

# Roger Williams University

## Service Level Agreement

### Purpose

The information technology service level agreement (SLA) determines the service expectations between the information technology (IT) department and the Roger Williams University community (current students, faculty, and staff). Its purpose is to assure the quality delivery of IT services while following information security protocols, technology policies, and being good stewards of university resources.

### Scope

This agreement outlines specific services, priorities, and responsibilities associated with technology support at Roger Williams University. The SLA is designed to represent a service agreement between the RWU community and the IT department, specifically, those services that are supported by the IT department. Technology support services are provided primarily through the MediaTech desk. The unit is committed to providing reliable, effective, and expedient service to the campus community.

Retired faculty and staff, alumni and external affiliates are not part of this SLA.

### Services

For a full list of current services, please visit the MediaTech portal at <https://mediatech.rwu.edu>, along with the RWU IT website at: <http://it.rwu.edu>.

### Hours of Operation

Normal business hours: Monday – Friday, 8:00am to 5:00pm

IT department response times are based on the department's normal business hours. However, please note that the MediaTech desk is available for extended hours during peak times. See the IT website for specific hours.

### Requesting Services

- **Internet:** <https://mediatech.rwu.edu>
- **Email:** Please send a detailed description of your request/problem to [mediatech@rwu.edu](mailto:mediatech@rwu.edu) with current contact information.
- **Phone:** 401.254.6363.
- **Walk-In:** The MediaTech desk is located on the first floor of the Bristol campus main library.
- **Voicemail:** Call 401.254.6363 or x6363 from a campus phone and leave a detailed description of your request/problem with current contact information.

# Information Technology Department Service Priority Levels and Response Times

## Service Priority Levels

The MediaTech desk is committed to making every effort to resolve issues at the time of the service request. If an issue cannot be resolved at the time of request, it will be given a priority level. Requests will be handled according to the priority assigned to them by the MediaTech desk.

## Response Times

Response time commitments are meant to note the maximum time interval in which the customer will be contacted by the IT technician. It is not meant to be an indicator of the problem resolution timeframe. Resolution times will vary based on problem specifics.

## Exceptions

- The IT department will send out university-wide email communications when there is a planned or unplanned system outage. Service requests received after announcements are sent may not be responded to until the outage is over.
- Due to the volume of calls during the opening two weeks of school, during exam periods, and other peak volume times, response times may be longer than normal. MediaTech staff will inform requestors if any of these exceptions are in effect.

Below is a list that describes the service priority levels, priority description, example, and associated IT response times:

### **Emergency:**

Significant disruption to a large number of users and/or an incident that impacts the immediate delivery of instruction, life-safety, or critical business transactions.

### **Examples:**

- Network outage in an entire building
- Colleague is down
- Projector failure in lecture hall during class

**IT Response Time:** 30 Minutes or Less

### **High:**

Significant disruption to an individual or group of individuals that completely impacts the users' ability to do work.

### **Examples:**

- User cannot log in to email
- Computer lab printer failure

**IT Response Time:** 4 Hours

### **Normal:**

An incident that partially impacts the user's ability to do work. Workaround may be available.

### **Examples:**

- Local printer won't print, but the department's network printer is available
- Non-critical software issue

**IT Response Time:** 6 Hours

**Low:**

Work is not affected.

**Examples:**

- Cable TV problem
- Request for wire management in an office

**IT Response Time:** 10 Hours

## **Customer Responsibilities**

In order to expedite and facilitate the technology support process, RWU community members are requested to:

- Provide detailed information about service requests and current contact information.
- Make every effort to be available to communicate with an IT technician if necessary. Support requests will be closed after 2 failed attempts or multiple attempts within a 2-week period to contact the customer.
- Read the IT Policies at <http://it.rwu.edu>
- Provide consent for an IT technician to access your computing device remotely or in person in your absence if necessary.
- Notify the MediaTech desk at least 48 hours in advance of any pre-scheduled service needs (i.e. office moves)
- Check the IT website for current information and self-help assistance at <http://it.rwu.edu/>

## **SLA Review**

The IT SLA will be reviewed on an annual basis. It may be amended based on need or service level adjustments.

## **Approvals**

The IT department's senior leadership and the Chief Information Officer approve the SLA. The SLA will be published on the IT website.

Updated 1/9/2025