

Service Level Agreement (SLA) for Academic Applications

Related Policies, Procedures, or Standards:

600-1 VSC Acceptable Use Policy

429 VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment

VSC Guidelines for Use of External Teaching/Learning Resources

Help Desk Services SLA

[VSC Policy 312 Compliance With The Family Educational Rights And Privacy Act Ferpa](#)

1 General Overview

This is an SLA between IT Shared Services and the member institutions of the Vermont State Colleges (VSC). This agreement outlines the enterprise application support services offered and is intended to document procedures and set service level expectations for these services. Service level commitments are specified. The agreement is effective as of the Effective Date set forth and will continue until revised or terminated.

For the purposes of this SLA, “customer” is defined collectively as the Community College of Vermont, Vermont State University, Workforce Development, and the Chancellor’s Office, plus any other Vermont State Colleges (VSC) entity whose inclusion may be negotiated. The “end-user” is defined as VSC faculty, staff, student, guest, or any other user of this service.

Service Description

1.1 Service Scope

This agreement encompasses the acquisition, development, maintenance, security, and support for academic applications that support the teaching and learning functions of the VSC, including:

- Management of on-premise and cloud-based academic systems, as listed in Appendix A;
- Acquisition of applications in support of the core academic functions of the VSC;
- Vendor management, including contracts and support agreements, for academic applications.

1.2 End-User Requirements to Use the Service

End-Users are faculty, staff, and students that utilize the academic systems to meet day-to-day needs and core administrative offices that manage the academic processes the systems support. End-user requirements are as follows:

- For Canvas requests and/or issues, start with Canvas 24x7 support (chat and phone available);
- Utilize online self-service resources, where available;
- Utilize the Service Points outlined in the Help Desk Services SLA to report technical issues and incidents;
- Account for scheduled maintenance and outages;
- Purchases of learning spaces equipment or software made outside of IT Shared Services are prohibited, per the VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment;
- Comply with VSC Acceptable Use Policy;
- Comply with VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment;
- Comply with the VSC Guidelines for Use of External Teaching/Learning Resources;
- Comply with [VSC Policy 312 Compliance With The Family Educational Rights And Privacy Act Ferpa](#)

1.3 Boundaries of Service Features and Functions

This SLA covers approved and properly procured academic applications provided to VSC Institutions; refer to IT Shared Services Service Catalog.

- Software and systems purchased without authorization of IT Shared Services are prohibited;
- Requests for new systems, software, and add-ons must be submitted to the Helpdesk prior to purchase;
- All requests for new systems, software, and add-ons must go through the VSC process for Third-Party Security review and must be approved by the security team prior to purchase;
- All requests for new systems, software, and add-ons must go through an Accessibility review prior to purchase;
- New systems or applications that impact core business functions if introduced into the academic environment may incur charges and/or additional processes to implement and transition the system for support by IT Shared Services;
- Service requests requiring a scope of work outside of routine maintenance or operations will be addressed as projects with the service scope and delivery timeframe dictated by a project plan.

1.4 Service Level Performance

- Incidents are prioritized based on their impact to the organization;
- There are no specific service levels beyond that of IT Shared Services SLA. Due dates can be set by agreement on individual requests;
- Incidents and service requests will be reviewed weekly.

2 Roles and Responsibilities

2.1 Shared Services IT Responsibilities in Support of the Service

IT Shared Services responsibilities and/or requirements in support of this Service includes:

- Continuous effort to develop and improve services for all service users;
- Provide remote support Monday-Friday, 8:00 AM to 4:30 PM, for the applications within the scope of this SLA;
- Proactively escalate key issues or concerns affecting the delivery of service;
- Basic up/down system monitoring, including integrations and feeds;
- Adhere to established Maintenance windows.

2.2 Customer Responsibilities in Support of the Service

Customer responsibilities and/or requirements in support of this SLA include:

- Fund and support development and operational support efforts for current and new applications;
- Identify functional administrator for each system to configure application and manage user responsibilities in support of service;
- Provide department's business processes and requirements including retention parameters;
- Include IT Shared Services in RFP and procurement processes related to academic applications or core academic processes of the institutions;
- Adherence to all other relevant SLAs and policies;
- As needed, participate in steering/change advisory and other committee meetings.

3 Hours of Coverage and Escalation

3.1 Hours of Coverage

Service hours are Monday-Friday, 8:00 AM to 4:30 PM.

3.2 Service Exceptions to Coverage

Exceptions to coverage include periods of planned maintenance, VSC holidays, catastrophic events, or campus closures.

3.3 Escalation and Exceptions

If you are not satisfied with the performance of the service or incident/request process, please contact the Service Owner or Service Manager.

IT Shared Services Contacts:

Service Owner	Name: Sarah Chambers Title: Director of Learning Technologies Phone: 802-468-6078 Email: sarah.chambers@castleton.edu
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Service Manager	Name: Kellie Campbell Title: Chief Information Officer Phone: 802-233-0271 Email: kcampbell@vsc.edu
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To request exceptions to defined service levels based on exceptional business needs, please email cio@vsc.edu. The Office of the CIO/IT Shared Services will respond to the message within 5 business days and escalate any mutually agreed upon exceptions to the [IT Strategic Advisory Council] and [COP] for review, approval, and funding, if necessary.

4 Service Requests

A Service Request is defined as a request for information, advice, or for access to a service.

4.1 Service Request Submission

Service Requests can be submitted by creating a support ticket in [ServiceDesk](#).

4.2 Service Request Response

For all requests, IT Shared Services' objective is to acknowledge and assign requests within 12-24 business hours of receipt. Requests will be fulfilled within seven (7) days. Campus priorities may require exceptions during certain times of the Academic year.

5 Incidents

An incident is defined as any interruption in the normal functioning of a service or system

5.1 Incident Report

Incidents can be reported using [ServiceDesk](#).

5.2 Incident Response

It is the goal of IT Shared Services to respond to incidents as quickly as possible.

Given that complete resolution of an incident may require equipment replacement, repair, or vendor assistance, technicians may prioritize restoring functionality to reduce the impact to end users.

Level of Incident	Response Time*	Resolution Time**	Functionality Restored	Communication
L5: No Error – Equipment is functional, user needs support	Within 60 minutes	5-10 minutes	Time of resolution	

L4: Minor Error-Equipment/software needs minor service	Within 60 minutes	1-4 hours	Time of resolution	Users will be notified if needed
L3: Device/System Failure – Specific device or system is not working; reimage/repair/replacement required	Within 60 minutes	1-3 business days	1-4 hours	Users will be notified, and alternative equipment provided
L2: Equipment Failure: Multiple device/system failures	Within 60 minutes	1-4 weeks	1-4 hours	Users will be notified, and alternative equipment provided
L1: Complex Failure: Failure of a specialized or complex system or space	Within 60 minutes	1-4 weeks	1-4 weeks	Users will be notified. Alternative equipment will be provided, or a room change coordinated if necessary

* Response time is dependent on the immediate availability of technicians.

** Resolution time is dependent on severity of incident, availability of replacement equipment, need for vendor assistance, etc.

*** Resolution time for hosted applications and services is dependent on hosting agreement for application(s), SLAs, and service contracts.

5.3 Prioritization

All reported incidents receive a priority number based on the impact and urgency of the service interruption. Impact is determined based on the number of people/departments/buildings that are affected by the interruption or outage. Life-Safety issues are taken into consideration for assessing and assigning priorities. Urgency is based on the acceptable delay to restore the service. Urgency can be critical or high and is determined based on the nature of the service outage.

IT Shared Services may prioritize incoming incident requests as L1 or L2 priority if it meets one or more of the following criteria:

- Significant number of people affected;

- The level to which work is impaired for individuals;
- Academic and Administrative Calendar deadlines;
- Significant impact on the delivery of instruction;
- Significant risk to safety, law, rule, or policy compliance.

6 Maintenance and Service Changes

The Maintenance Window for Academic Applications can be found on the IT Shared Services website.

IT Shared Services reserves the right to modify the maintenance window.

7 Performance and Review

7.1 System Performance and Availability

Service performance and availability reports will be provided with the release of the annual report.

7.2 SLA Reviews

IT Shared Services is responsible for facilitating reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. This SLA contains the complete agreement between the parties and shall not be changed, amended, or altered except in writing and signed by each party.

Signatures

Revision History

Date	Revision	Revised By	Signature
12/21/2022	Original Draft	Meg Walz	
7/9/2024	Revised	Gayle Malinowski	
1/16/2025	Revised	Gayle Malinowski	<i>GM</i>

8 Appendix A

Category	Application Name	Description/Purpose
Academic	CES	Instructor Evaluation
Academic	Canvas	Learning Management

Academic	Respondus	Online Exam Proctoring
Academic	Turnitin	Plagiarism detection
Academic	Yuja	Lecture capture
Academic	Zoom	Video Conferencing