

NRCC Service Level Agreement E-mail

Customers

College faculty, staff, and students

Mission

The college-supported E-mail system allows customers to send and receive mail with each other and with Internet E-mail users throughout the world. The NRCC Information Technology department's mission includes providing student and/or faculty and staff E-mail account administration, Help Desk services, hardware and software troubleshooting, network and operations support, and systems design and analysis. This system is based on RFC Internet standards and currently utilizes GroupWise software.

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 by the NRCC Information Technology department include:

- Creation and maintenance of student and/or faculty and staff Email accounts.
- Hardware and operating system support of servers including installation, maintenance, troubleshooting, and upgrades.
- GroupWise client software support.
- First, second and third level Help Desk support.

Service Goals

Manage E-mail servers to maintain a 98% availability of systems during scheduled hours. (This 98% availability applies to all components housed within and under the direct control of the college. Outages of vendor-controlled and/or VCCS-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.

Hours of Support

The E-mail servers will be available 24 hours per day/ 7 days per week except when maintenance is required. Regular maintenance will be scheduled during the following non-production hours:

10 pm – 7 am Monday – Friday
7 pm Friday – 7 am Monday

Maintenance will be performed during production hours only in the case of an emergency.

Environments Supported

GroupWise Message Server, running on NT 4.0 or above.

GroupWise client version 5 or above on Windows 98, Windows NT, and Windows 2000 workstations.

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

Service Metrics

1st Call Resolution	50% resolved at initial call
Level-1 Cycle Time	75% resolved or assigned <2 hours
Level-2 Cycle Time (Customer Support)	75% resolved within 8 hours of assignment
Level-3 Cycle time (Vendor)	75% resolved within 48 hours of assignment

Customer Satisfaction

Customers will be surveyed on an annual basis.