

SWCC IT Service Level Agreement Telecommunications

Customers	Southwest Virginia Community College faculty, staff, administrators, and students.		
Mission	Provide reliable telecommunications services and equipment for the college.		
Location	<table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">Southwest Virginia Community College 724 Community College Road Cedar Bluff, VA 24609</td> <td style="width: 40%;">Off-Site Locations 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	Off-Site Locations Booth Center – Grundy, VA Lebanon Center – Lebanon, VA Bluefield Center – Bluefield, VA SGTLC – Grundy, VA
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Contacts	<p>Name/Voice/Email: Charles Musick, IT Manager / Telecommunications Coordinator 276.964.7647(office) or 276.971.0183(cell) Charles.Musick@sw.edu</p> <p>Emergencies: Charles Musick, 276.964.7647 (office) or 276.971.0183 (cell)</p>		
Services Covered	Responsible for ordering, installing, repairing, troubleshooting, and maintaining telecommunications equipment. Provide technical support and training to end users of telecommunication equipment.		
Service Goals	Provide uninterrupted telecommunications service. Meet user needs and requests, and complete all user requests within a timely manner.		
Hours of Support	Monday through Friday, 7:45 am – 4:30 pm Emergency requests will be performed at any time.		
Environments Supported	Cisco, Apple, Android, Windows, Mac		
Method for Requesting Services	Phone, E-mail, Ticket System, in Person.		
Support Levels	<p>Level 1 Emergency Problems: Problems will be addressed as they occur, and every effort will be made to resolve the issue within 24 hours.</p> <p>Level 2 New Services and service maintenance: Services will be addressed in the order that they are processed and completed in a timely manner.</p>		
Web Support	http://sw.edu/financeandadmin/#it		
E-mail Support	See contacts above.		

Service Metrics	Complete all user requests within a timely manner.
Customer Satisfaction	Customers will be surveyed in accordance with assessment guidelines.