

SERVICE LEVEL AGREEMENT

<i>Service Element Identification Details</i>	
Service Category Name	Desktop Support
Service Category Description	Management of office productivity systems & applications
Service Element Name	Provisioning of equipment, network access, and software for a new LCTCS employee
Business Criticality	N/A
<i>Service Element Definition</i>	
Service Element Description	<p>Employee will be provisioned the following items</p> <ul style="list-style-type: none"> • Desktop and/or Laptop • LCTCS Network user account • LCTCS email account • Peoplesoft client access – if needed • Office Productivity Software • Internet access • Access to a minimum of one network attached printer • Anti-virus service • Anti-spam service • File Storage on Network Drive for Data Files
<i>Service Element Measures</i>	
Reliability	N/A
Availability	Normal Business Hours M-F 8-5
Serviceability	N/A
Response	The request will be satisfied 95% of the time within 2 Business Days
User Satisfaction	Desktop support person will survey the users 3 days after initial setup.
<i>Constraints</i>	
Workload	NA
Standards	NA
Dependencies	<p>The following dependencies must be satisfied for the SLA to be applicable for the service request.</p> <ul style="list-style-type: none"> • Network Access Form properly completed, signed by a Supervisor, and delivered to the desktop support person. • Functioning and usable computer system onsite that meets the work needs of the employee. • Availability of licensed software. • Additional hardware or software installations are not required.

	<ul style="list-style-type: none">• Active network connection available at the employee's primary work location.
<i>Additional Notes</i>	
Related Reports	N/A
References	N/A
General information	N/A

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