

**Information Technology Department  
User Services  
Help Desk  
Service Level Agreement**

This document is intended to provide the Providence College campus community with a better understanding of services and timeframes the IT department provides support services. This service level agreement is limited in scope for services provided out of the Help Desk to the campus community. This service level agreement is subject to change and should be considered a work in process.

**Who is covered:**

This agreement is intended to include the students, faculty and staff of Providence College. This is limited to student owned computers used on the campus network for academic purposes and Providence College owned computers used by students, faculty and staff in public computer labs, staff and faculty offices and student organizations.

**How to request service:**

The help desk operates a call center to receive and document all requests for service. To place a request for assistance please call x4357 (HELP) and provide the call receiver with the information they request to enter a work order for you.

**Hours of operation:**

The help desk is open seven (7) days a week as is the call center. Hours of operation are: Sunday 12:00pm to 12:00am; Monday thru Thursday 8:00am to 12:00am; Friday 8:00am to 8:00pm and Saturday 9:00am to 5:00pm. During these hours the call center is available to answer questions and document a work order request for service.

Service is available to resolve the entered work orders during specific hours. Faculty and staff computer service is performed Monday thru Friday during the hours of 8:00am to 4:30pm. Student computer issues are handled by our ResNet program which operates Sunday thru Thursday from 6:00pm to 10:00pm.

**Response times:**

Faculty and staff work orders will usually have a technician respond to them within an eight (8) hour timeframe. High priority is given to systems that will not boot up to the operating system or will not login to the operating system. These high priority work orders will usually have a response time of within four (4) hours.

Student work orders will have a ResNet technician respond to them within a reasonable timeframe. Systems brought into the help desk will be done on an ad-hoc basis as time allows.