Support</p>	<p>See contacts above.</p>
<p>Service Metrics</p>	<p>Ticketing system survey results and/or other reports as necessary.</p>
<p>Customer Satisfaction</p>	<p>All customer requests made via the ticketing system receive a survey to complete allowing the customer to provide satisfaction results.</p>