



Service Level Agreement

IT Support Services

Last Updated: March 27, 2020

Purpose		
This SLA establishes a realistic foundational understanding of OIT’s performance expectations in the service line IT Support Services.		
Service Performance		
OIT provides business hour support to streamline work processes and promote an efficient working environment.		
<i>Available Service Levels:</i> One level of service is available within this service line.		
Standard		
<i>Performance Commitments:</i>		
Measure	Metric	Definition
Availability	7:30 a.m. to 4:30 p.m. Monday through Friday (AST)	Excludes SOA holidays
Ticket - First Response	5 business days	Once a ticket is submitted, it is assigned a priority and assigned to a qualified staff member. First response is contact to the customer by the assigned staff member. Processing time will vary based on complexity of request.