

Information Technology Services

Service Level Agreement

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General Overview

This document is a service level agreement (SLA) between Maricopa District Office Information Technology Services (ITS) and MCCCDC. This document covers the following:

- Technology services provided to customers that include DSSC Staff, MCCCDC Colleges, Faculty, Students, Prospective Students, and other stakeholders
 - Roles and responsibilities of parties involved
 - Hours of operation, response times, prioritization, and communication
 - Processes for requesting service
 - System maintenance and updates
 - Reviews, auditing, and reporting
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1. Service Description

1.1 Service Scope

A comprehensive list of services offered may be found in the [IT Service Catalog](#).

Generally, these services include the following:

- Desktop Support for hardware and software
- Enterprise Applications and Infrastructure
- Networking Hardware and Infrastructure
- Information Security

1.2 Out of Scope

Some services may be excluded from the scope of this SLA. These include systems used primarily for development, testing, and staging updates, personal systems, and unapproved software/hardware.



2. Roles and Responsibilities

2.1 ITS Responsibilities

- Respond in a timely manner to all customer requests and communications.
- Maintain a service catalog that reflects current service offerings.
- Strive to meet service commitments.
- Provide communication to customers on outages, service issues, product changes, and maintenance windows affecting service delivery.
- Comply with applicable [Maricopa IT Directives, Security policies, and acceptable use agreements](#).

2.2 Customer Responsibilities

- Submit requests for service through the processes defined in section 4.
 - Respond to inquiries from ITS staff related to service requests in a timely manner.
 - Monitor communications for service alerts and maintenance notices. Notify ITS promptly if a planned outage interferes with a critical business process.
 - Comply with applicable [Maricopa IT Directives, Security policies, and acceptable use agreements](#).
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3. Hours and Response Times

3.1 Operating Hours

- a. ITS services are available Monday through Friday 8:00 AM through 5:00 PM. During summer hours, services are generally available Monday through Thursday 7:00 AM through 6:00 PM. ITS will be closed on all holidays observed by MCCCDC.
- b. After Hours Support provides additional troubleshooting assistance 24x7x365 using an outside vendor. Technicians can assist with resolving many issues outside the scope of this SLA. Once after hours support escalates an issue to ITS, it becomes subject to this SLA.
- c. ITS Emergency on call: ITS maintains an on-call manager as a point of contact for emergency situations where there are critical network and systems outages, data loss, or data compromise outside of business hours. The ITS emergency number is (480) 731-8555.

3.2 Response Times

ITS has identified response and resolution times based on ticket priority. All times are noted as business days/hours except Emergency.

Priority	Response	Resolve
Low	1 business day	5 business days
Medium	4 business hours	3 business days
High	1 business hour	1 business day
Emergency	30 minutes	4 hours

3.3 Prioritization

While ITS understands that all requests and issues are important, issues must be evaluated using a holistic view across all services. ITS has defined a prioritization standard for tickets based on the impact scope of the issue and urgency of the request. This matrix considers the following criteria:

- Risk to life/safety
- Impact to critical business needs including delivery of service or instruction
- Workaround availability
- Compliance with laws, regulations, and policy
- Risk to data or information security
- Number of users impacted

Low/Routine	General Questions, Routine Access Requests, New Service Requests, Service Feature Updates/Enhancements, A non-critical job function has minor impacts. Affecting one or several users
Medium	Issue affecting work functions with workaround available. Affects several to many users
High	Issue affecting work functions for many users or departments/classes.
Emergency	Service issue affecting business critical processes, life/safety systems, risk of data loss, or data compromise. Impacts all users at a college or across Maricopa
Project	Project work



4. Requesting Service

4.1 Online (<https://help.maricopa.edu>)

Service requests and issues can be entered at any time through the Maricopa Help Desk. Many services listed in the catalog may also offer self-help options or basic troubleshooting for faster resolution. Requests submitted online will be reviewed during operating hours.

4.2 Phone (480) 731-8632

Technicians can be reached via phone during business hours to assist with troubleshooting most issues. This phone number will also connect you with after-hours support options.

4.3 Email (helpdesk@domail.maricopa.edu)

Email messages sent to this email address will automatically be entered as a low priority request in the Maricopa Help Desk system. The requests will be reviewed during operating hours.

4.4 In Person

Onsite technicians can assist DSSC staff with many issues at the ITS window located on the first floor of the Emerald Point building. Window hours may vary from operational hours. Submitting an online request and scheduling an appointment with a technician is STRONGLY recommended.



5. Maintenance, Changes, and Communications

5.1 Maintenance and Changes

To stay within state, federal and vendor compliance, and to improve system functionality, occasional system interruptions may be required - planned maintenance. ITS utilizes a [change management process](#) to minimize unintended service interruptions during business hours and limit the scope of planned downtime.

5.2 Communication

ITS works to ensure *planned* maintenance communication is provided to stakeholders up to two weeks in advance with one reminder the week of the event. Unplanned service interruptions are to be sent within 5-10 minutes of notification. To ensure this happens in a consistent and efficient manner, ITS has developed a [comprehensive communication plan](#).

6. Reviews and Reporting

6.1 Review

ITS will conduct an annual review of this service level agreement, the related terms and conditions, and the Service Catalog to ensure that it aligns with Educause common Higher Education practices.

6.2 Reporting

ITS will maintain quarterly reporting on the following:

- Average Customer Satisfaction Survey (CSAT) Score
- SLA % met by priority type
- Metrics related to outages and downtime