

# **Service Level Agreement**

## **between**

# **Campus Shop & Technology Support Committee**

### **Introduction**

This Service Level Agreement (SLA) is intended to set expectations and help define the service relationship between the Campus Shop and Technology Support Committee (TSC). It will become the cornerstone of how the service provider (Computer Shop) sets and maintains commitments to the service consumer (TSC).

### **Services Covered**

#### Availability

1. Qualified staff will be available either at the counter or by phone during posted office hours Monday –Friday 8am – 4pm to handle basic purchase, repair and support issues as well as warranty parts replacement requests.
2. Same day response is expected to voicemail and email communications.
3. Computer Shop representation at scheduled Hardware and TSC committee meetings.

#### Warranty parts replacement

1. Items purchased from the Computer Shop either as part of a system or individually, that are deemed by a full-time technician to be defective, may be presented for exchange within the three year warranty period.
2. An inventory of parts specific to warranty replacement will be maintained so that “on the spot” or next day replacement of bad parts is possible.

#### Order fulfillment

1. The anticipated delivery time for parts and small orders of up to ten systems will be one week except in extraordinary circumstances such as parts back order or exceptional work load.
2. All orders will have a scheduled delivery date communicated to the customer within a week of the order being place. If for some reason the scheduled delivery date cannot be met the customer will notified before that scheduled delivery date has passed.
3. The warehouse will deliver systems and parts unless otherwise requested by the customer. All deliveries and will calls will be signed for by the customer as being received.
4. It is expected that reasonable inventory levels of listed parts will be stocked to facility the timely handling of small orders.

## Standards & Quality Control

1. All hardware purchased by the Computer Shop for sale individually or for use in systems will be reviewed by the Hardware Standards committee and approved by the TSC.
2. Each new system will complete a quality control (Q/C) process before being delivered that will include a visual inspection as well as a diagnostic test run to confirm that all components are operating correctly and that the system is ready to be put into service. Once a system has passed the (Q/C) process a sticker will be attached to the system with the name or initials of the person who assembled and the system and completed the (Q/C).
3. New systems will be preloaded with a “standard image” provided by the HelpDesk and approved by the TSC. and approve the use of the load on a campus standard machine, and communicate any problems back to the helpdesk. Additional software that is needed will be installed by the responsible technician after the system is delivered.
4. Prices and parts listed on the Computer Shop website will be up to date and accurate. The prices listed should be the total cost of the part or system. (including 12.5% and \$100 network fee).

## Performance measurements and reporting

Performance and compliance with this agreement will be measured by reporting incidents of lapses or abuses of the services detailed above. An incident report should include specific details such as times, dates, machine inventory numbers, etc and be emailed to Ryan Lindstrom and David Tobler These reports will be compiled by the TSC and presented during the review process.

## Review dates

There will be a review of this Agreement 90 days after the effective date below. A representative of either party may submit a written request for review of the Agreement at any time. The Agreement should be reviewed annually. In the absence of the completion of a review, the current Agreement will remain in effect. The TSC will incorporate revisions into the Agreement if both parties mutually agree to the proposed changes.

Last review: Oct 2007

Next review: Mar 2008

## Approvals

### Purchasing Representative:

Name:

Title:

Date:

Ryan Lindstrom

Director – Purchasing

Sep 12, 2007

### TSC Representative:

Name:

Title:

Date:

David Tobler

Sr Dir - Tech Support

Sep 12, 2007