ROGER WILLIAMS UNIVERSITY
Service Level Agreement

Purpose
The Information Technology Customer Service Level Agreement (SLA) determines the service expectations between the Information Technology Department and the Roger Williams University community (current students, faculty, and staff). Its purpose is to assure the quality delivery of Information Technology services while following information security protocols, technology policies, and being good stewards of University resources.

Scope
This agreement outlines specific services, priorities, and responsibilities associated with technology support at Roger Williams University. The SLA is designed to represent a service agreement between the RWU community and the Information Technology Department. Specifically, those services that are supported by the Information Technology Department. Technology support services are provided primarily through the MediaTech Desk. The unit is committed to providing reliable, effective, and expedient service to the campus community.

Retired Faculty and Staff, Alumni and External Affiliates are not part of this SLA.

Services
For a full list of current services, please visit the RWU Information

Technology website at: http://it.rwu.edu

Hours of Operation
Normal Business Hours:
Monday – Friday, 8:00am to 5:00pm

IT Department response times are based on the department's normal business hours. However, please note that the MediaTech Desk is available for extended hours during the Fall, Spring, and Summer semesters in addition to Classroom and Event Support which is available until 9pm during the academic year. See the IT website for specific hours.

Requesting Services

1. **Email:** Please send a detailed description of your request/problem to mediatech@rwu.edu with current contact information.

2. **Phone:** 401.254.6363 or x6363 from a campus phone.

3. **Internet:** http://mediatech.rwu.edu

4. **Walk-In:** The MediaTech Desk is located on the first floor of the Bristol Campus Library.

5. **Voicemail:** Call 401.254.6363 or x6363 from a campus phone and leave a detailed description of your request/problem with current contact information

Information Technology Department Service Priority Levels and Response Times

Service Priority Levels

The MediaTech Desk is committed to making every effort to resolving issues at the time of the service request. If an issue cannot be resolved at the time of request, it will be given a priority level. Requests will be handled according to the priority assigned to them by the MediaTech Desk.

Response Times

Response time commitments are meant to note the maximum time interval in which the customer will be contacted by the IT technician. It is not meant to be an indicator of the problem resolution timeframe. Resolution times will vary based on problem specifics.

Exceptions

1. The Information Technology Department will send out University-wide email communications when there is a planned or unplanned system outage. Service requests received after announcements are sent may not be responded to until the outage is over.

2. Due to the volume of calls during the opening two weeks of school, during exam periods, and other peak volume times, response times may be longer than normal. MediaTech staff will inform requestors if any of these exceptions are in effect.

The table below describes the service priority levels, priority description, example, and associated IT response times:

Priority Level	Description	Example	IT Response Time (During Normal
Emergency	Significant disruption to a large number of users and/or an incident that impacts the immediate delivery of instruction, life-safety or critical business transactions.	Network outage in an entire building. Colleague is down. Projector failure in lecture hall during class.	20 Minutes or Less
High	Significant disruption to an individual or group of individuals that completely impacts the users' ability to do work.	User cannot log in to email. Computer lab printer failure.	2 Hours
Normal	An incident that partially impacts the user's ability to do work. Workaround may be available.	Local printer won't print, but the department's network printer is available. Non-critical software issue.	4 Hours
Low	Work is not affected.	Cable TV problem in dorm room. Request for wire management in an office.	8 Hours

Customer Responsibilities

In order to expedite and facilitate the technology support process, RWU community members are requested to:

1. Provide detailed information about service requests and current contact information.

2. Make every effort to be available to communicate with an IT technician if necessary. Support requests will be closed after 3 failed attempts to contact the customer.

3. Read the Information Technology Policies at http://it.rwu.edu

4. Provide consent for an IT technician to access your computing device remotely or in person in your absence if necessary.

5. Notify the MediaTech Desk at least 48 hours in advance of any pre-scheduled service needs (i.e. office moves)

6. *Check the IT website for current information and self-help assistance at* http://it.rwu.edu/

SLA Review

The Information Technology SLA will be reviewed on an annual basis. It may be amended based on need or service level adjustments.

Approvals

The Information Technology Department's senior leadership and the Chief Information Officer approves the SLA. The SLA will be published on the IT website.