

Service Level Agreement

Office of Information Technology - Learning Spaces Technology
AV Technology Support Services

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1. Purpose of the Service Level Agreement (SLA)

- 1.1.** This document outlines the Service Level Agreement (SLA) that is offered by the Office of Information Technology (OIT) for the support of Classroom Technology. OIT will follow all items outlined in this document.
 - 1.1.1.** To represent the capabilities of the service
 - 1.1.2.** To establish a shared set of expectations regarding the operation and support of the service
 - 1.1.3.** To provide a framework for communication regarding satisfaction with the service
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2. Scope of the Service Level Agreement

2.1. LST Classroom Support will provide technical assistance in supported teaching and learning spaces including:

2.1.1. Initial Setup

- 2.1.1.1. A technician will assist in setting up BYOD technologies, and is not expected to stay throughout the duration of the class.
- 2.1.1.2. Dedicated on-site assistance is available by contacting LST's Auxiliary AV Service

2.1.2. Training

- 2.1.2.1. LST provides classroom overview training the first 2 days of each spring and fall semester for Large Lecture Halls, depending on available staffing.
- 2.1.2.2. LST provides individual or group training on request.

2.1.3. Troubleshooting

- 2.1.3.1. A technician will troubleshoot AV systems with a “best effort” with the intention of restoring functionality as soon as possible. If functionality is not achieved within a timely manner, LST will communicate or escalate as appropriate based on the terms of the MOU.

3. Support Covered Under the Service Level Agreement

3.1. Classroom Support Requests

3.1.1. Urgent: Troubleshooting technical issues

- 3.1.1.1. Urgent technical issues can be defined as issues that are time sensitive or require a solution as soon as possible. Urgent cases will have a response within 15 minutes of LST receiving notification.

3.1.2. Non-Urgent: Troubleshooting technical issues

- 3.1.2.1. Non-Urgent technical issues can be defined as issues that require a solution that is not time sensitive, or is required to be addressed at a specific date or time.

3.1.3. Request Demo

- 3.1.3.1. Demonstrations and training of how to properly use classroom technology in supported spaces can be requested two hours or later from the request date and time as long as the request time falls under normal hours of operation and the space is available.

3.1.4. Provide temporary equipment for immediate issue resolution

3.2. Equipment Deliveries for Academic Scheduled Events

- 3.2.1. Classroom Support can provide various A/V equipment to supported classroom spaces upon request. Equipment deliveries are reliant on the availability of our equipment
- 3.2.2. Sound Reinforcement Kits
- 3.2.3. Change large lecture hall microphone types on request
- 3.2.4. Non-standard equipment for special requests may be provided for the length of the semester if equipment is available
- 3.2.5. Equipment rentals (screens and projectors) are available via LST's Auxiliary AV Service for spaces not supported (fees apply)

3.3. Training

- 3.3.1. Faculty Assistance: For the first two days of Fall and Spring semesters, a member of LST will be present at each large lecture hall for technology training and hands-on support. (based on staffing availability)
- 3.3.2. Individualized training by request: Faculty members may request to be trained in the use of our classrooms by a member of LST.

3.4. Devices

- 3.4.1. OIT classrooms are designed as "Bring your own device" (BYOD) facilities . Due to the vast array of personal devices on the market, OIT will support personal devices under a "best effort" support model.
- 3.4.2. OIT does not guarantee that all devices and media will reliably work with our systems. We recommend trying out the technology prior to teaching in the classroom.

4. Support Not Covered Under the Service Level Agreement

- 4.1.** LST Classroom Support can be reserved to assist with events in supported spaces outside of our normal operating hours. Events outside of business hours can be booked for technical support via Auxiliary AV service website. Minimum charges apply.

5. LST Support - SLA Memorandum of Understanding (MOU)

5.1. Support for Departmentally Controlled Spaces

- 5.1.1.** A MOU can be established between LST and a department for support under the terms of this SLA. For types of MOUs see:

[LST SUPPORT SERVICES MOU](#)

- 5.1.2.** Support can be provided to spaces without and MOU through the LST Auxiliary AV service.

[LST AUXILIARY SERVICE](#)

6. Support Hours

Fall & Spring Hours - 7:00AM to 8:00 PM - Monday through Friday

Summer Hours - 8:00AM to 5:00PM - Monday through Friday

Winter Hours- same as summer

University holidays and official closures are excluded

6.1. Response Priority Explained

OIT's IT Service Center uses the following [guidelines](#) in prioritizing requests and will strive to begin working on the problem within the target timeframe. Actual

response times may be shorter or longer depending on volume of requests, weather, traffic, etc

6.1.1. Impact is rated high, medium or low:

- **High:** Incident is affecting an entire building or campus, a customer-facing enterprise service is unavailable or a “1-most critical” business service is impacted.
- **Medium:** Incident is affecting a department or group. An internal or external-facing enterprise service is unavailable or a non-critical business service is impacted.
- **Low:** Incident is affecting a single user.

6.1.2. Urgency is also rated high, medium or low:

- **High:** Incident is occurring during a critical business period, the Incident is preventing a team or department from conducting their primary business processes and there is no workaround available.
- **Medium:** Manual workaround is possible; the team or department is still able to conduct normal business processes.
- **Low:** Does not require immediate attention.

6.1.3. Priority is calculated based on the impact and urgency as seen below

Calculating Priority				
	IMPACT			
U R G E N C Y		High	Medium	Low
	High	1 – Critical	2 - High	2 - High
	Medium	2 - High	3 - Medium	4 - Low
	Low	3 - Medium	4 - Low	5 – Best Effort

7. Response Times

- 7.1. Urgent - LST Classroom Support will respond to service requests and dispatch A/V Support personnel within 15 minutes from LST receiving notification of an issue from the ITSC
 - 7.2. Scheduled Assist - An LST technician will arrive at the time requested by the customer as long as it falls within our operating hours.
 - 7.3. Other - Best effort
 - 7.4. Events outside the span of human control (acts of god etc...)
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8. Contact Information

Customers should contact the IT Service Center using the following methods:

- 8.1. Phone: 303-735-HELP(4357) or 5-HELP from campus phone
(Please note calls to 5-HELP made from the in-room campus phone will receive priority queuing with the IT Service Center)
- 8.2. Email: help@colorado.edu
- 8.3. Submitting a case through the Classroom Reporting Form found here:
https://colorado.service-now.com/x_uola2_class_prob_report_a_classroom_tech_problem.do?

9. Responsibilities Related to the Service Level Agreement

The primary goal of LST's Classroom Support group is to serve the academic interests of the University of Colorado Boulder.

10. Changes to this Service Level Agreement

These guidelines for classroom support will be reviewed on an annual basis. If significant changes to these guidelines are necessary, these changes will be communicated to the University of Colorado Boulder stakeholders.