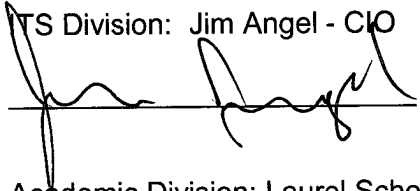



Service Level Agreement (SLA) # 2 Multi-media Classroom and Lab Support

Between Information Technology Services (ITS) and the Academic Division	Effective Date: (11/09/2014)
Contacts: (role – to answer questions about this SLA and if necessary direct an individual to the proper resource in the Academic or ITS Divisions)	ITS Division: Jim Angel (CIO) ext. 1444 Academic Division: Laurel Schollen (VPA) ext. 1544
Approvals:	ITS Division: Jim Angel - CIO  Academic Division: Laurel Schollen - VPA 
Description of Service:	This SLA covers the provision of multi-media classroom and lab support for timetabled activity, Monday to Friday.
Scheduled Backups:	Not applicable
Scheduled Maintenance Period:	Maintenance will be scheduled outside of timetabled hours.
Service Goals:	<ol style="list-style-type: none"> 1) ITS Service Desk to have all classrooms and labs with multi-media units functioning during Monday to Friday timetabled activity. 2) Response to a service call from the classroom/lab phone in under five minutes. 3) Support window is from 7:30am until 7:00pm, Monday to Thursday. Friday from 7:30am to 5:30pm. 4) To mitigate the risk Service Desk Manager will identify the specific classrooms where courses are starting at 6:00pm or later between Monday and Friday and confirm /test that the equipment is working in those rooms each day. If there is an issue staff will be directed to stay and fix the issue or communicate with the faculty member so

	<p>that an alternative classroom can be identified if possible for that particular day prior to the class start.</p> <p>5) Special event coverage during the week and on weekends requires a minimum of 2 business days advanced notice using itsupport@flemingc.on.ca.</p>
Measurement Method:	<p>1) Issue resolution tracking: Ticket system</p> <p>2) Reporting through the Ticket system.</p>
Reporting:	At the end of each semester on service availability and issue resolution (number of requests and time to resolve).
Other:	This SLA will be reviewed prior to the beginning of each semester and modified based on academic timetabling requirements and the ITS resources available to support the timetabled activity.