

# JTCC Service Level Agreement (SLA) Academic Instructional Computer Lab

<p><b>Customers</b></p>	<p>John Tyler Community College students and faculty for Chester and Midlothian Campus locations.</p>
<p><b>Mission</b></p>	<p>The Academic Instructional Computer Labs are committed to delivering consistent quality customer service and technical solutions in support of learning and teaching specific discipline and academic instruction.</p>
<p><b>Contacts</b></p>	<p>See staffing information posted in computer labs.</p>
<p><b>Services Covered</b></p>	<p>The Lab staff provides services and resources required to support the following areas, but not limited to:</p> <ul style="list-style-type: none"> <li>• Computer and peripheral hardware</li> <li>• Computer software</li> <li>• Computer logon access</li> <li>• Network connectivity assistance</li> <li>• Desktop Hardware/Software</li> <li>• Internet access</li> <li>• Hardware/software Installation</li> <li>• Hardware equipment moves</li> <li>• Hardware/software Inventory</li> <li>• Information Systems – Applications Development and Reporting</li> <li>• Support faculty media needs</li> <li>• Printer setup</li> <li>• Security – access and passwords</li> <li>• Maintaining toner and supplying printers with paper</li> <li>• Keeping all interested parties apprised of changes to be made in the lab</li> <li>• Adhere to all copyright laws when working with any published media</li> <li>• Faculty course delivery</li> </ul>
<p><b>Service Goals</b></p>	<p>Computer lab staff are committed to delivering quality customer service by:</p> <ul style="list-style-type: none"> <li>• Interacting with students and faculty in a respectful and courteous manner.</li> <li>• Making every effort to resolve problems that occur during class time immediately.</li> <li>• Proactively maintaining computer lab technologies through planned maintenance and constant oversight.</li> </ul>

	<ul style="list-style-type: none"> <li>• Regularly monitoring computer lab environment and assisting users.</li> <li>• Striving to ensure customer satisfaction.</li> <li>• Responding to requests for assistance in a professional manner.</li> <li>• Obtaining, installing, and testing general use and specialty software requested by faculty to ensure its functionality with lab hardware and software environment.</li> <li>• Performing preventive maintenance to keep the computer lab in functional order that minimizes problems with as little impact to the teaching and learning process as possible.</li> </ul>								
<b>Hours of Support</b>	See Hours of Operation posted in computer labs.								
<b>Environments Supported</b>	<p>Dell monitors and computers, Hewlett Packard printers and scanners, Microsoft operating systems and software as well as other vender hardware and software products in all general purpose computer labs.</p> <p>Apple Macintosh monitors, computers, hardware and software for discipline specialty Graphic Arts computer lab.</p>								
<b>Method for Requesting Services</b>	See Computer Lab staff on duty.								
<b>Support Levels</b>	<table border="1" data-bbox="342 1318 1468 1980"> <thead> <tr> <th data-bbox="342 1318 721 1507"> <b>First-Tier Support College Lab staff</b> </th> <th data-bbox="721 1318 1101 1507"> <b>Second-Tier Support Lab Instructional Assistant Manager</b> </th> <th data-bbox="1101 1318 1468 1507"> <b>Third-Tier Support College ITSC Help Desk</b> </th> </tr> </thead> <tbody> <tr> <td data-bbox="342 1507 721 1980">           Refresh workstation Image             Assisting students and faculty in using the computer equipment             Basic problem resolution steps for desktop workstations peripheral equipment and software             Reporting desktop,         </td> <td data-bbox="721 1507 1101 1980">           Build software image for refreshing of workstations             Problem resolution on desktop workstations             Installation and repair of desktop and peripheral hardware             Software resolutions         </td> <td data-bbox="1101 1507 1468 1980">           Network connection to servers             Full technical support for servers             Internet Connection             Enterprise hardware and software acquisitions             Technical Liaison         </td> </tr> </tbody> </table>	<b>First-Tier Support College Lab staff</b>	<b>Second-Tier Support Lab Instructional Assistant Manager</b>	<b>Third-Tier Support College ITSC Help Desk</b>	Refresh workstation Image  Assisting students and faculty in using the computer equipment  Basic problem resolution steps for desktop workstations peripheral equipment and software  Reporting desktop,	Build software image for refreshing of workstations  Problem resolution on desktop workstations  Installation and repair of desktop and peripheral hardware  Software resolutions	Network connection to servers  Full technical support for servers  Internet Connection  Enterprise hardware and software acquisitions  Technical Liaison		
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	peripheral equipment, and software problems to Lab Manager	Notice to place service call to vendor for computer or printer maintenance as applicable	Technology security – access, etc.  Contact VCCS ITS
<b>E-mail Support</b>	See information listed in computer labs.		
<b>Customer Satisfaction</b>	Customers will be surveyed in accordance with assessment guidelines.		

Revision: 9-15-09