



The Peninsula's Community College

## Technology Help Desk Service Level Agreement (SLA)

*Department of Academic Technology, (757) 825-2709*

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## Mission Statement

Thomas Nelson Community College changes lives, empowers students to succeed, and enhance the civic and economic vitality of the Peninsula community through high-quality education and workforce training, excellent services, and innovative partnerships.

### Technology Help Desk Mission Statement and Values

The Technology Help Desk endeavors to provide prompt, reliable, and respectful service to employees and students as we satisfy their technology support needs, while advancing the mission of our college.

### Scope

The Technology Help Desk provides first-level technical support to all faculty, staff, and students of Thomas Nelson Community College in a professional and informative manner. The Technology Help Desk is dedicated to servicing the computer and technology support needs of all users by providing detailed resolutions and general system information for common problems.

1. Within the Virginia Community College System, a Chancellor's Technology Expectation is that colleges will ensure that all students, faculty, and staff have access to Level 1 Technology Help Desk services to support network, email, SIS, AIS, Blackboard/Canvas, On-line admissions app and Directory Services. The services provided by the Technology Help Desk, and this Service Level Agreement, meet VCCS expectations for technology while advancing our college's mission and objectives.

## Technology Help Desk Hours of Operation

Technology Help Desk services are available during the following hours of operation, except when the college is closed due to Holidays, Administrative Closing, or Inclement Weather.

Hampton Campus	Walk in services <b>Monday through Friday 8 a.m. to 7 p.m.</b>
Historic Triangle	Virtual services are available <b>Monday through Friday 8 a.m. to 5 p.m.</b> , the virtual videophone is located in the main lobby at the Williamsburg campus.

Note: After hours, Email and phone calls will be addressed the following business day.

## Method for Requesting Services:

Assistance can be requested via the following:

- **Phone** – For password resets, students can contact the Technology Help Desk 757-825-2709. If we are not available when you call, please leave a voicemail. We will return your call by the end of the business day. After hours, phone calls will be addressed the following business day.
- **Email** – request assistance via email by contacting [helpdesk@tncc.edu](mailto:helpdesk@tncc.edu), we will respond to your email by the end of the business day. After hours, emails will be addressed the following business day.
- **IssueTrak (faculty and staff) Technology Help Desk (on campus only):**  
<http://tnccsupport/TrakHome.asp>

## Responsibilities of Those Making a Request:

When contacting the Technology Help Desk provide the following information:

- Complete contact information (first and last name, Emplid, phone number and email address. If applicable, department, campus, building and room number.
- Device with which you are experiencing the problem (desktop or laptop, printer, scanner/copier, etc.) or software name and version.
- A clear and specific description of the problem or request, including information regarding any error messages you may have received.

## Support Levels:

The Technology Help Desk team determines the need for escalation of inquiries when the service needed is beyond the scope of our services provided.

Level 1 – Technology Help Desk

Level 2 – Administrative Computing Support, Academic Computing Support, Applications Development, Network Engineering & Security, Office of Distance Learning

Level 3 – Vendor Technician/Engineer or appropriate personnel, VCCS Information Technology Services

## Priority Levels and Response Times

A priority scheme will be applied to all calls taken by the Technology Help Desk and routed to the appropriate technicians.

Although it is difficult to determine the exact amount of time to resolve a problem, every effort is made to resolve problems according to the following criteria according to the following criteria:

Priority	Impact	Definition	During Business Hours	
			Initial Response Time	Resolution Time
1	Critical	Affects multiple people significantly	15 minutes	Until fixed
2	High	Affects a small number of people significantly	1 hour	8 hours
3	Medium	Affects one or more people, but work cannot be performed	2 hours	12 hours
4	Low	Affects an one or more people, but work can still be performed	4 hours	24 hours

## Service Level Response

If calls are placed during manned hours, Technology Help Desk will make every effort to answer promptly calls placed in the queue. There are times when the Technology Help Desk technician is either on the phone or busy with other tasks. If calls roll over to voicemail, please leave a message.

**Voicemail:** For voicemails left on the Helpdesk line, the following shall apply:

- Respond to voicemails left during manned hours by the end of business.
- Respond to voicemails left during unmanned hours during the best contact time as indicated by the caller or within the first 4 hours of the next manned shift.

**Email:** For emails sent to the Technology Help Desk, the following shall apply:

- Respond to emails left during manned hours by the end of business.
- Respond to emails left during unmanned hours within the first 4 hours of the next manned shift.

**General Metrics:**

- First contact resolution rate shall be 95% or better.
- Customer survey satisfaction rate shall be 90% or better.

## SLA Review and Compliance Procedures

This Service Level Agreement will be reviewed at a minimum once per academic year. Contents of this document may be amended as required, provided approval is obtained and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements/approvals as required. The Technology Helpdesk reserves the right to remove any unsupported software if it is suspected the software causes a recurring problem on a college-owned system. The Lead Technology Help Desk Technician is responsible for issues relating to this SLA and may be contacted at (757) 825-2709 or [helpesk@tncc.edu](mailto:helpesk@tncc.edu). Unresolved issues will be escalated in turn to the Director of Academic Technology.

*The Technology Help Desk thanks you for the opportunity to be of service.*

## Addendum- Supported Technology

	Faculty/Staff	Students
<b>General Question</b>		
Network	Level 1	Level 1
eMail	Level 1	Level 1
SIS	Level 1	
Blackboard/Canvas	Level 2	Level 2
Online Admission Applications		Level 1
Directory Services	Level 2	Level 2
Early Alert System	Level 2	Level 2
QUINN	Level 3	
Google Apps	Level 1	Level 1
VCCS' Symantec Antivirus Products Installation	Level 1	Level 1
Virus scanning and definitions	Level 1	Level 1
<b>Browsers (Internet Explorer/Edge, Firefox, Chrome, Safari)</b>		
Basic troubleshooting - Clear cache, history, compatibility issues, bookmarks, favorites	Level 1	Level 1
<b>Miscellaneous</b>		
Download and install Office 365		Level 1
Basic troubleshooting	Level 1	Level 1
Software installation – ex. Java, Adobe Reader	Level 1	Level 1
Conferencing Software – ex. Skype, Zoom, and Webex	Level 1	

<b>Office Suite – v13, v16</b>		
Basic troubleshooting for Word, Excel, Access, and PowerPoint	Level 1	Level 1
<b>Mobile Devices – iPads, iPhones &amp; Android</b>		
Downloading free apps	Level 1	Level 1
Connecting to a wireless network	Level 1	Level 1
Basic troubleshooting – clear cache, adjust settings	Level 1	Level 1
<b>Classrooms</b>		
Commonwealth conferencing schedule	Level 1	
Commonwealth classroom training	Level 1	
Classroom Hardware	Level 2	
Lan School	Level 1	
Qomo, Smart, and Promethean	Level 1	

