Service Level Agreement (SLA) for Learning Spaces Technologies

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

1   General Overview

This is an SLA between IT Shared Services and the member institutions of the Vermont State Colleges (VSC) system. This agreement outlines the Learning Spaces Technologies 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 faculty, staff, student, guest, or any other user of this service.

2   Service Description

2.1   Service Scope

The scope of this service is to provide support, planning, and procurement services for the learning spaces technologies owned or leased by the Vermont State Colleges.

These services include:
- Training on the use of equipment and software;
- Recommendations for learning spaces design and technology in collaboration with campus partners and stakeholders;
- Schedule and facilitate equipment installations, upgrades, and maintenance;
- Planning and procurement of equipment and software;
- Asset management of learning spaces equipment;
- Triage, troubleshoot, and resolve technical issues with learning spaces equipment and software;

2.2   End-User Requirements to Use the Service
- Submit requests for equipment, software, or related items via ServiceDesk;

- Utilize the Service Points outlined in the Help Desk Services SLA to report technical issues and incidents;
- 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.

2.3   Boundaries of Service Features and Functions

- This agreement applies to equipment and software owned or leased by the Vermont State Colleges;
- Equipment may only be installed in VSC owned or leased locations, or VSC-contracted sites approved by IT Shared Services;
- This agreement does not apply to personally owned equipment and software;
- This agreement applies to equipment permanently installed in learning spaces and loaner equipment provided by IT Shared Services;
- Relocation of installed equipment is discouraged; Institution may be responsible for additional costs related to transport, uninstall, re-installation, and re-programming;
- This agreement applies to grant funded purchases;
- Support for highly specialized academic uses may be limited;
- Services for special events and outside groups may be limited;
- IT Shared Services does not provide broadcast/streaming services;
- Staffing for support is by region and there is no specific FTE on each campus for learning spaces support.

3   Roles and Responsibilities

3.1   IT Shared Services Responsibilities in Support of the Service

- Provide technical and software support for the hardware covered in accordance with the Help Desk Services SLA and Software Services SLA;
- Regularly negotiate vendor hardware contracts and agreements for the VSC;
- Facilitate and schedule vendor installations, updates, and repairs;
- Maintain an inventory of covered equipment and software;
- Maintain an inventory of the type of technologies available in each learning space;
- Provide planning and procurement services, such as RFP development, in compliance with VSC Standards and Procedures for Purchases or Leases of Goods, Services and Equipment;
- Provide friendly, courteous, and efficient service;
- Continuously evaluate and improve services for all end-users;
- Promptly refer any inquiries/complaints to the appropriate responsible team.

3.2 Customer Responsibilities in Support of the Service

- Institutions will provide reasonable access to learning spaces during normal business hours;
- Upon request of IT Shared Services, provide staff and faculty resources to participate in development of RFPs, and evaluate responses;
- Upon request, provide staff and faculty resources to evaluate potential hardware and software solutions and provide timely feedback;
- Responsible for the cost of the hardware and applicable maintenance contracts;
- Responsible for equipment failures resulting from environmental factors, i.e. extreme temperatures, humidity, excessive dust;
- Comply with the VSC Acceptable Use Policy;
- Comply with the 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;
- IT Strategic Advisory Committee to collaborate with Shared Services IT on the service framework to satisfy the Vermont State Colleges business requirements;
- Comply with the SLA and follow process for escalation if services are not being met.

4 Hours of Coverage and Escalation

4.1 Hours of Coverage

Please refer to Help Desk Services SLA

4.2 Service Exceptions to Coverage

No exceptions listed.

4.3 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
Service Manager	Name: Tim Dusablon Title: Manager of Learning Spaces Phone: 802-752-7366 Email: timothy.dusablon@vtc.edu

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 for review, approval, and funding, if necessary.

5   Service Requests

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

5.1   Service Request Submission

Service Requests can be submitted by creating a support ticket in ServiceDesk.

5.2   Service Request Response

For all requests, IT Shared Services' objective is to acknowledge and assign requests within 12-24 business hours of receipt. Campus priorities may require exceptions during certain times of the Academic year.

6   Incidents

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

6.1   Incident Report

Incidents can be reported by creating a support ticket in ServiceDesk or the other Service Point options.

6.2   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 needs minor adjustment	Within 60 minutes	1-4 hours	Time of resolution	Users will be notified if needed
L3: Device Failure – Specific device is not working; repair/replacem ent required	Within 60 minutes	1-3 business days	1-4 hours	Users will be notified, and alternative equipment provided
L2: Equipment Failure: Multiple device 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, access to location, inclement weather, etc.

6.3   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.

7 Maintenance and Service Changes

The Maintenance Window for Learning Spaces Technologies can be found on the IT Shared Services website.

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

8 Performance and Review

8.1 System Performance and Availability

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

8.2 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	Gayle Malinowski	
1/16/2025	Revision	Gayle Malinowski	*HM*