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1. SLA Goal

This document establishes a statement of service expectations between San Jacinto Community College District (the College) Information Technology Services (ITS) and ITS Customers (Customers) with the intent to improve ITS Service and the College's overall performance.

The SLA outlines the services that are provided by ITS, as well as the reasonable time and performance measures that Customers should expect concerning the delivery of these services. This SLA is created upon the expectations of Customers and the realistic performance capabilities of ITS. Documenting expectations and establishing target levels of service allows ITS to prepare for and support the College's goals.

2. SLA Scope

The SLA stipulates the services provided by ITS along with a time frame in which those services may be effectively delivered while fostering cooperation among ITS and Customers in delivering and obtaining ITS services. Services and performance levels not specifically stated in this document are outside the scope of this SLA. New services may be added to this SLA upon review as stated in Section 15, Service Reviews.

3. Customer Definition

The SLA is made between ITS and all Customers. Customers are defined as:

- Students in any San Jacinto College campus and extension center
- Students in any distance learning program administered at San Jacinto College
- The community who access and utilize the College's systems and facilities (i.e., potential students)
- Employees housed in any College campus, office, or extension center
- Employees working remotely outside a College campus, office, and extension center
- Outside contractors working on or outside a College campus, office, or extension center.

There are approximately 45,000 credit and non-credit students, 3,500 full and part time faculty and staff, and 250,000 households in our community.

4. Scope of Services

ITS provides district-wide information technology services to all campuses, extension centers, district office and remote access Customers.

These services include the installation and support for hardware, software, services and telecommunications as outlined in the "*Hardware, Software, & Services Catalog*" (**see Appendix A**).

5. Hours of Operation

ITS hours of operation are outlined below. Please be aware that these hours may vary by term depending on Campus needs. For the most accurate information on ITS Hours of Operation, please visit the ITS Website at <https://www.sanjacits.org>.

Holiday & Closure Coverage

Tech Support voicemail will be available on Christmas Eve, Christmas Day, New Year's Day, and Thanksgiving Day. All voicemails will be responded to during the next working day.

On-Call service is available from 8:00 AM to 5:00 PM on all other public holidays, Winter Mini, and during College closures (i.e., inclement weather). ITS will be available to respond to emergencies only.

5.1 Online Support Times

Day	Support Times
Monday – Sunday (Including all holidays)	24/7 access to FAQs, how-to documents, and videos. https://www.sanjacits.org

5.2 Telephone Support Times

Day	Support Times
Monday – Thursday	7:00 AM – 10:00 PM
Friday	7:00 AM – 7:00 PM
Saturday & Sunday	Closed
** 24/7 telephone support is available through automated FAQs designed to answer the College's most commonly asked questions.	

5.3 Onsite ILC Open Lab, Audio/Visual, Level 1 Desktop & Printer Support Times

Location	Support Times
Central Campus	Monday – Friday 6:45 AM – 9:30 PM Saturday 7:45 AM – 4:30 PM Sunday Closed
North Campus & Generation Park	Monday – Thursday 7:00 AM – 9:30 PM Friday 7:00 AM – 5:00 PM Saturday Closed Sunday Closed
South Campus	Monday – Thursday 7:00 AM – 10:00 PM Friday 7:00 AM – 5:00 PM Saturday 7:30 AM – 12:30 PM Sunday Closed
Maritime Campus and Extension Centers For a list of Extension Centers, please visit: http://www.sanjac.edu/about-san-jac/locations/our-multiple-locations	Monday – Thursday 7:15 AM – 9:30 PM Friday 7:15 AM – 4:30 PM Saturday & Sunday Closed

5.4 Onsite Level 2 Desktop & Printer Support Times

Day	Support Times
Monday – Friday	8:00 AM – 5:00 PM 5:00 PM – 10:00 PM (On-Call Emergency Response)
Saturday & Sunday	Closed

5.5 College Wide Systems Support Times

Day	Support Times
Monday – Friday	8:00 AM – 5:00 PM 5:00 PM – 12:00 AM (On-Call Emergency Response)
Saturday	8:00 AM – 5:00 PM (On-Call Emergency Response)
Sunday	12:00 PM – 5:00 PM (On-Call Emergency Response)

5.6 Maintenance Times

ITS ensures that systems are in working order and can support the needs of the College. Achieving this goal requires regular maintenance and improvements to the College’s systems. Services may be interrupted with prior notice whenever ITS must perform routine maintenance or emergency repairs. ITS regular maintenance times are:

Day	Maintenance Times
Monday – Friday	10:30 PM – 6:30 AM
Weekends	5:00 PM Saturday – 11:59 PM Sunday
Public Holidays, Winter Mini & College closure	When Required (Notification of scheduled outages will be sent via email prior to performed maintenance)

6. Service Availability

6.1 Service Availability during Normal College Operations

ITS will deliver district enterprise wide services at a 99% rate. During a one year period, services provided by ITS will be available 99% of the time, where services may be unavailable for 1% of that time. This availability target does not include planned maintenance and instead refers to how much time services were unavailable due to unplanned outages. Please also note that this availability target refers to services owned and operated by ITS only. Systems hosted by 3rd parties are dependent on the uptime established by the vendor. We will work towards improving service availability and will review this service rate annually.

6.2 Service Availability during Emergency Closure of the College

Limited services will be provided to Customers in the event of an emergency closure of the College. ITS staff will provide remote support and will not be physically present on site.

For short closures of 1-2 days, ITS will strive to provide remote access to all College systems.

For extended closures of greater than 2 days, ITS will strive to provide remote access to the following College systems:

- College website presence with details of College closure for information purposes only
- Employee and student email

The ability for ITS to provide services during an emergency closure will depend on the:

- Nature of the closure (i.e. inclement weather, hurricane, pandemic, security threat)
- Availability of power and telecommunications to College facilities
- Availability of services to the College from third party vendors

In the event of emergency closure, ITS will communicate what services will remain available.

7. Technical Support Channels

Customers can request technical support through the following channels:

Method	Description
Telephone	281-998-6137 (or ext. 6137 if calling on-campus) 24/7 telephone support is available through automated FAQs designed to answer the College's most commonly asked questions.
Email	TechSupport@sjcd.edu
ITS Website	Customers may fill out online forms available on the ITS website: https://www.sanjacits.org/employees and https://www.sanjacits.org/technology-access-programs .

All requests for service require the creation of a service ticket. The service ticket acts as an order for technical assistance and provides a record of the work performed to fulfill the request.

A service ticket will be generated for all support requests made directly to ITS staff. Tickets will then be placed in a queue and responded to once other prioritized work is completed.

8. Target Response and Resolution Times

The following tables are guidelines for response and resolution targets during regular hours of operation after notification of the issue to ITS. ITS staff will work to meet these target times 97% of the time, based on an average of 70,000 requests annually. Each request is assigned a priority. The priority will be assigned by ITS on receipt and requests will be given attention in order of priority, as well as date/time of receipt.

The **Target Response Time** refers to the estimated amount of time ITS has to acknowledge receipt of the initial Customer request. Acknowledgment includes email, phone call, remote access or a physical visit by a technician. The **Target Resolution Time** refers to the estimated amount of time ITS will take to resolve the Customer's issue or provide a workaround. Please note that target times may vary based on the nature of the issue reported and/or available resources.

8.1 Target Times for Incidents

Priority Level	Description	Examples	Target Response Time	Target Resolution Time	Customer Responsibility
1	<p>Outage of College-wide services</p> <p>Classroom technology issues preventing the class from proceeding</p> <p>Faculty, staff, and students are unable to access core services</p>	<ul style="list-style-type: none"> • College, Campus, or Building Outage • Major service down (email, network, telecommunications, enterprise systems, and Contact Center) • High-threat security breach • Classroom technology issues while class is in progress • Unable to log in to network 	Response within 15 minutes	<p>Within 4 hours</p> <p>If an immediate fix is not available to resolve a classroom issue, a temporary workaround will be provided.</p>	Contact Tech Support to report outage or issue.
2	Standard hardware and software issues	<ul style="list-style-type: none"> • Office or lab computer not booting • Printer is not working • Telephone is not working • Monitor(s) not working • Mouse and/or keyboard not working • Web browser not working • SJC approved software not working 	Response within 1 hour	<p>Within 1 business day</p> <p>If the equipment cannot be repaired on-site, then it will be replaced (excluding printers).</p> <p>If the replacement is not in stock, a temporary solution will be provided while the replacement is ordered. Please see 8.2.6 for the target response and resolution time.</p>	Contact Tech Support to report issue.
3	Security Incidents / Stolen Equipment	<ul style="list-style-type: none"> • Virus on SJC issued computer • Phishing Email (received or responded to) • SJC issued laptop stolen • Personal device with SJC data stored lost or stolen 	Response within 4 hours	<p>Within 1 business day</p> <p>Stolen laptops will be wiped as soon as ITS is notified of the theft.</p>	<p>Contact Tech Support to report virus, phishing email, or the loss of any assigned equipment or data.</p> <p>Customers are also required to notify the police for loss or theft of College-issued equipment. Refer to 12.3</p>

8.2 Target Times for Operational Requests

Priority Level	Description	Examples	Target Response Time	Target Resolution Time	Customer Responsibility
4	New Hire Accounts, Job Transfer, and Employee Permissions	<ul style="list-style-type: none"> • Create new account (see notes) • Employee privilege change 	Response within 4 hours	Within 2 business days	Customer will fill out the required form to initiate this request.
5	Software Installation	<ul style="list-style-type: none"> • Requests for approved software listed in Appendix A. • Installation of new software once purchased. 	Response within 4 hours	Installation of approved standard software – within 2 business days Installation of software that requires a purchase of a license – within 15 business days	Submit request for approved software to Tech Support. Customer will need to fill out the Software Intake Form for any new software requests. A link to the form can also be found on The Exchange under College Resources – Forms/Documents – ITS.
6	Hardware Requests Office Relocations	<ul style="list-style-type: none"> • Installment of IT-related equipment and services in offices or classrooms • Relocate SJC issued computer and peripherals to approved location. 	Response within 1 business day	Installation of approved in-stock standard equipment – within 3 business days Customer self-service orders for minor non-stock equipment below \$750 – within 3 business days Order & Installation of non-stock major equipment over \$750 ordered through Purchasing – within 15 business days Order, evaluation, and installation of approved non-standard equipment that is not classified as a project – 90 business days	Submit request to Tech Support. ITS will contact HR to verify the employment status of the new hire and ensure he/she is eligible to receive an SJC-issued computer.

7	Disable System Accounts for Exiting Employees	<ul style="list-style-type: none"> Disable full-time and part-time accounts (network and enterprise system application accounts) Equipment Recovery 	Response within 1 business day	Accounts will be disabled on the date specified on EPAF. Equipment assigned to the exiting employee will be picked up after the employee has left the College.	Customer will complete an EPAF to initiate this request.
	Public Information Request	<ul style="list-style-type: none"> Requests received by the Public Information Office 			
8	Projects	<ul style="list-style-type: none"> A project is temporary (non-standard) and produces a unique product, service, or objective. <p>You can learn more about our project methodology by visiting http://www.sanjac.edu/its/pmo</p>	Response within 1 business day	PMO will review and evaluate project request. If approved, it will be added to the project request list within 2 business days	Submit request to PMO.
	Instructional Requests	<ul style="list-style-type: none"> AV equipment request for class or event (see notes) Mobile Wireless request for event AV equipment training Requests for Guest Accounts to be set up on computers for an upcoming event 			
	Media Event Requests and Guest Accounts				

Notes:

- Employee network accounts will be created once the ITS Help Desk receives email confirmation via HR or the network access form that a new-hire will be starting.
- Banner Access will be granted once the new hire has a network account, has taken the required training, and the Banner Access Request Form has been reviewed and approved by the necessary parties.

8.3 Self-Service Resources for Requests

The following documentation is available on the ITS website (<https://www.sanjacits.org/>).

- How to: Install Office 365
- How to: Install and Setup VPN
- How to: Connect to SJCD Guest and SJCD Secure
- How to: Access your Office 365 Email Account and Set up on a Personal Device
- How to: Reset or Change your SOS/Network Password
- How to: Access & Use Zoom
- How to: Request a loaner laptop, internet, software, or webcam
- Recorded webinars & videos: Computer Literacy for Students, Zoom, Banner 9 SOS Self-Service, and Office 365 Student Email.

8.4 Exceptions to Target Times

Target resolution or workaround times may not be met due to:

- Inclement weather and natural disaster
- Power outages
- 3rd party hosted service outage
- Widespread virus or service attack
- Computer or service performance issues caused by Customers with administrative rights

Times to fulfill procurement requests will vary. Procurement requests depend on availability of stock, requisition and purchase order approvals, availability of funding and turnaround times by vendors.

When ITS cannot control the resolution time, communication updates concerning issue resolution will be provided as they become available. When 3rd party support is required for any issue, resolution times may not be met due to the time required to obtain 3rd party support.

8.5 Project Requests

A project is temporary and produces a unique product, service or objective. The following are characteristics of a project:

- Unique product, service or objective
- Is temporary with a definite beginning and end
- Comprised of achievable objectives that are in line with the college's strategic initiatives
- Has a project sponsor to champion the effort of the project
- Is funded and resourced

Projects are not routine activities or operational tasks. Equipment replacement cycles, operational equipment repair, and requests for standard software or hardware are examples of operational tasks. These tasks typically require fewer than 40 hours of work effort.

A request is generally a project when two or more of the following are true:

- Request is for a non-standard software or hardware
- Requires 40 hours or more of work effort
- Requires Board approval
- Requires support/input from more than two ITS groups and one or more functional groups or task force/committees
- Can significantly impact the organization

Project requests must be submitted using the Project Intake Form located at www.sanjac.edu/its/newproject. A link to the form can also be found on The Exchange under College Resources – Forms/Documents – ITS.

The CIO may request additional approval by the Senior Leadership Team (SLT). If work cannot be performed during the fiscal year of request, then the work will be submitted for evaluation for the following fiscal year.

For more information on how to start a new project request, please refer to the Enterprise Projects page located on our SharePoint site at www.sanjac.edu/its/pmo.

9. ITS Communication with Customers

9.1 Confirmation of Service Request

Customers will receive a response via email, phone call, remote access or a physical visit by a technician. Such responses act as confirmation by ITS that the Customer's service request has been received and prioritized.

9.2 ITS Website

ITS will post information regarding global announcements, FAQs, and access to technical support on <https://www.sanjacits.org>.

9.3 Facebook

ITS will post notifications regarding new services, changes to services or outages on www.facebook.com/sanjacits. Customers can subscribe as followers to receive these automated updates.

9.4 Twitter

ITS will post notifications regarding new services, changes to services or outages on www.twitter.com/sanjacits. Customers can subscribe as followers to receive these automated updates.

9.5 Approvals for Global Communications

Scheduled and unscheduled outage global communications to Customers regarding enterprise wide hardware, software and services as defined in the SLA is subject to approval by appropriate ITS Director.

9.6 Communication of Priority 1 Outages

ITS will communicate priority 1 outages using the following methods:

Method	Description
Outlook Email	Global information announcements will be sent to all employees via College email as soon as the issue is understood. Updates on the progress of the issue resolution will be sent on a regular basis.
Blackboard	Global information announcements will be posted on Blackboard if the outage is extended and impacts student productivity.
College Website	A notice will be posted on the College website in the event of an extended outage that affects the operations of the College.
Tech Support Recording	Global information announcements will be recorded and played for Customers who contact Tech Support via phone for assistance.
Facebook & Twitter	Extended outage announcements will be posted on the College's Facebook and Twitter pages.

10. Supported Hardware, Software and Services

The “*Hardware, Software, and Services Catalog*” (see Appendix A) outlines in detail what is supported by ITS. The level of support provided for each hardware, software or service is also outlined in the same appendix.

10.1 Standard Customer Accounts

Standard accounts for Customers will be provided when an employee or contractor commences work and a student has registered and paid for classes. Standard accounts include:

- Secured access to the College’s systems, networks and software
- Use of College owned computers and peripherals and
- Allocated storage on the College’s servers

Details are outlined in the “*Hardware, Software, and Services Catalog*” (see Appendix A).

Requests for additional services over and above standard account allocations require a request to be submitted in writing to the appropriate ITS Director and reviewed by the Chief Information Officer (CIO). The CIO will evaluate the request and its impact to funding, supportability, security, timing and consistency with the College’s technical architecture. Requests may require further review and approval by the Senior Leadership Team (SLT).

10.2 Categories and Levels of Support

ITS classifies the level of support for hardware, software and services in the following nine (9) categories. Details are outlined in the “*Hardware, Software, and Services Catalog*” (see Appendix A).

Support Category	Description
Funded by ITS	Hardware, software or service is funded and provided by ITS.
Special request	Hardware, software or service is not provided as a standard option. Requires approval by CIO. The CIO may request additional approval by the Senior Leadership Team (SLT).
ITS installation	ITS will support the installation of the software and equipment.
3 rd party installation	A 3 rd party will support the installation of the software and equipment through a contract agreement.
ITS technical support	ITS will provide technical support.
3 rd party technical support	A 3 rd party will provide technical support through a contract agreement.
ITS user support	ITS will provide support for the use of a product or service.
3 rd party user support	A 3 rd party will provide support for the use of a product or service through a contract agreement.
Not supported	ITS will not support the use of the product or service.

10.3 Requests for Hardware, Software and Services Not Included in the SLA

Requests for additional or upgraded hardware, software and services not included in the SLA will be treated as a change request to the SLA. This includes installed or hosted educational technology adoption and grant-funded purchases that will require ITS maintenance and support. System requirements standards for software adoption are outlined in the "*Hardware, Software, and Services Catalog*" (see Appendix A).

The request will be submitted in writing to the appropriate ITS Director and approved by the Chief Information Officer (CIO) using the Software Intake Form. This form is located on The Exchange under College Resources – Forms/Documents – ITS. The CIO will evaluate the request and its impact to funding, supportability, security, timing and consistency with the College's technical architecture. Requests may require further review and approval by the Senior Leadership Team (SLT).

Each approved change to the SLA will be communicated by ITS to all Customers.

10.4 Purchases of Hardware, Software and Services

Purchases of hardware, software and services identified in Appendix A - Hardware, software & services catalog as provided by ITS require the approval of ITS. Customers should submit a request for approval to the Tech Support Office via email at TechSupport@sjcd.edu.

10.5 Support for Personal Technologies

ITS understands that Customers use personal technologies for remote or mobile access to College resources. Customers may ask ITS staff questions concerning personal technology issues as they relate to College work and may receive technical assistance as it pertains to configuration and connection to College services. ITS cannot guarantee that personal computers will operate when accessing College resources due to personal configurations, network access and conflicts due to software installations or other unknown issues.

10.6 Media Support & Special Events

ITS will provide access and support for computer and audio/visual equipment for approved College events. Customers who have an event scheduled and require the use of College equipment should submit their requests to Tech Support at least two business days in advance in order to ensure proper scheduling and availability of resources. The request must indicate if the event is outside normal business hours and include details of whether ITS is required to either set up equipment, man the operation of equipment during the event or both. Customers may use the ITS Media Request Form (<https://www.sanjac.edu/form/its-media-request-form>) to submit their request.

A/V Media Requests involving recording, live streaming, or hybrid needs of live events will need approval from the ETS department to ensure compliance with current copyright rules and regulations. The Customer will need to contact ETS at edtech2@sjcd.edu to receive approval.

It is the Customer's responsibility to be familiar with the technology they are using. Please refer to Section 12.4 for more information regarding education and training on available College technologies.

10.7 Wireless Network

ITS provides guest (SJCD-Guest) and secured (SJCD-Secure) wireless access for the College community. Customers can access wireless from most locations across each campus. SJCD-Guest is available to the general public for use and provides Internet connectivity and very limited access to internal resources. SJCD-Secure provides secured wireless access for all College employees and registered students, including access to both the Internet and internal resources.

Client bandwidth capabilities are as follows:

Wireless	Upload Speed	Download Speed
SJCD-Guest	512 Kbps	3 Mbps
SJCD-Secure	No Restriction*	No Restriction*

*San Jacinto College has a finite amount of bandwidth and business critical applications receive priority over non-critical applications. This statement implies that the remaining bandwidth the College has left after critical applications is shared by the general population.

While every effort is made to ensure Customers are able to connect to the wireless network, ITS does not guarantee wireless connectivity or bandwidth. Non-SJCD access points and hotspots impacting the College network will be removed at our discretion.

Instructions on how to connect to the wireless network can be located at <https://www.sanjacits.org/wifi-guest> or <https://www.sanjacits.org/wifi-sjcd-secure>.

11. Security and Safety

ITS strives to ensure that Customers can operate in a free and reliable environment while respecting the legal and social obligations of the College.

11.1 Decommissioning User Accounts

Full time employee user accounts will be disabled on the date specified in the Electronic Access Form (EPAF). Once ITS is notified via the EPAF that an employee has been or will be terminated, a service ticket will be created.

All employee and contractor user accounts will be disabled on the day of completion of assigned work and notification of termination by service ticket. User accounts will be decommissioned 90 days after the account is disabled.

11.2 Security Related Requests

Security related requests, whether public or confidential, are to be submitted to TechSupport@sjcd.edu. This includes, but is not limited to the suspension of accounts and discovery requests. Further approval of the request may be obtained by the Vice Chancellor for Human Resources or the Chancellor depending on the nature of the request. All requests are treated as highly confidential.

11.3 Non-Disclosure by ITS Staff and Contractors

All ITS staff and contractors will sign a non-disclosure agreement that prohibits abuse of College equipment and information. These agreements will be updated annually or when staff and contractors commence work at the College. If work is to be performed on site, ITS staff and contractors will identify themselves to the customer and communicate the purpose for the service call.

11.4 Backups

ITS performs daily backups of all data, including email, Banner data and files located on College servers. Backups of data stored by offsite hosted services are performed by vendors based on the terms of the contracted service. A table of the backup and retention schedule is located in Appendix E – Backup and retention schedule. Requests for lost or deleted files can be submitted to ITS technical support. ITS does not backup files stored on computer hard drives, USB drives and external drives.

11.5 Lost or Stolen Equipment

ITS has installed a program on all SJC-issued laptops that allow ITS to communicate the location of lost or stolen equipment to the police and to remotely delete files. For information on Customer responsibilities regarding lost, stolen, or damaged equipment, please refer to section 12.3.

11.6 Equipment Replacement and Disposal

San Jacinto College machines are replaced on a three to five year basis; desktops are typically replaced every five years while laptops are typically replaced every three years. This process may vary on a case by case basis and ITS reserves the right to modify replacement standards as needed.

The College currently utilizes services through CompuCyle for the proper disposal of computer equipment and peripherals, as required by state and federal regulations.

12. Customer Responsibilities

12.1 Policies and Guidelines Governing the Use of College Technology

It is the Customer's responsibility as a user of the College's computers and networks to be familiar with the policies and guidelines that govern their use. By using an assigned computing ID at the College, the Customer automatically agrees to abide by all of the policies, terms, and conditions, including but not limited to the information in this publication and the College's policies. This includes the protection of assigned equipment and confidentiality in the use of assigned passwords.

12.2 Non-Disclosure by College Staff and Contractors

All College staff and contractors will sign a non-disclosure agreement that prohibits abuse of College equipment and information. These agreements are updated either annually or when staff and contractors commence work the College.

12.3 Loss or damage of Equipment or Data

It is the Customer's responsibility to report the loss of any assigned equipment or data directly to ITS technical support as soon as known. Theft of College owned equipment is a criminal offense. Disciplinary action may be taken if the loss or damage of equipment and data is a result of avoidable negligence or actions taken against College policy.

If suspected loss or theft of College-issued equipment has occurred on-campus, the Customer should first contact the Tech Support Office to ensure the equipment was not picked up for maintenance or repair. If the equipment was not picked up by ITS, the Customer will be required to contact the Police Department and then submit a copy of the police report to ITS.

If suspected loss or theft of College-issued equipment has occurred off-campus, the Customer is required to contact their local police department and then submit a copy of the police report to ITS.

12.4 Training and Education

It is the Customer's responsibility to be familiar with the technology they are using. Support resources and training classes will be made available to help Customers in the use of the College's technology as outlined in the "*Hardware, Software, and Services Catalog*" (see Appendix A). Customers who wish to receive more information or would like to schedule training should submit a request to Tech Support. A service ticket will be generated and available staff will contact the Customer to schedule training.

12.5 Backup of Data Not Stored on College Servers

It is the Customer's responsibility to ensure that information stored on hard drives and external storage is secured and backed up to the College's system on a regular basis.

12.6 Availability

Customers need to make reasonable efforts to be available to communicate with ITS Staff in regards to their service requests. ITS will make three attempts to contact the Customer (phone, email, and/or office visit) over the course of three (3) business days. If ITS is unable to reach the Customer, the ticket will be updated with this information and closed.

12.7 Customer Feedback

At the completion of a service request, Customers will receive an email asking to fill out a customer satisfaction survey and provide feedback for the work performed by ITS Staff. In the event a Customer wishes to speak to a manager, that option will be made available in the survey.

13. ITS Responsibilities

ITS recognizes the importance of their responsibilities in helping the College reach its goals. With this in mind, ITS strives to provide service and support to all Customers in an efficient and professional manner.

- ITS will maintain records of all service requests as they are received.
- ITS will track and log service targets to ensure this SLA is being met.
- ITS will ensure issues are addressed with professionalism and within the service targets.
- ITS will be proactive in monitoring all College systems in order to prevent services breaks.

14. Escalation & Complaints

Customers can escalate concerns, issues or complaints regarding services to the Customer Care Office at ITS.CustomerCare@sjcd.edu. All concerns will be forwarded to the appropriate ITS Leader for review and action.

15. Service Reviews

This SLA will be reviewed annually. Any amendments acquired during the previous year will be incorporated into the appropriate, or new, section of the SLA document.

Each approved change to the SLA will be communicated by ITS to all Customers.

Performance reports will be generated annually to judge SLA performance. If SLA guidelines are not being met, further review must be taken to consider causes for SLA breaches. If the SLA guidelines are too stringent, amendments should be made and approved during the yearly renewal. Missing SLA targets may point to the need for ITS process changes. Both the SLA and ITS processes should be reviewed when targets are not met.