

VHCC ITS Service Level Agreement Network Management

Customers	Virginia Highlands Community College faculty, staff, administrators, and students	
Mission	Virginia Highlands Community College, ITS Network Services, provides uninterrupted access to Local Area Network (LAN) and Wide Area Network (WAN) services to its customers as well as all server resources (Email, File and Print, Terminal Services and departmental applications.)	
Contacts	<u>Primary</u> Glen Johnson Network Administrator Information Technology Services 276.739.2467 M-F: 8:00 am – 4:30 pm	<u>Secondary</u> Adam Rhea Computer Technician Information Technology Services 276.739.2446 M-F: 7:30 am – 4:00 pm
Services Covered	All Information Technology Services Center owned/managed network and server hardware/software. Co-managed servers are the primary responsibility of the owner and backup support is available upon request.	
Service Goals	<ol style="list-style-type: none"> 1. Provide network services that are uninterrupted 99% of the time. 2. Any non-emergency maintenance will be scheduled in advance and take place after 5:00 p.m. Customers will be notified via email. 3. Respond to all LAN, WAN and server related networking issues within 2 hours with a maximum resolution time of 48 hours. (Resources not directly managed by networking staff fall outside the scope of this agreement.) 	
Hours of Support	Monday – Friday, 7:45 a.m. – 4:30 p.m. Emergency Support: 24 X 7	
Environments Supported	Cisco hardware and software DELL PowerEdge Servers Microsoft & Unix Operating Systems Third party products	