

## Administrative Procedure 608

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### SERVICE LEVEL AGREEMENT

#### Purpose:

The purpose of this procedure is to bring clarity to all technology requests being made by Aspen View personnel. The intent is to clearly define levels of severity for technology requests to ensure effective and efficient service.

Aspen View requires levels of severity to be assigned to all tickets created. Technical staff organize their time according to service requests and levels of severity, therefore it is imperative that all requests be documented within the ticketing system, assigned proper severity in accordance with this procedure.

“Just in time” requests made while technicians are on site may or may not be dealt with as a result. It is recommended that all requests follow the Aspen View Technical Service Request Protocols.

#### Procedures:

1. All requests for technical service are to be made via the Aspen View Help Desk and/or the Technical Service Ticketing System (Tickets).
2. Tickets must be filled in completely and include as much information as possible to ensure timely service
3. All Tickets must be assigned the appropriate level of severity to ensure timely and efficient service.
4. Response times will be adhered to as resources permit.
5. Any request for service beyond the scope of this procedure must be made to the Technical Service Department in writing and will be dealt with in consultation with the Superintendent or designate, the Director of Aspen View Information Technology Services.

#### Defining Levels of Severity and Response Times:

Critical:	No work around, learning or teaching impact, multiple users affected, primary job duties impacted.	Until Resolved
High:	No work around. The issue is severely impacting learning though other educational options are available. Issue limits ability to perform primary job duties.	1-5 day response
Medium:	Work around available but not suitable for an extended period of time, affecting student learning, primary job duties affected.	1-10 day response
Low :	All others	As time permits

**Critical Severity:**

- System is non-operational. There is no acceptable workaround to the Problem (i.e., the job cannot be performed in any other way).
  - There is a complete loss of ability to deliver an educational program to which there is no workaround (i.e. diploma exams are being written on mobile devices and the wireless network or Internet connectivity fails.) and/or a significant number of students are affected.
- The failure creates a serious business and financial exposure.
- The system component failure has a serious business, operational, and financial impact to Aspen View Public Schools, the staff, and students.
- A significant number of End-Users are affected.
- The failure causes the End-User to be unable to work or perform some significant portion of his/her job.

**High Severity:**

- Major functions of the system are unavailable, unusable, or overall system performance is below normal load.
- There is an acceptable workaround to the problem (i.e. the job can be performed in some other way temporarily).
- Manual intervention is required to get system to perform correctly.
- Functional or performance problems prevent End-Users, system administrators, or maintenance personnel from performing their job.
- Has a significant educational impact on a significant number of students (i.e. no internet access, wireless down etc.).

**Medium Severity:**

- Workarounds exist that are acceptable to the End-User or operator that detected the problem.
- Minor functions of the system are unavailable or unusable, or overall system performance is below maximum load requirements.
- Functional or performance problems cause inconvenience to a smaller number of End-Users, system administrators, or maintenance personnel.

**Low Severity:**

- A deficiency with minimal impact to users.
- May be cosmetic and impact presentation but not job performance.
- May also include questions or requests for information.
- Not timeline sensitive.
- More Research and Development related.
- Does not affect anyone's access or productivity.

**Levels of Severity Clarifying Questions:**

- a. Is it preventing a teacher from teaching or a student from learning?
- b. How many people are affected? (1-4, 5-10...)
- c. Is there a reasonable work around?
- d. Does it affect the submitter's primary job?
- e. Has this issue been "ticketed" before and how many times?
- f. Are there deadlines that have to be met?