

NRCC Service Level Agreement

AIS, HR, SIS

Customers

College faculty, staff, and students

Mission

The AIS, HR, SIS System tracks the records for Human Resources, Admissions, Registration, Financial Aid, Accounts Receivable, Scheduling, and Grade Reporting for New River Community College students. 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 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 SIS.

Service Goals

Manage technology resources to maintain a 98% availability of college 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 of Information Technology - (540) 674-3621
Email - NR4HELP@nr.edu
Fax - (540) 674-3622

Hours of Support

The AIS, HR, SIS, on-line system is scheduled to be available from: 7:00am - 7:00 p.m. Monday - Saturday (non-holiday)

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

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).

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

Support Levels

Level	Responsibility
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

1st 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.