

<b>VHCC ITS Service Level Agreement BlackBoard</b>			
<b>Customers</b>	Virginia Highlands Community College faculty, staff, administrators, and students		
<b>Mission</b>	The BlackBoard Helpdesk responds to customer inquiries in the usage of BlackBoard to support the daily functionality in the system. Virginia Highlands Community College continues to develop and offer Distance Education (DE) courses that will meet the needs of today's non-traditional student. As a non-traditional student, you are entitled to the same degree of education as a traditional student. We work to ensure that all students (traditional and non-traditional) are satisfied both intellectually and emotionally.		
<b>Contacts</b>	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><b><u>Primary</u></b> Ken Fairbanks Director of Distance &amp; Distributed Learning 276-739-2462 M-F: 8:00 am – 5:00 pm</p> </td> <td style="width: 50%; vertical-align: top;"> <p><b><u>Secondary</u></b> Pam Conley Information Technology Specialist Information Technology Services 276.739.2554 M-F 7:30 am to 4:30pm</p> </td> </tr> </table>	<p><b><u>Primary</u></b> Ken Fairbanks Director of Distance &amp; Distributed Learning 276-739-2462 M-F: 8:00 am – 5:00 pm</p>	<p><b><u>Secondary</u></b> Pam Conley Information Technology Specialist Information Technology Services 276.739.2554 M-F 7:30 am to 4:30pm</p>
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<b>Services Covered</b>	BlackBoard Helpdesk will provide solutions to BB related inquiries that relate to but are not limited to the functional areas		
<b>Service Goals</b>	Meet user's needs by providing solutions to their PS-related problems relative to system utilization.		
<b>Hours of Support</b>	Monday – Friday, 8:30 a.m. – 5:00 p.m.		
<b>Environments Supported</b>	PeopleSoft Version 8.9		
<b>Method for Requesting Services</b>	Helpdesk Email		
<b>Support Levels</b>	<p>Level 1 Emergency Problems (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> <p>Level 2 Problems and Upgrade: (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>		