Academic Technologies’ Service Level (SLA) Agreement for On-call and Support – for Duke Law School

During a business day (8am to 5pm), our maximum first contact response time from the Service Desk will be as follows:

**Responding to Requests at the Desk**

- Walk-up traffic will be greeted as soon as possible. If the point of contact (PoC) is on the phone when a new walk-up arrives, the walkup will be acknowledged by a head nod or a finger gesture indicating we will be with the person in just few minutes. When the Desk is unoccupied, signage will be in place to inform customers of possible actions to take if help is needed.

- Phone calls will be answered in the order received. If the phone is unattended or another call is in progress, On-Call will respond to these calls.

- Emails will be acknowledged according to policy below.

**Escalating an issue/request within the Helpdesk Team**

If the PoC is unable to resolve an issue or request at the Desk, it will be escalated to a technician within the Helpdesk team. A ServiceNow ticket will be created and assigned to the technician, included in the ticket are all actions taken to address the issue/request. The POC will notify the technician of the assignment of the ticket if it is not picked up in with one hour. The technician should contact the user as soon as possible upon receipt of the ticket. Contact can be email or a phone call. If the problem is not resolved in the first visit to the user, the technician should contact the user once daily to provide a status of the issue/request until resolve. This contact as well as any other updates should be included in the ticket. Once the issue/request is resolved, the technician should send the ticket back to the POC for resolution. If the ticket needs to be assign to another group for assistance, the ticket should be reassigned to the POC. The POC should ensure all of the necessary documentation is in the ticket, the user should be updated and the ticket reassigned. The POC should make every effort to get the ticket back for resolution. If that is not possible, the POC should notify the user that his or her ticket is with another group but we are watching the process for the user.

**Escalating an issue/request outside of the Helpdesk**

The PoC must make sure there is a ServiceNow ticket created for the issue. The ticket should not be assign to an individual but to the overall group. The ticket must include all assessments and information uncovered prior to assigning to another group. If there are any unique facts about the situation, this information should be included in the ticket.
**Academic Technologies escalations will be made according to the following priority scheme:**

- **Low**: an individual’s request or problem that does not impact the individual’s ability to work or complete a time-sensitive task; typically there are two types of low escalations that will be generally treated differently: resolve-as-soon-as-possible and resolve-when-time-allows.

- **Medium**: an individual’s request or problem that arose suddenly and that impacts the individual’s ability to work or complete a time-sensitive task; requests that could have been relayed to Academic Technologies in a timely fashion as a low-priority task do not qualify. **Academic Technologies recognizes that the nature of the work of the faculty often requires quicker and greater attention.**

- **High**: a group’s request or problem that arose suddenly and that impacts a group’s ability to work or complete a time-sensitive task; typically, these are reports of system problems.

- **Urgent**: a problem in a classroom that affects instruction or a scheduled, supported event.

**Just the facts:**

System problems may be addressed by general communications via distribution lists or web announcement, rather than responses to all callers or emailers.

The response will typically be a follow-up from the assigned individual, but is no guarantee that the problem will be resolved at that time. However, when the assigned individual responds, he or she will have sufficient time to address the problem or request and at least get the full scope of the issue, if not provide a solution.

Occasionally, lower-priority responses will need to be rescheduled or postponed because of the urgency of other issues. We also recognize that issues may sometimes rise in urgency as time passes.

All faculty tickets whether within the Law School or assigned to the Campus will have an Urgency of **Medium** and Priority of **Moderate**.

**In Building Response Time**

The maximum and expected response time within the Law School for each category of problem or request is as follows:

- **Low**: within two business days, with our aim to be within one business day (24 hours except before a weekend or holiday), or by appointment
- **Medium**: within one hour, with our aim to be within 30 minutes
- **High**: within 30 minutes, with our aim to be within 15 minutes
- **Urgent**: within 5 minutes, with our aim to be immediate response

**On-Call Call Back Response Time during Normal Work Hours**

The maximum and expected response time for On-Call for each contact type is as follows:

- **For all calls** within one hour, with our aim to be within thirty minutes.
• For all emails: within two hours, with our aim to be within one hour

On-Call Call Back Response Time after Normal Work Hours

The maximum and expected response time for On-Call for each contact type is as follows:

• For all calls within two hours, with our aim to be within one hour (except on holidays)
• For all emails: within four hours, with our aim to be within two hours (except holidays)