

Service Level Agreement

This service level agreement referred to as an SLA is a document that describes the performance criteria the Computer Service Department (CSD) promises to meet while supporting the District's technology. It also defines the steps that are required from our users and what they can in turn expect to receive.

To meet the minimum performance criteria established in this SLA we must request that all work orders be placed in our JIRA system either through the online work order application or by calling the Help Desk. The Help Desk will be staffed daily between the hours of 7:00 AM and 4:00 PM. The help desk phone number is ext. 8380 if calling within the District, and 734.762.8380 if calling from outside the district. The online JIRA application can be accessed through the Garden City Schools website or by typing the link below. You will need your login name and password, which is the one you use to login to your computer. If you login to the JIRA system it will allow you to categorize the problem allowing easier identification of response time.

www.gardencityschools.com/GCSD

Users may also add a JIRA work order by emailing the helpdesk below.

<mailto:support@gardencityschools.com>

The email to the support generates an automatic default IT help ticket which is categorized as low priority. That ticket will be manually adjusted to meet the SLA.

The SLA below will address different types of problems, service and our performance measurement. Work orders are categorized into different types of problems and will be addressed in the time specified.

The Computer Service Department will respond within 1 hour for District or building wide problems.

Example:

- A network outage which is defined as a building or wing within a building that has lost communication with the rest of the district. Identified when all users within the building or users within a section of a building are not able to login into the network and or make or receive phone calls. The Computer Service Department will dispatch a technician to identify the problem within 1 hour of the notification. If the Building outage is identified as a "down or cut fiber cable", we will contact the District's vendor to repair the damaged fiber cable.
- The Student Information System (MiStar) is not available. The application is not working or cannot be accessed by our users but other network applications (i.e., email) are working. We will contact the users within 1 hour. We will also contact Wayne RESA that provides support to the District if there is a problem with the application or connection to Wayne RESA.
- A classroom is down and is not connected to the network. The Computer Service Department will dispatch a technician to correct the problem within 1 hour or sooner of the notification. If the problem is identified as a cut or failed cable appropriate vendor will be contacted. If it is a failed wireless access point (WAP) or network connectivity issue. That will be replaced.
- Security issue regarding internet safety of students or staff. Malware, critical update patches that require push of software, blocking of harmful websites (proxy) or other forms of damaging or malicious websites.

The Computer Service Department will respond within the same day to resolve these types of issues.

Example:

- An Internet application not working or network printing is not available.
- Password changes for any application that the IT department manages. Network, Email, Student Information System (SIS), voice mail.
- Failure of Hardware: Desktop, Laptop, Chromebook, IP Phones, Interactive Display (ID), Projector, monitor, keyboard or mouse, Audio Enhancement Systems, document cameras.
- New employee badge creation and FOB activation.
- Staff account administration (moves, add or changes) – within 8 hours of receiving the request.
- Website, Facebook, Intouch updates.
- Block or unblock website access for staff and/or students.
- Phone is not working in the classroom or an office.
- Printer if no other printer/copier is available to print to.
- Video footage from a building or Bus.

The Computer Service Department will respond within 24 hours to these types of user requests.

Example:

- Changes in phone programming. New or additional phones need to be set up and programmed.
- Public Announcement issue with Bell system.
- Creation of student account.

The Computer Service Department will respond within 5 business days to user requests.

Example:

- Printer requests either new, replacement or repair if another printer is available to print to.

The Information Technology department will respond within 2 weeks to users' requests.

Example:

- Software application load request, for lab or staff computers.