Integrated Technology Division – Service Level Advisory
Service Level Agreement (SLA) Update -- March 2018

BUSINESS REQUIREMENTS

The Integrated Technology (IT) Division is committed to providing transparency in the services and response times that can be delivered to our students, teachers, administrators, and support staff. To continue the best practice in defining and providing Service Level Agreements (SLAs) as advised by Information Technology Infrastructure Library (ITIL) standards, the IT Division will establish that:

> *The goal of the Integrated Technology Division is that ninety-five percent of integrated technology incidents and service requests are responded to and/or closed (resolved) according to an established Service Level Agreements (SLA).*

As part of the SLA practice, IT leadership will routinely reassess the published service levels and make adjustments as new efficiencies are established. The scheduled review will ensure best alignment of resources and priorities of IT services provided.

SERVICE LEVEL AGREEMENT (SLA)

In aligning the SLA per ITIL standards, the Integrated Technology Division makes a distinction for information technology services between *incidents* and *service requests* as indicated:

Incidents

Incidents are unplanned outages or issues to IT services or a reduction in the quality of an IT service(s). IT incidents are assigned in order received and resolved in calendar order when and where applicable.

The SLA for Incidents is defined below:

Incident – Priority Level / Respond By / Resolve By
Classroom Device Support, Front Office / Admin Device Support, Computer & Printer Hardware Repair:

Priority Level	Respond By:	Resolve By
Normal / Routine	10 Business Days	60 Business Days

Normal / Routine Priority Level – Incidents that are failures which, while challenging, do not cause disruption for a large number of users; users are able to perform the same work somewhere else at the location or in a different way.

Examples include:
- Student or Teacher/Administrator/Support Staff device incidents that require a technician to be deployed to a school or administrative site such as:
  - Interactive Whiteboard incidents
  - Desktop/Laptop/Tablet incidents
  - Printer hardware related incidents

Integrated Technology Division – Service Level Advisory
Service Level Agreement (SLA) Update -- March 2018

All Other IT Incidents:

Priority Level	Respond By:	Resolve By
Normal / Routine	10 Business Days	30 Business Days
High / Serious	6 Business Hours	3 Business Days
Critical / Urgent	2 Hours	8 Hours

Normal / Routine Priority Level – Incidents that are failures which, while challenging, do not cause disruption for a large number of users; users are able to perform the same work somewhere else at the location or in a different way.

Examples Include:
- Central IT systems support --
  - Central system configuration
  - Network security
  - Web filtering
  - Print servers
  - Permission changes
  - Email support
  - AD configuration

- Application Support --
  - PowerSchool support
  - Illuminate support
  - PeopleSoft support
  - Application security

- Network Services --
  - Individual network incidents
  - Telephone configuration changes
  - Cell phone incidents

Integrated Technology Division – Service Level Advisory
Service Level Agreement (SLA) Update -- March 2018

High/Serious Priority Level – Incidents that are failures, which may disrupt IT services for a large number of rooms/offices/users at a site; normal work cannot be performed at another location at the site, applications and work affected may or may not be SDUSD mission critical.

Examples include:

- Telephone system or Datacom network down for an entire school site
- One network wiring closet down, impacting a wing of a school site
- Classroom or computer lab without network connectivity
- SBAC testing interrupted by internet problems
- Instructional/Operational application down for one school or department

Critical/Urgent Priority – Incidents that are failures which affect multiple users and/or multiple instructional/operational applications at multiple sites; Failure of mission critical nature are considered Critical/Urgent.

Examples include:

- Email Exchange servers are unavailable
- District-wide virus/malware outbreak
- PowerSchool Student Information System is down
- PeopleSoft ERP (HR/Payroll/Finance/Procurement) system is down
- SAMS substitute management system is down
- Other critical instructional/operational system outages impacting many users
- Data center infrastructure/environmental failure

Integrated Technology Division – Service Level Advisory
Service Level Agreement (SLA) Update -- March 2018

Service Requests

Service requests are formal requests from a user for something to be provided – for example, a request for new system resources, information, or a technology evaluation.

The SLA for Service Requests is defined below:

Service Request – Priority Level / Respond By / Closed By

Priority Level	Respond By:	Resolve By
Low / Planned	10 Business Days	75 Business Days

Low / Planned Priority Level – Service request activities are coordinated with the user/school/site to be done at a future defined time, generally more than three weeks in advance.

Examples include:

- Support for special/planned events
- Setup of a new server

- A new network drop or phone line requiring new cabling to be run.
- New data interfaces or reports

Definitions for SLAs are as follows:

Respond By – indicates the time period by which the service provider will start the investigation of the issue. This time period is measured from the moment a service request or incident is reported to the Help Desk and a ticket is generated, until a technician is assigned to begin working on the ticket.

Resolve By – indicates the time period by which the current service issue will be resolved. This time period is measured from the moment a service request or incident is reported to the Help Desk and a ticket is generated, until a technician has marked the ticket as 'resolved'.

Business Hours – normal business hours are defined as 7:00 am – 5:00 pm.

Business Days – normal business days are Monday – Friday, excluding holidays or furlough days designated in 'classified 12-month work year' calendar.