

**VHCC ITS Service Level Agreement
Computer Installation and Repair**

Customers	Virginia Highlands Community College faculty, staff, administrators, and students	
Mission	Provide technical support, assistance, troubleshooting, repair, installation, testing, and maintenance of software, hardware, and peripherals for the college.	
Contacts	<p><u>Primary</u> Adam Rhea Computer Technician Information Technology Services 276.739.2446 M-F: 7:30 am – 4:00 pm <u>*VDEN Support</u> <i>Primary:</i> Adam Rhea – See contact info above</p>	<p><u>Secondary</u> Glen Johnson Network Administrator Information Technology Services 276.739.2467 M-F: 8:00 am – 4:30 pm <u>*VDEN Support</u> <i>Secondary:</i> Charles Boling 276.739.2514 M-F: 8:30 am – 5:00 pm</p> <p><i>Secondary Evening Support:</i> Alex Wilson 276.739.2556 M-TH 4:30pm-9:00pm</p>
Services Covered	Responsible for installing, repairing, and servicing multiple vendor microcomputers and their peripherals. Provide preventative maintenance, emergency repair, and troubleshoot microcomputer and network hardware and software problems at all campus locations. Configures, delivers sets up, and tests microcomputer hardware, install operating systems, and software packages. Provide technical assistant to the end users.	
Service Goals	Meet user’s needs for all troubleshooting requests. Complete all user requests within a timely manner.	
Hours of Support	Monday – Friday, 7:30 a.m. – 4:00 p.m. Emergency Support: 24 X 7	
Environments Supported	Computer, monitors, printers and scanners, Microsoft software etc.	
Method for Requesting Services	Helpdesk Email	

Support Levels	Low	24 hours	Routine Ticket
	Medium	36 hours	Routine Ticket
	High	48 hours	Routine Ticket
	Project	1 week	Elevated
	Problem	SEVERE LEVEL	Problem
	<p>(Although it is difficult to determine the exact amount of time to resolve a problem, every effort is made to resolve problems within 24 to 48 hours)</p>		