

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 – 11:00pm
<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><i>Prioritization and Projected Performance Measures³</i></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><i>Escalation Procedures</i></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

OIT will strive to meet the "Response Time Goals" listed herein, however during times of peak requests or widespread technology failures, it may not be possible for technical staff to achieve these goals.”