



| Information Technology

Service Level Agreement

Purpose

The purpose of this agreement is to establish service expectations, set standards and define a best practice approach to managing technology resources. This agreement represents an understanding between SMC Information Technology and end users. Information Technology will use this agreement as a measurement of effectiveness for the services provided with the intent of continuously improving overall performance.

Service Commitment

Information Technology is committed to delivering excellent customer service by:

- Responding to requests for support in a timely manner.
- Requesting feedback for opportunities for improvement.
- Continuously working to improve quality of service.
- Continuously updating technology currency.
- Regularly reviewing and monitoring performance based on this SLA.
- Publishing periodic status reports.
- Providing timely communications about IT related issues.

Service Priorities

All requests are prioritized and assigned based on the severity of the issue, as determined by IT. "Critical" priority requests will receive immediate response. "High" priority requests will receive escalated response before "Normal" priority requests. IT will attempt to respond to all "Normal" requests within 24 hours with an estimated timeline for resolution.

- Priority 1 Critical: Has an immediate impact on instruction or a department wide service failure.
- Priority 2 High: Has an impact on instruction or requests from Senior Staff.
- Priority 3 Normal: Day-to-day support issues of a non-urgent nature.

Requesting Service/Assistance

Information Technology provides a single point of contact for all requests.

- New Requests: Email ithelp@smc.edu to create a help request.
- IT Emergencies: Call 310-434-3010
- Hours: M-F 8:00 am – 5:00 pm

Classroom Hotline

The Classroom Hotline provides rapid support for any issues related to SMART Classrooms.

- Ext. 4352
- Hours: M-Th 7:30am-10:00pm, Friday 7:30am-5:00pm

Faculty Staff Technology Resources Center

The faculty & staff computer lab is available to current SMC faculty and staff.

- Location: Information Technology & Media Services Bld, Room MC 106
- Hours: M-Th: 7:30 a.m. - 7:30 p.m., F: 7:30am- 5:00pm
- Contact: 310-434-3010

Project Requests

IT projects are identified, scheduled and updated annually in the Master Plan for Technology following the College's planning process. IT projects will be based on the following guidelines:

- Projects are approved by an IT manager.
- Requestors will be an active participant and will stay engaged up to completion of project.
- An IT manager will schedule and prioritize projects among competing priorities.

Scope of Services

IT provides support to Santa Monica College employees in the following categories:

- District purchased computing devices – desktops, laptops, smartphones etc.
- Telephones, Fax machines.
- Supported software applications.
- Operating System, hardware firmware, and supported software updates.
- Anti-virus and power management software.
- Access to network shared folders.
- District purchased peripherals such as printer and scanners.
- Consultation regarding projects requiring hardware, software, cabling etc...
- Assisting SMC employees to learn current and emerging technologies.
- Classroom media and technologies.

Services Out of Scope

IT Support for personal devices is limited to basic advice and login support for SMC technology resources. IT does not provide support for the following items:

- Any equipment not owned by the Santa Monica College District.
- Personally owned computers, laptops, tablets, smart-phones and devices.
- Third party software not installed by IT.
- In most cases, District purchased software cannot be installed on personal systems.
- Consumer equipment not compatible with an enterprise network.
- Any requests that violate SMC policies, guidelines, copyright, acceptable use, or licensing.

Standards

IT maintains a list of supported technologies and follows the College's established TERP (Technology Equipment Replacement Plan) to:

- Ensure users have access to a modern computing platform.
- Standardize information technologies purchased, resulting in better pricing, and improved delivery of technical support to end-users.
- Simplify purchasing decisions by pre-evaluating and pre-approving technology solutions.
- Reduce training and support costs by narrowing the number of technologies and products used.
- Ensure integration and interoperability between technologies.

Security

IT follows industry standards to help ensure a secure computing environment by:

- Adopting CIS 20 Controls, a prioritized set of best practices created to stop the most pervasive security threats.
- Limiting access to data on a "Need to Know" basis.
- Limiting Admin access to systems based on a "Need to Have" basis.
- Continuously monitoring SMC network, firewalls and servers.
- Ensuring all devices connected to the SMC network have up-to-date end-point protection.
- Using email scanning software to mitigate email threats.
- Communicating potential data security threats through "Bulletins".

End User Responsibilities

To help facilitate the IT support process and ensure a reliable computing experience, please:

- Read and abide by AR 2515, "Computer and Network Use" policy.
- Complete online "Security Awareness Training".
- Check with IT before making any technology purchase to ensure it is compatible, supportable and adheres to established standards.
- When submitting requests, provide a detailed description of the problem, including location and contact information.
- Be available to communicate with IT staff upon submitting a request. IT will attempt to contact the user over the course of 1 week via email or telephone. If no response comes from end-user, the request will be closed.

Scheduled Maintenance

To maintain a reliable computing platform, IT must perform regular maintenance and upgrades which may result in service disruptions. To minimize the impact, IT will:

- Schedule in advance and obtain VP approval when the impact is great.
- Make every attempt to schedule required downtime outside normal operating hours.
- Send email notifications and post website status messages on Student Portal / IT Help Portal.

Reviewed by TPC on May 18, 2018 and approved by Senior Staff on June 19, 2018.