

# IT Service Level Agreement

## Purpose:

To ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to all employees

## Objectives:

- Provide clear reference to service ownership, accountability, roles, and/or responsibilities
- Present a clear, concise and measurable description of service provisions to employees
- Match perceptions of expected service provision with actual service support and delivery

## Commitment

- The IT department will supply proactive and reactive technology support services on and off business hours
- The IT department is committed to helping employees achieve their objectives using appropriate technologies. To achieve this IT has adopted a partnering approach with employees. This is based on:
  - An open and constructive communication style
  - A commitment to, and promotion of, customer service ethics
  - A proactive and shared approach to problem solving
  - Ensuring each employee understands their roles and responsibilities in relation to this agreement

## IT Response Time

- All requests are assigned a priority rating which is determined by the IT team based on the information received from the requestor and knowledge of the other work at hand. All requests submitted default to medium. If other than that, the requestor should indicate in the request when making it.

Rating	Response	Completion	Definition of Work Request
High	1 hour	4 hours	Immediate risk; Work shutdown; Immediate impact to work process being done
Medium	2 hours	8 hours	Impending risk; Have workarounds; Delay in work process being done

Rating	Response	Completion	Definition of Work Request
Low	4 hours	2 days	No discernible impact to work process within specific timeframe
Project	4 hours	As agreed to by stakeholders	Project related tasks as discussed by stakeholders; Reports (unless indicated that need is immediate)

- Major upgrades will be treated as projects outside the scope of this service level agreement

## Customer Expectations

- The IT team will try to resolve tickets as quickly and efficiently as possible
- If the IT team needs more information, they will reach out to the requestor, if no response is given within 7 business days, the IT team will see if the requestor is out of office. If not, they will put notes in the ticket with efforts made to resolve the ticket and then will close the ticket due to no response
- If a ticket is waiting for resolution, the IT team will do follow ups every 2-3 days to keep communication on the status of the ticket

## Support Hours

- IT business hours are 7:00 AM - 3:30 PM, Monday - Friday
- Off business hours - call (989) 775-1010 and leave a message or send an email to [support@jranck.com](mailto:support@jranck.com)

## Acceptable Methods to Request IT Services

- Email [support@jranck.com](mailto:support@jranck.com)
- Phone (989) 775-1010 external or 2120 extension internal
- Stop by IT department

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