IT Help Tickets Service Level Agreement

Purpose

To provide a single point of contact for all non-urgent technology assistance in order to expedite issue resolution.

How to Submit a Ticket

You may submit new tickets and interact with your open tickets in one of two ways:

1. Send an email to **ithelp@hcc-nd.edu** from your HC email account. You will receive email notifications of updates to your tickets, and you may reply to these messages to append information to your open ticket.
2. Login at **http://ithelp.hcc-nd.edu** with your familiar HC username and password and fill out the simple form. You are also able to view, edit, and close your open tickets.

Responsibilities of Those Submitting a Ticket

Holy Cross faculty, staff, and students agree to be aware of and adhere to the college's Network Usage Policy.   They are also expected to provide any requested information relevant to their issue in a timely manner. If the issue is urgent according to the chart below please see IT staff for immediate assistance and do not submit a ticket.

Priorities and Response Times

We will use the following guidelines in prioritizing requests and will strive to begin working on the problem within the target timeframe. Actual response times may be shorter or longer depending on the volume of requests at any one time.

Priority	Criteria	Target Response Time*
Urgent	Issues which have significant repercussions, time sensitivity, or that render a large system unusable are deemed URGENT. Examples include the internet being unavailable to campus, widely used software such as Empower/Portal or Moodle being inaccessible, or your computer is infected with malicious software.	DO NOT SUBMIT TICKET. See IT staff for immediate assistance
High	Issues which have a large impact on your ability to do your work, but do not prohibit work or affect a large number of people are deemed HIGH. Examples include wireless internet being inaccessible in a certain location, your area network printer is inoperable, or the inability to login to a specific service.	Within 6 business hours
Normal	Issues that affect one piece of functionality in a non-urgent way are NORMAL priority. Examples include "how to" questions, problems with a desktop printer, advance requesting of media carts, office moves, or intermittent workstation problems.	Within 12 business hours

* Target Response Time is defined as the time between receipt of the ticket and the time when a staff member begins working on the problem. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

Contact

Regular Business Hours: 8AM – 5PM, Monday through Friday excluding holidays

Douglas Blair	office V-151	dblair@hcc-nd.edu	574.239.8380
Nathan Krakowski	office V-153	nkrakowski@hcc-nd.edu	574.239.8389