

## I.T. Department – Service Level Agreement

### General Information:

The Union Academy IT Department strives to provide the best level of service to all students, staff, and stakeholders possible. This Service Level Agreement (SLA) has been established to provide guidelines for the IT Department along with a level of expectation to users. This document provides priority levels, response times, resolution times, and outlines the foundation of expectation on the level of service provided between the IT Staff and school stakeholders.

### Internal Priority Levels – pertaining to UA administration, staff, and students:

Note: The below response and resolution times represent issues reported via [ithelp@unionacademy.org](mailto:ithelp@unionacademy.org). Exceptions may occur and will be handled on an individual and as-needed basis.

Priority I:	a. System-wide or large scale issues/outages b. Headmaster, Board of Directors, principals, directors, CFO, administrative staff: pertains to issues directly affecting instruction of students and/or daily work activities.
Initial response: 2 hours	
Resolution: 24 hours	
Priority II:	a. Medium scale issues/outages (Ex: entire lab, multiple classrooms) b. Student issues affecting instruction and/or ability to complete required tasks c. Administrative staff: pertains to issues <b>not</b> affecting daily work activities d. Individual teacher issues directly affecting instruction of students
Initial response: Same day (if entered by 2:00 p.m.)	
Resolution: 48 hours - End of work week (unless entered Friday)	
Priority III:	a. Individual teacher issues <b>not</b> directly affecting instruction of students
Initial response: 24-48 hours	
Resolution: End of work week (unless entered Friday)	
Priority IV:	a. Non-critical issues (deemed this description by staff member(s) reporting issue) b. A project without an immediate due date c. Any other issue deemed acceptable to be moved to lowest priority level
Initial response: 24 hours	
Resolution: Per-issue basis	

### Additional Information and Special Circumstances:

- Requests made after 2:00 p.m. are **not** guaranteed to be answered in the same school day.
- **A minimum of 48 hours** is required for requests pertaining to blocking/unblocking sites in the content filter.
- “Drop-ins” and phone calls are neither encouraged nor discouraged. We strive to provide the best customer service possible, however, these requests **are not guaranteed to be handled immediately**. The IT department will attempt to accommodate such requests, however **we reserve the right to request a ticket be entered, the above SLA guidelines followed, and to alter the above policy on an “as needed” basis.**
- Personal devices (iPads, cell phones, printers, laptops) are **not supported by the IT department or this SLA.**
- Personal development not directly related to Union Academy including outside classes, National Boards, and anything related to alternate employment **are not subject to this SLA.** If time allows, the IT department can volunteer time to assist. **However, we reserve the right to not be required to assist any staff related to any of these activities. Teachers should first seek alternate measures and always ready a “Plan B” to ensure their deadline is met with or without outside assistance.**