

# **NRCC Service Level Agreement PeopleSoft System**

## Customers

College faculty, staff, and students

## Mission

To support an integrated, technologically advanced PeopleSoft System that provides and supports improved access, administration, information, and services for students, faculty, staff, educational institutions, business and industry, and other external customers. The NRCC Information Technology department will provide network and operations support, Help Desk support, troubleshooting, vendor management, and modification and maintenance of the PeopleSoft AIS, HR, SIS.

## Services Covered

The Information Technology department will provide network and operations support, Help Desk support, troubleshooting, vendor management, and modification and maintenance of the PeopleSoft. The following PeopleSoft modules are included in the scope of this SLA:

- PS Academic Advisement
- PS Advancement (when available)
- PS Admissions
- PS Campus Community
- PS Financial Aid
- PS Student Financials
- PS Student Records
- PS Human Resource
- PS Administrative Information System

Note: This SLA applies only to college-based support services.

## Service Goals

Manage technology resources to maintain a 98% availability of Utility hardware and software systems during scheduled hours. (This 98% availability applies to all components housed within and under the direct control of the Information Technology department at NRCC. Outages of vendor-controlled resources are beyond immediate college management control and are not included in this calculation.)

## Location

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

## Contacts

Help Desk - (540) 674-3600, ext. 4400  
Director, Customer Support Center - (540) 674-3621  
Email - [NR4HELP@nr.edu](mailto:NR4HELP@nr.edu)  
Fax - (540) 674-3622

## Hours of Support

The on-line and batch systems are scheduled to be available 24 x 7 excluding scheduled backup and maintenance periods.

Operators will provide coverage 24 hrs/day Monday – Friday until 5:00 pm Saturdays.

Operates in unattended mode all other times.

## Environments Supported

All data base, application, and file server components of the Student Information System under direct control of the college.

All telecommunication and network equipment supported by the college.

## Method for Requesting Services

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

Technical support, where questions related to connectivity, operational status of the infrastructure, etc., will flow through the college help desk to the college help desk using established processes and procedures.

## Support Levels

<b>Level</b>	<b>Responsibility</b>
Level-1	Help Desk support technician
Level-2	IT department technician/engineer
Level-3	Utility or vendor technician/engineer

## E-mail Support

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

## Service Metrics

1 <sup>st</sup> Call Resolution	50% resolved at initial call
Level-1 Cycle Time	75% resolved or assigned <4 hours
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.