Information Technology Response Time Service Level Agreement (SLA)

The Purpose of the SLA is to establish initial call response times for after hour's support. This document does not list every event but guides the user to appropriate response based on category. Times shown are for initial response to begin diagnosis and repairs. Length of time to fully correct a problem will vary depending on the problem and complexity of the repair.

Category	**Example**	**Initial Call Response Time**	**Work Around**
CAD Server Issues	CAD connection error message or unable to log in to CAD	15 minutes	
MDT System Wide Issue	Report of all end users unable to login, vpn down, Sprint down	15 minutes	
Meters Not Usable	Users cannot login; error message upon login	15 minutes	
Internet	Effects more then 1 user -No Connection, unable to go to web address, error on web address, bandwidth issue-	30 minutes	
Computer Application Issue	Software error message, OS missing file, Internet slow	Next Regular working day(Monday through Friday)	User can work at another pc until IT available during regular work hours [1]
Computer Hardware Issue	Pc won't turn on, Monitor won't come on. Power supply fan not working,	Next Regular Working day (Monday through Friday)	User can work at another pc until IT available during regular work hours [1]
MDT Issue	Power lights not lit or power not working, error on MCT software login, vpn not starting	Next Regular Working day (Monday through Friday)	User can work in another vehicle until IT available during regular work hours[1]
Network Issue	Effects more then 1 user - loss of network drive mappings, loss of network applications (example: email), loss of internet connectivity and failure to login/authenticate to the domain.	15 minutes	
Whole Sites are Down	After Power outage of building, Storm related ex. Tsunami or Hurricane power outage	Immediate	
Multiple System Down	After power outage of server rack	Immediate	

User Log In Issues	OC1 or Switch-Locked out of account	30 Minutes	
User Stuck in Message Switch	User had mdt lock up, shut down prematurely	30 Minutes	
Missing Files or Files Locked	Unexpected deletion of files by end user, OC1 locked file	1 Hour	
As400 Login	Profile disabled	1 Hour	

[1] - Regular Work Hours for IT – Monday through Friday – 8:30a.m. to 5:00p.m.