

## SWCC ITSC Service Level Agreement Installation and Repair

<b>Customers</b>	Southwest Virginia Community College (SWCC) faculty, staff, administrators, and students.		
<b>Mission</b>	Provide technical support, assistance, troubleshooting, repair, installation, testing, and maintenance of software, hardware, and peripherals for SWCC.		
<b>Location</b>	<table style="width: 100%; border: none;"> <tr> <td style="width: 60%; border: none;">                 Southwest Virginia Community College                  724 Community College Road                  Cedar Bluff, VA 24609             </td> <td style="width: 40%; border: none; vertical-align: top;"> <b>Off-Site Locations</b>                  Booth Center – Grundy, VA                  Lebanon Center – Lebanon, VA                  Bluefield Center – Bluefield, VA                  SGTLC – Grundy, VA             </td> </tr> </table>	Southwest Virginia Community College 724 Community College Road Cedar Bluff, VA 24609	<b>Off-Site Locations</b> Booth Center – Grundy, VA Lebanon Center – Lebanon, VA Bluefield Center – Bluefield, VA SGTLC – Grundy, VA
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<b>Contacts</b>	<p>Voice/Email:                  Preston Ball, <a href="mailto:Preston.Ball@sw.edu">Preston.Ball@sw.edu</a>, Mgr. Computing Servicing, 276-964-7767                  Heather Wicks, <a href="mailto:Heather.Wicks@sw.edu">Heather.Wicks@sw.edu</a>, CS Technician, 276-964-7776                  Matt Barrett, <a href="mailto:Matt.Barrett@sw.edu">Matt.Barrett@sw.edu</a>, CS Technician, 276-964-7604</p> <p><b>Emergencies:</b> Preston Ball 276-964-7767 (Office) or 276-791-7101 (Cell)</p>		
<b>Services Covered</b>	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 assistant to the end users.		
<b>Service Goals</b>	Provide requested support in an efficient manner. Meet or exceed user expectations.		
<b>Hours of Support</b>	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.		
<b>Environments Supported</b>	Windows 7, 8, and 10. Server 2008, 2012, and 2016. Equipment such as computers, monitors, printers, scanners, and software from various manufacturers.		
<b>Method for Requesting Services</b>	Ticketing system (preferred), phone or email.		

<b>Support Levels</b>	<p><b>Level 1 Emergency Problems</b> (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><b>Level 2 New Services, additions, deletions, moves, and repairs</b> (Complete all user requests within a timely manner based upon several factors such as available resources and overall SWCC priorities.)</p>
<b>Web Support</b>	N/A.
<b>E-mail Support</b>	See contacts above.
<b>Service Metrics</b>	Ticketing system survey results and/or other reports as necessary.
<b>Customer Satisfaction</b>	All customer requests made via the ticketing system receive a survey to complete allowing the customer to provide satisfaction results.