

## SERVICE LEVEL AGREEMENT

<i>Service Element Identification Details</i>	
<b>Service Category Name</b>	Desktop Support
<b>Service Category Description</b>	Management of office productivity systems & applications
<b>Service Element Name</b>	Provisioning of equipment, network access, and software for a new LCTCS employee
<b>Business Criticality</b>	N/A
<i>Service Element Definition</i>	
<b>Service Element Description</b>	<p>Employee will be provisioned the following items</p> <ul style="list-style-type: none"> <li>• Desktop and/or Laptop</li> <li>• LCTCS Network user account</li> <li>• LCTCS email account</li> <li>• Peoplesoft client access – if needed</li> <li>• Office Productivity Software</li> <li>• Internet access</li> <li>• Access to a minimum of one network attached printer</li> <li>• Anti-virus service</li> <li>• Anti-spam service</li> <li>• File Storage on Network Drive for Data Files</li> </ul>
<i>Service Element Measures</i>	
<b>Reliability</b>	N/A
<b>Availability</b>	Normal Business Hours M-F 8-5
<b>Serviceability</b>	N/A
<b>Response</b>	The request will be satisfied 95% of the time within 2 Business Days
<b>User Satisfaction</b>	Desktop support person will survey the users 3 days after initial setup.
<i>Constraints</i>	
<b>Workload</b>	NA
<b>Standards</b>	NA
<b>Dependencies</b>	<p>The following dependencies must be satisfied for the SLA to be applicable for the service request.</p> <ul style="list-style-type: none"> <li>• Network Access Form properly completed, signed by a Supervisor, and delivered to the desktop support person.</li> <li>• Functioning and usable computer system onsite that meets the work needs of the employee.</li> <li>• Availability of licensed software.</li> <li>• Additional hardware or software installations are not required.</li> </ul>

	<ul style="list-style-type: none"><li>• Active network connection available at the employee's primary work location.</li></ul>
<i>Additional Notes</i>	
<b>Related Reports</b>	N/A
<b>References</b>	N/A
<b>General information</b>	N/A

11/11/2005 JLH