

NRCC Service Level Agreement Library Management System (ALEPH)

Customers

College faculty, staff, and students

Mission

The Library Management System provides automated library services to all VCCS colleges. The NRCC Information Technology department's mission includes providing network and operations support, Help Desk support, troubleshooting, vendor management, project management, systems design and analysis, programming and testing for the Library Management System.

Location

New River Community College
5251 College Drive
Route 100 North
Dublin, VA 24084

Contacts

Help Desk - (540) 674-3600, ext. 4400
Director of Information Technology - (540) 674-3621
Email - NR4HELP@nr.edu
Fax - (540) 674-3622

Services Covered

The services provided are network and operations support, Help Desk support, troubleshooting, vendor management, project management, systems design and analysis, programming and testing for the Library Management System.

Service Goals

Manage computer and network operations to maintain a 96% availability of Utility hardware and software systems during scheduled hours. (This 96% availability applies to all components housed within and under the direct control of the college. Outages of vendor-controlled resources are beyond immediate college management control and are not included in this calculation.)

Log all support calls with an immediate goal of resolving 50% at level-1 and a long term goal of resolving 75% at level-1.

Deliver all projects to specification within 10% of calendar target, staffing plan, and financial budgets. Targets and budgets are set once project requirements have been documented.

Hours of Support

The Library Management System is scheduled to be available 7:00am - 7:00 p.m. Monday - Friday (non-holiday)

Batch operations will be supported 24 hours a day Monday - Friday, if needed.

Environments Supported

All local components of the Library Management System.

All telecommunication and network equipment supported by the college.

Hardware and software components of the Library Management System web server.

Method for Requesting Services

Requests are made to the Help Desk via phone (540-674-3600, ext.4400) or e-mail (NR4HELP@nr.edu).

Support Levels

Level	Responsibility
Level-1	Help Desk Support technician
Level-2	Information Technology department technician/engineer
Level-3	Utility or vendor technician/engineer

E-mail Support

NR4HELP@nr.edu - for problem reporting, inquiries, and requests

Service Metrics

1st Call Resolution	50% resolved at initial call
Level-1 Cycle Time	75% resolved or assigned <1 hour
Level-2 Cycle Time	75% resolved within 24 hours of assignment
Level 3 Cycle Time (Applications)	75% resolved within 48 hours of assignment
Level-3 Cycle Time (Operations)	
Severity 1 = Machine/service inoperable	75% resolved within 4 hours of assignment
Severity 2 = Impaired operations/service	75% resolved within 8 hours of assignment
Severity 3 = Non-essential resource temporarily unavailable	75% resolved within 24 hours of assignment
Severity 4 = Non-essential resource temporarily impaired	75% resolved within 72 hours of assignment

Customer Satisfaction

Customers will be surveyed on an annual basis.