

Priority Chart and Service Level Agreement (SLA)

Ratified on September 28, 2011 by the IT Steering Committee

Updated on July 21, 2014

Users reporting issues to IT Support should select an appropriate priority for their issue. The previous priority system of 1, 2, 3, 4 will no longer be used, effective Dec 1st, 2013.

“Not Urgent” priority:

IT Support will strive to provide a response **within a two or more business week period**

“Urgent” priority:

IT Support will strive to provide a response **within a one business week period**

“Emergency” priority:

IT Support will strive to provide a response **within a 24 business hours period** when these emergencies are called in. Due to the nature of email, it is best to call in emergencies and not email them as technology staff away from their desks working on other issues will not be able to receive incoming emails immediately; therefore, email reduces response times to emergencies reported via email.

Note: for emergencies marked with a * we will strive to respond within 15 minutes.

Emergency Definitions:

- *Emergency: Building or campus internet, email, or phone outage **
- *Emergency: MyCIU , ciu.edu, EX, RenWeb or SharePoint outage*
- *Emergency: Computer, phone, monitor, keyboard or mouse down*
- *Emergency: Fire alarm, fiber, or phone line damage**
- *Emergency: Login or Password malfunction*
- *Emergency: Printer, faxing, scanner, raptor, or wycom down*
- *Emergency: Projector or other classroom technology malfunction**
- *Emergency: Radio Broadcasting service or appliance outage**
- *Emergency: Virus or related malware suspicion or infection*

Emergency Priority Justification and Downgrade

It is not the intent of IT Support to devalue the issues reported by any user. It is our intent and desire only to evaluate which issues are “true emergencies” so that we are able to work more efficiently on those items that are indeed of greater priority across the entire corporation with limited IT personnel. The appropriate prioritization of issues is critical to IT Support and our ability to support efficiently with a small staff with varying schedules and multiple assignments across the corporation (Administration, University, Ben Lippen, occasional Kirkland and Korntal assistance). If anyone is ever concerned about the evaluation of a reported issue, he/she should contact the Corporate Coordinator of Information Technology.

The following guidelines will be used by IT Support to validate or justify emergency issues. Self-reported emergency issues from users that do not fit in any of the above “emergency” categories will be instantly downgraded from an “Emergency” issue to an “Urgent” issue.

These guidelines are approved by the Director of Information Technology. If your issue is downgraded from an “Emergency” to an “Urgent” issue, you will be notified via email with the respective IT manager CCd. You may appeal the downgrade and request that the CCd IT manager approves it as an emergency with exception.

**Due to the complex nature of technical issues and other factors involved, solutions to issues may or may not be possible within the time periods indicated below.*

***Issues reported to Corporate Information Technology Support from users without a priority selected or left blank will be automatically entered into our queues with a default priority of “Not Urgent”.*

****Account creations, permission requests, special event equipment setup, webinars and conference calls can vary between needing a few minutes to setup or several days to setup and involve at times other non IT departments. It is our recommendation that any of these types of requests be requested as far in advance as you possibly can.*

*****After 10 business days, with a minimum of one voicemail and one email sent to the reporting user, any unresolved issue or issue with no further response from the user “may” be closed in our queues with a final communication email sent to the user prior. Such a communication will include the ticket number of the close issue so the user can request it to be reopened at any time.*

DEFINITIONS:

<i>Outage</i>	A period when a power supply or other service is not available or when equipment is closed down intentionally or unintentionally.
<i>Down</i>	Temporarily out of action or unavailable.
<i>Malfunction</i>	Failure to function normally or satisfactorily.