Technology Services: Service Level Agreement and Impact/Urgency Matrix

Service Level Agreement
The Service Level Agreement is a formal agreement between the customer(s) and the Columbia College Technology Services Department that specifies service levels and the terms under which a service or package of services is provided to the customer. The following table outlines the response and resolution times to which Columbia College’s Technology Services Department adheres.

<table>
<thead>
<tr>
<th>Priority</th>
<th>SLA Response Time</th>
<th>SLA Resolution Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>30 minutes (real time)</td>
<td>2 hours (Real time)</td>
</tr>
<tr>
<td>High</td>
<td>90 minutes (work time)</td>
<td>1 work day</td>
</tr>
<tr>
<td>Medium-High</td>
<td>9 Hours (work time)</td>
<td>3 work days</td>
</tr>
<tr>
<td>Normal</td>
<td>2 work days</td>
<td>5 work days</td>
</tr>
<tr>
<td>Development</td>
<td>5 work days</td>
<td>20 work days</td>
</tr>
</tbody>
</table>

Note: Work time is 8-5 pm Monday-Friday (non-holidays).

Impact/Urgency Matrix
Issues reported to the Solutions Center will be prioritized based on the matrix below.

Descriptions:
Campus Wide or Multiple Departments: The entire, or majority of the home campus, one of the AHE campuses, multiple departments or campuses, or if an entire system is down. Example: Campus has no internet connection and is unable to access Colleague.
Department: An entire, or majority of, a department is experiencing the same issue(s). Example: Department fax is not working.

Individual: Area of affect is one individual. Example: Joe’s computer will not boot.

Workaround Available: A solution that does not fix the initial problem but allows process/function to continue. Example: The DVD player does not work, but a DVD-ROM on the PC will work to allow the same end result.

Performance Slowed: The process is still working, but not efficiently. Example: CougarTrack takes several minutes to load, but otherwise works as expected.

Business Process Stopped: An area of business is no longer functioning. Example: A specific process in Student Records has not been running.

Stopping Other Business Processes: The original problem is “breaking” other areas if business. Example: Because Touchnet is not functioning, eRegistration has been taken offline.

Emergency: Campus wide emergencies may include tornado, earthquake, etc. Department emergencies may include a fire or flood that does not impact the whole campus. Individual emergencies are similar to injury or illness.

More Information:
Contact the Technology Services Solutions Center for more information about the Impact/Urgency Matrix and Service Level Agreement.

Please contact Technology Services at 573-875-4357 or 800-231-2391 ext 4357. We are available

Monday - Thursday 7:00AM - 10:00PM
Friday 7:00AM - 8:00PM
Saturday 10:00AM - 6:00PM
Sunday Noon - 6:00 PM