1. Overview

1.1. This service level agreement describes the computer services provided by Information Technology Services (IT Services) in support of the Executive Classroom in Kettler Hall, Room 227 (KT227) to Continuing Studies. Continuing Studies is the primary contact; any requests for changes to the computer configuration will come from Continuing Studies.

1.2. Problems with the viewing screen, projector and the teacher's workstation should be referred to IT Services Classroom Technology by Continuing Studies.

1.3. Continuing Studies has an agreement with Doermer School of Business (DSB) for the use of the Executive Classroom in Kettler Hall, Room 227. The Doermer School of Business will contact Continuing Studies if they need assistance.

1.4. Definitions

1.4.1. **SA**: Systems Administration, a.k.a. IT Infrastructure Services

1.4.2. **Desktop Support**: a.k.a. IT Services End User Support

1.4.3. **KT227**: the Executive Classroom in Kettler Hall, Room 227

2. Scope of Services

2.1. Providing IT Services Operations Support

2.2. Computing Environment

2.2.1. All computers in KT227 are provided as part of the academic computer lab support structure

2.2.2. Video services is provided by Continuing Studies

2.2.2.1. Mediasite

2.2.2.2. Video Conferencing

2.2.2.3. Polycom

2.2.2.4. Classroom technology

2.3. Priority and definition of services will be done in close cooperation with Continuing Studies.

2.4. Printing Services will be provided as part of the IT Services model

2.5. Availability of Services

2.5.1. Business Hours Support

2.5.1.1. Continuing Studies will provide first level support to KT227 during normal business hours

2.5.1.2. For after-hours support contact the Director of Online Learning

2.5.1.3. Second-tier support:

2.5.1.3.1. Check IT Services Help Desk Hours at [http://new.ipfw.edu/offices/its/help/index.html#hd-contact](http://new.ipfw.edu/offices/its/help/index.html#hd-contact).

2.5.1.3.2. IT Services End-User Support is available from 8 AM to 6 PM Monday-Thursday, and 8 AM to 5 PM on Friday.

2.5.1.4. Third-tier support: IT Services Infrastructure Services is available from 7:30 AM to 9 PM Monday-Friday.

2.5.2. Outside Business Hours Support
2.5.2.1. The operating status of all IT Services’ supported campus is electronically monitored 24 hours a day, 7 days a week. However, any problems detected will be addressed when Network Support personnel are available. There is no routine support response time established for desktop units or printers during night and weekend hours, unless there are special coverage arrangements negotiated with IT Services for specific events.

2.5.2.2. For after-hours support contact the Director of Online Learning

2.6. Training

2.6.1. DCS will provide training for faculty using the lecture capture and interactive video equipment.

3. Support and Troubleshooting

3.1. Response Time Goals

3.1.1. IT Services will regard the Executive Classroom as a production environment. Top priority will be given to restoring service within two hours during business hours, when a significant part of the classroom is unable to support normal teaching activity as intended.

3.1.2. Problems with any classroom workstations will be assigned a high priority. This means the response time is one to three working days after it is reported to the IT Services Help Desk.

3.2. Escalation Procedures

3.2.1.1. System-wide problems resulting in the Classroom being nonfunctional should be reported immediately to IT Services Help Desk by first tier support. The Help Desk technicians will quickly determine which IT Services resources must be informed for quick response, and open a work order for IT Services technical support.

3.2.1.2. If the classroom is not back in a production level within two hours during business hours, Continuing Studies personnel should promptly inform the IT Services Manager of Technical Support, the Operations Manager, or the Director of IT Services.
4. Service Level Agreement Approval

The signers of this document agree that their responsible areas approve this Service Level Agreement.

_________________________________________  ______________ __________
Director of Online Learning  Date

_________________________________________  ______________ __________
IT Services Manager of Customer Service  Date