Service Level Agreement (SLA) - IT Support Services

This Service Level Agreement (SLA) outlines the commitment of the IT Support Group to providing timely and effective technical assistance to all employees. This document defines the services covered, the responsibilities of both the IT Support Group and the users, and the service level objectives for various types of requests.

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1. Scope of Services

The IT Support Group provides comprehensive support for all company-owned hardware, software, and network infrastructure. Our services include, but are not limited to:

- **Help Desk Support:** The initial point of contact for all IT-related issues and requests, primarily handled through our ticketing system.
- **Desktop Support:** On-site and remote assistance for hardware and software issues on end-user devices.
- **System Administration:** Maintenance and support of core IT systems and services.
- **Network Support:** Troubleshooting and maintenance of network connectivity.

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2. Prioritization of Work

The IT Support Group operates on a **ticket-first priority** system. All work, regardless of its nature, **must be initiated via a formal ticket** submitted through the designated ticketing system.

- **Ticket Priority:** Tickets will always take precedence over informal requests (e.g., verbal requests, emails not submitted through the ticketing system, instant messages).
- **Acknowledgement of Other Requests:** While other forms of communication may be acknowledged, **no work will commence on a request until a corresponding ticket has been created and properly categorized.**

2.1. VIP Prioritization

Certain individuals hold **VIP (Very Important Person)** status and will receive the highest priority for their IT needs. These individuals are:

- **Commander**
- **Deputy Commander**
- **Operations Officer**

- **Squadron Chief**
- **Shirt**

If a VIP communicates an IT issue through an informal channel (e.g., in person, phone call, direct email), the IT Support Group will **immediately create a high-priority ticket on their behalf** if one does not already exist. Work on VIP issues will commence as soon as the ticket is logged, overriding the general "no work without a ticket" rule for these specific individuals.

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3. Service Level Objectives (SLOs)

The following SLOs define the targets for responding to and resolving issues once a ticket has been properly submitted and categorized. These times are measured during standard business hours (Monday-Friday, 7:30 AM to 4:30 PM, excluding company holidays).

3.1. Ticket Categorization and Response Times

Upon submission of a ticket, the IT Support Group will categorize it based on severity and impact, and respond within the following timeframes:

- **Urgent/Critical (Including VIP Issues):**
  - **Definition:** Issues severely impacting a large number of users, critical business operations, or causing significant data loss/security breaches. All VIP issues are considered critical by default.
  - **Examples:** Network outage, critical server down, widespread application failure, any issue reported by a VIP.
  - **Initial Response Time:** 15 minutes
  - **Resolution Target:** Continuous work until resolved, with regular updates to the affected parties.
- **High:**
  - **Definition:** Issues impacting an individual's ability to perform their job functions, or affecting a small group of users with significant impact.
  - **Examples:** Workstation unable to boot, essential software crash, unable to access critical shared drive.
  - **Initial Response Time:** 1 hour
  - **Resolution Target:** Within 4 business hours.
- **Medium:**
  - **Definition:** Issues causing minor disruptions to an individual's work, or general inquiries.
  - **Examples:** Printer connectivity issues, software installation requests, minor application errors, email client configuration.
  - **Initial Response Time:** 4 business hours
  - **Resolution Target:** Within 1 business day.
- **Low/General Inquiry:**
  - **Definition:** Non-urgent requests, questions, or minor enhancements.

- **Examples:** Password resets (non-critical), general “how-to” questions, feature requests, new software inquiries.
- **Initial Response Time:** 1 business day
- **Resolution Target:** Within 3 business days.

3.2. Resolution

Resolution is defined as the point at which the reported issue is fixed, a workaround is provided, or the request is completed to the satisfaction of the user, and the ticket is closed.

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4. User Responsibilities

To ensure efficient and effective support, users are responsible for the following:

- **Submitting Tickets:** All IT-related requests and issues **must be submitted through the official ticketing system** (https://play.apps.appsplatform.us/play/e/default-8331b18d-2d87-48ef-a35f-ac8818ebf9b4/a/13c4a077-2abd-4094-bb21-8af1646843a2?tenantId=8331b18d-2d87-48ef-a35f-ac8818ebf9b4&hint=e25aed24-911b-4547-9010-c1406561f8bd&sourcetime=1717696543111&source=portal).
- **Providing Clear Information:** When submitting a ticket, provide as much detail as possible, including:
  - A clear description of the problem or request.
  - Any error messages received.
  - Steps to reproduce the issue.
  - Relevant screenshots.
  - Impact on work.
- **Responding to Requests for Information:** Promptly respond to requests for additional information from the IT Support Group. Delays in response may impact resolution times.
- **Availability:** Be available to provide access to systems or information as needed for troubleshooting.
- **Adherence to Policies:** Comply with all company IT policies and procedures.

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5. Escalation Procedure

If a user feels their issue is not being addressed within the defined SLOs, or if the severity changes, the following escalation path should be followed:

1. **Reply to the existing ticket:** Request an update or explain the increased urgency.
2. **Contact the IT Manager:** If no satisfactory response is received within a reasonable timeframe after the ticket update, contact Mr. Gerard Minglana at 424-0092 or gerard.minglana.1@us.af.mil.

6. Review and Amendments

This SLA will be reviewed on an annual basis to ensure its continued relevance and effectiveness. Any amendments to this SLA will be communicated to all employees.

End of Service Level Agreement
