

University of La Verne
Office of Information Technology
OIT-Managed Smart Classrooms/Computer Labs
Service Level Agreement (SLA)

<i>Service Area</i>	OIT-Managed Classroom/Computer Lab Functionality and Maintenance
<i>Service Hours</i>	<ul style="list-style-type: none"> • <u>Technicians</u>: Monday-Friday 7:30am – 8:00pm • <u>Student Assistants</u>: Monday-Sunday 7:00am – 10:30pm Saturday-Sunday 7:00am – 6:30PM
<i>Technical Support</i>	<ul style="list-style-type: none"> • Leo Hall 112 ext. 4130 help@ulv.edu
<i>Responsible OIT Manager</i>	Brian Tresner, Assistant Director of Classroom/Lab Support (909) 593-3511 ext. 4616
<i>Service Objectives</i>	<ul style="list-style-type: none"> • Technology in OIT-managed Smart Classrooms and Computer Labs will be fully functional for all faculty and student use. • OIT will respond to requests for assistance in a timely and professional manner.
<i>Hardware Covered</i>	Computers, monitors, printers, mice, keyboards, data projectors, TVs, VCRs, DVD players in OIT-managed Smart Classrooms and Computer Labs.
<i>Software Covered</i>	<ul style="list-style-type: none"> • Standard software: Windows and MAC O/S, Microsoft Office Suite, Microsoft Project, Adobe Suite Products, QuickTime, Real Media, Windows Media, Flash. • Non-standard software: See “Lab-Specific Software” attachment for specialty software installed in individual computer labs.
<i>Problem Reporting</i>	<ul style="list-style-type: none"> • Emergencies: Notify the OIT Help Desk as soon as a problem has been detected via phone at ext. 4130. Be sure to inform the Help Desk personnel the call involves a smart classroom or computer lab and whether there is a class currently in session or about to start. • Non-emergencies: Notify the OIT Help Desk as soon as possible via phone at ext. 4130 or e-mail at help@ulv.edu.

<i>Client Responsibilities</i>	<ul style="list-style-type: none"> • Contact OIT Help Desk at ext. 4130 directly to report any technology issues. • Provide Assistant Director of Classroom/Lab Support with a list of all specialty software needs at least three months prior to start of semester/term. • Provide budget for purchase and maintenance of any specialty software requested. • Test the specialty software for functionality once installed.
<i>OIT Responsibilities</i>	<ul style="list-style-type: none"> • Strive to meet response time goals. • Proactively maintain smart classroom and computer lab technologies through planned maintenance and constant oversight. • Regularly monitor and visit computer labs to assist users. • Obtain, install, and test specialty software to ensure it can function with lab hardware and software environment. • Keep the smart classrooms and computer labs in functional order through the use of a system refresh process that minimizes problems with as little impact to the teaching and learning process as possible. • Upgrade hardware and software in classrooms and in computer labs as requested by faculty and where OIT or their budget allows.

<p>Prioritization and Projected Performance Measures³</p>	<ul style="list-style-type: none"> • SITUATION: <u>Class in session</u> - problem with Instructor's computer, data projector, network connection, smart classroom technologies, lab printer or multiple systems in lab. PRIORITY: Critical RESPONSE TIME: Technician on-site analyzing problem within 10 minutes. RESOLUTION TIME: Work until resolved. • SITUATION: <u>Class in session</u> – problem with single computer in lab; no other computers available; faculty requests immediate assistance. PRIORITY: High RESPONSE TIME: Technician on-site analyzing problem within 10 minutes. RESOLUTION TIME: Work until resolved, unless critical project arises. • SITUATION: <u>No class in session</u> – problem with Instructor's computer, data projector, network connection, smart classroom technologies, lab printer or multiple systems in lab. PRIORITY: High (escalates to critical if class start time within 15 minutes) RESPONSE TIME: Technician on-site analyzing problem within 20 minutes (after current class session ends). RESOLUTION TIME: Work until resolved, unless critical project arises. • SITUATION: <u>Special Academic Event</u> – problem with presenter's computer, data projector, network connection, or smart classroom technologies. PRIORITY: High (escalates to critical if event start time within 15 minutes) RESPONSE TIME: Technician on-site analyzing problem within 20 minutes. RESOLUTION TIME: Work until resolved, unless critical project arises. • SITUATION: <u>Special Non-Academic Event</u> – problem with presenter's computer, data projector, network connection, or smart classroom technologies. PRIORITY: High (drops to medium if academic priority emerges) RESPONSE TIME: Technician on-site analyzing problem within 20 minutes. RESOLUTION TIME: Work until resolved, unless academic project arises. • SITUATION: <u>Class in session</u> – problem with a student computer in lab; others available. PRIORITY: Medium RESPONSE TIME: Technician on-site analyzing problem within 60 minutes (after class session ends). RESOLUTION TIME: Work until resolved, unless critical or high project arises. • SITUATION: <u>No class in session</u> – problem with single student computer. PRIORITY: Low RESPONSE TIME: Technician on-site analyzing problem within 120 minutes. RESOLUTION TIME: Work until resolved, unless critical or high project arises.
<p>Escalation Procedures</p>	<p><i>OIT places a strong emphasis on user support and strives to provide a professional technology operation. If you are dissatisfied with the service you receive, please inform OIT through the following escalation procedure so improvements can be made:</i></p> <ul style="list-style-type: none"> • Work with the Classroom/Lab Support technicians to resolve the problem. • If this does not result in a satisfactory response, contact the Assistant Director of Classroom/Lab Support (Brian Tresner at ext. 4616 or tresnerb@ulv.edu for follow-up. • If this still does not result in a satisfactory response, contact the Chief Information Officer (Clive Houston-Brown) at ext. 4122 or cio@ulv.edu or via

	the web-based “Compliments-Complaints” form at http://www.ulv.edu/oit/cio/cc.phtml
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