

JTCC Information Center Service Level Agreement

MyTyler Helpdesk

Customers	John Tyler Community College students.
Mission	Provide a first point of contact for the college's students for problems involving access into and navigation on the myTyler Portal using Peoplesoft application.
Location	Chester Campus
Contacts	<p>Adrienne Wilkins Manager, Information Center Chester: 804.706.5098 Monday: 8:00 a.m. – 7:00 p.m. Tuesday-Friday: 8:00 a.m. – 5:00 p.m. awilkins@jtcc.edu</p> <p>Shirlwin Watkins Education Support Specialist Information Center Chester: 804.706.5097 M-F: 8:00 am – 5:00 pm swatkins@jtcc.edu</p> <p>Wanda Smith Administrative Assistant Information Center Chester: 804.706.5099 M-F: 8:00 am – 2:00 pm wsmith@jtcc.edu</p> <p>Helpdesk Staff 804.706.5096 Monday: 8:00am – 7:00pm Tuesday-Friday: 8:00 am – 5:00 pm mytylerhelpdesk@jtcc.edu</p>
Services Covered	Provide assistance with password reset requests and navigation issues. Respond to emails, voicemails and walk-ins.
Service Goals	1: Solve 98% of password reset calls on first contact.

	<p>2: Solve 95% of callers on navigation issues on first contact.</p> <p>3: Answer 90% of the calls on the first 4 rings.</p> <p>4: Respond to emails or voicemails left during manned shift within 2 hours.</p> <p>5: Respond to emails left during unmanned hours during the best contact time as indicated by the caller or within the first 2 hours of the next manned shift.</p>
Hours of Support	<p>Monday: 8:00 am-7:00 pm</p> <p>Tuesday-Friday: 8:00am – 5:00 pm</p>
Environments Supported	<p>Virginia Community College Enterprise Systems:</p> <ul style="list-style-type: none"> • Peoplesoft Student Information System • Student Email – Gmail • Content Course Management – Blackboard • Library Services • Virginia Education Wizard • MyVCCS Portal <p>John Tyler Community College Systems:</p> <ul style="list-style-type: none"> • Internet Web site – www.jtcc.edu • Tyler Alert – Emergency Notification System • MyTyler Portal • General College Information
Method for Requesting Services	<p>Helpdesk: 804.706.5096</p> <p>Email: mytylerhelpdesk@jtcc.edu</p> <p>On-line Help Form: http://www.jtcc.edu/customapps/helpform1/</p>
Support Levels	<p>The MyTyler Help Desk support team determines the need for the escalation of inquiries when the services needed are beyond the scope of the services we provide.</p>
Web Support	<p>http://www.jtcc.edu/index.php?option=com_content&task=view&id=246&Itemid=332</p>
E-mail Support	<p>mytylerhelpdesk@jtcc.edu</p>
Service Metrics	<p>Complete all user requests in a timely manner.</p>

**Customer
Satisfaction**

Documentation of details of calls, walk-ins and emails is provided in a database

Revision: 9-15-09