



Service Level Agreement Between the Call Center and Technical Services

Objective of the Agreement

- The purpose of this Service Level Agreement is to describe the agreed upon alert and response process between the **Call Center and Technical Services** in the case of business stop emergencies including classroom multimedia emergencies and employee business events reported to the Call Center.

This Agreement sets out:

- The actions that the Call Center will take to alert responsible ETS personnel.
- The agreed upon response.

Future reviews and amendments to this Service Level Agreement

- This agreement will be reviewed in six months then annually as part of the annual planning process and any changes will be agreed with all involved parties. Changes made to this agreement will be signed off by all parties.

Objectives of the Service

- To provide prompt and efficient support for classroom multimedia/in-classroom multi-user emergencies and employee business stop events.

Service Providers

- Call Center
- Technical Services (De Anza and Foothill Colleges)
- Director, Networks & Client Services

Responsibilities

- The Call Center's responsibility in the case of a classroom multimedia emergency or employee business stop event is to gather as much information about the emergency as possible (name of user, location, description of issue, and call back number of user if possible, and will confirm location if possible) and to alert the responsible Technical Services Coordinator, Technician, Supervisor, or Director.

Service Availability

Multimedia Classroom Emergency

- The Call Center is tasked with alerting Technical Services about classroom multimedia emergencies that are reported to the Call Center during Call Center's hours of 7:00 am-5:00 pm, M-F. CC staff cell phones are alerted when voicemails are left.
- Technical Services is tasked with responding to 5pm to 6:30pm M-Th classroom multimedia emergencies. Technical Services staff cell phones are alerted when voicemails are left.
- The Director, Networks & Client Services is the escalation point if no staff are available to respond to the voice mail left with notification to the cell phones.



Employee Business Stop Event

- The Call Center is tasked with collecting as much information as possible about the problem; Resolving the problem if they have the knowledge and skill to do so; Look up past work request history for repeated similar/same problem and resolution: resolve or escalate to Technical Services during Call Center's hours of 7:00 am-5:00 pm, M-F.
- When there are repeated requests for help from the employee on the same issue, Call Center Supervisor will coordinate with the Technical Services Supervisor and Director, Networks & Client Services on next steps.

Service Levels/Standards

- Between the hours of 8:00 am and 4:00 pm, M-F, when the Call Center is alerted to a classroom multimedia emergency, the Call Center will call the responsible Technical Services Coordinator on their cell phone. If the Coordinator is not available, the Call Center will call the Technical Services Supervisor on their cell phone. If the Supervisor is not available, the Call Center will call the campus primary multimedia support employee on their cell phone.

If the campus primary multimedia support employee is not available, the Call Center will call the Director, Networks & Client Services on their cell phone. The Call Center will document all alert attempts in work request and will continue to call responsible Coordinator, Supervisor, multimedia support employee, and Director until contact and response is received.

- Between the hours of 7:00 am and 8:00 am M-F, and between 4:00 pm and 5:00 pm M-F, the Call Center will call the Technical Services Supervisor. This will be adjusted based on staff availability. When staff are out of the office, back up contact personnel information is communicated to the Call Center staff.
- Between the hours of 5:00-6:30 pm M-TH, the multimedia classroom emergency calls routes to the corresponding campus assigned Technical Services staff. If there is no response by the staff, the alert will continue to call the cell phones including the Director, Networks & Clients Services, until someone listens to the voicemail and saves the message. If the Director, Networks & Client Services is available to listen to the emergency alert, the Director will attempt to contact available Technical Services staff at the corresponding campus or call the user directly to respond to the problem.
- Response Times and Priorities
 - In Classroom Multimedia emergencies/Instruction are the first priority immediate response.
 - Individual Employee Business Stop Event is Best Effort.

Definitions:

Employee Business Stop Event

The employee reports they cannot do their work because a technology element is not functioning.

Date of original Agreement: 11/28/2017

Updated: 8/20/2019

Signatories to Agreement:

- **Kelly Pettit**
- **Josie Hernandez**
- **Sharon Luciw**
- **John Vandercook**
- **Terry Rowe**

EDUCATIONAL TECHNOLOGY SERVICES



Moving Education Forward With Technology

- **Bernie Paragas**
- **Carlos Barreto**
- ~~**Paul Aguilar (Retired)**~~