

Auxiliary Services

Location: Auxiliary Services

SLA No: SLAAUXIT-001

Title: Auxiliary Services IT Service Desk SLA



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Authored By: Michael Groessl
Service Desk Lead

Approved By: Frank Juarez
Director, Auxiliary Services IT

Revision History		
Version No.	Effective Date	Reason for Change
1.0	11/8/16	New SLA Policy
1.01	8/22/17	Updated current support channels
1.02	3/26/19	Review/Update

AS IT Service Desk SLA

1. Purpose & Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Auxiliary Services IT (AS IT) Service Desk and its customer for the provisioning of IT services required to support and sustain Auxiliary Services approved products and/or services.

The AS IT Service Desk provides level one support for all AS IT approved products and services. The primary function of the Service Desk is to increase satisfaction and productivity, and to standardize services. This is achieved by providing incident control and life cycle management for all service requests related to vital processes and applications. The AS IT Service Desk is committed to resolve issues promptly and methodically the first time, maintaining a “Customer Comes First” philosophy.

2. Hours of Operation

AS IT Service Desk services are available during regular business hours, from 7:30AM to 6:00PM, Monday through Friday, excluding campus holidays or special events.

3. Methods for Requesting AS IT Services

The AS IT Service Desk is to act as a single point of contact (“SPOC”) for both Auxiliary Services employees and IT staff for all technical requests pertaining to supported Auxiliary Services business units. All requests must be delivered through a service request within the AS IT Service Desk customer relationship management (CRM) software. Requests can be submitted through various channels.

The channels available for submitting service request are:

- Phone: 213-821-1911
- Email: auxsupport@usc.edu
- Help Center: <http://uscauxiliary.zendesk.com>

Phone support – Phone support is available during regular business hours. Phone support is limited to support agents’ availability. When support agents are busy, calls will be forwarded to voicemail where a message can be left and a support agent will provide a follow-up call or email.

Phone calls placed after hours will be forwarded to voicemail where a message can be left and a support agent will provide a follow-up call or email during normal business hours.

Email support - Email requests will automatically generate a ticket and an automated email response will be provided to the client. A support agent will provide a follow-up call or email during normal business hours.

Help Center support – Help Center is available 24 hours a day. Help Center provides self-service support through our knowledge base. We encourage everyone to utilize Help Center as it provides answers to our most common questions. The Help Center also provides a centralized location where users can manage all their requests.

4. AS IT Service Level Agreements and Standards

AS IT service level response times:

Service Level Agreement	Service Response Times
AS IT Service Desk	2 business hours or less
AS IT Level 2 Support	24 business or less
AS IT Periodic Update	3 business days or less
AS IT Vendor Support	10 business days or less

It is understood that not all service and/or support requests to AS IT can be “resolved” within the times specified under the AS IT Service Level Agreements. However, for all service incidents, “contact” with the customer must be made or attempted by email, phone, or walkup within the time periods specified under the AS IT service response times.

All “contact” efforts must be logged with a public comment in the AS IT CRM software within the AS IT service response times section of this SLA.

5. AS IT Responsibilities and Boundaries

AS IT Service Desk provides level 1 support to all Auxiliary Services employees. All requests are processed in the order they are received. The AS IT Service Desk determines priority and severity levels based on business impact.

AS IT Service Desk works in tandem with other University services and IT departments, and may refer support as needed. In the event that an issue cannot be resolved by the level 1 support team, the request will be escalated to the appropriate supporting personnel or staff. AS IT Service Desk services are within the following areas:

- AS IT approved software and hardware (*See AS IT approved hardware and software documentation within Help Center “link”*)
- Level 1 support is limited to remote desktop, phone, chat, and/or email support
- Network access and storage
- Account administration

AS IT provides level 2 support for AS IT approved hardware and software. Service request escalations to level 2 support will be determined by AS IT Service Desk.

4.2 Responsibilities of Those Making a Request

- All requests for support must originate through the creation of AS IT Service Desk ticket (*see Methods for Requesting AS IT Services above*).
- When creating a ticket, provide detailed and accurate information regarding service requests. Include contact phone number, email address, location (campus/building/room), and specific description of the problem or request, including information regarding any error messages you may have received.
- The requester should make every effort to be available to communicate with our support agents. Requests that require additional information will need an update from the requester within 3 business days (*see AS IT Service Desk Communication and Expectations below*).
- All requests for software installations must be pre-approved by AS IT for compatibility prior to installation and have local manager's approval.
- Request for account administration must have HR documentation and/or management approval.
- All new requests for support must be opened as a NEW incident with a new ticket number. Please DO NOT use an existing or previous ticket to open a new request.

4.3 AS IT Communication and Expectations

- AS IT Service Desk will make meaningful first contact within four business hours of receiving a support request and will provide periodic updates of status within three business days.
- In the event that a request requires escalation to level 2 support, AS IT will make meaningful first contact within one business day of receiving a support request and will provide periodic updates of status within three business days.
- In the event that a request requires additional information from the end-user, AS IT will send an email notification informing the end-user that we are awaiting a response.
- If no action is taken by the requester at the end-user of the third business day, an automated email notification will be sent to the end-user informing them that attention is required. Seven days with no end-user reply will result in automatic ticket closure.
- Replies to closed tickets will reopen the request or create a follow-up ticket.

6. **SLA Management Elements**

How service effectiveness will be tracked or measured:

- SLA response time targets to be used in the measurement process of effectiveness.
- AS IT CRM service request to be monitoring and review by management.

How information about service effectiveness will be reported and addressed:

- A monthly AS IT CRM report that identifies overall service performance and effectiveness based on the SLA response time targets of each service requests processed will be subject to review by the management team.

How the parties will review and revise this agreement:

- The parties identified within this SLA will meet to review and revise this agreement on an as needed basis.