Office of Information Technology
Technical Support Services Division

OIT Help Desk Service Level Agreement

Horry-Georgetown Technical College's Office of Information Technology (OIT) provides a wide range of computing and information technology services to the college community. This Service Level Agreement (SLA) documents the level of service expected of the OIT department to the HGTC community and the responsibilities of the HGTC community with regard to requesting services.

Purpose
The purpose of the SLA is to ensure that the proper elements and commitments are in place to provide consistent support.

Goal
The goal of this SLA is to obtain mutual agreement for delivery of services between OIT and the college community.

Scope
This SLA encompasses: (1) OIT Help Desk's service commitment; (2) OIT Help Desk's areas of support; (3) hours of operation; (4) how to contact the OIT Help Desk; (5) response and resolution times; (6) customer responsibilities.

OIT Help Desk's Service Commitment
The OIT Help Desk will do the following to maintain a high level of quality customer service.
- Provide high quality service that address the needs of the college community
- Collaborate with one another and facilitate two-way communication with faculty, students, and staff
- Seek user feedback to continually make improvements
- Provide clear and timely communications on outstanding issues and requests
- Apply current industry best practices

Areas of Support
The OIT Help Desk provides support to HGTC faculty, staff and students who require assistance in the following areas:
Note: This list includes but is not limited to the OIT Help Desk's area of support.
- WaveNet Support
- Banner Support
- College email accounts
- Technical support of college purchased hardware and software
- Network and Internet access
- Support for personal computers and devices, which is limited to:
    - Connecting to college Wi-Fi
    - Accessing college email and documents online
    - Connection to college provided resources (i.e. WaveNet, Desire2Learn "D2L", etc.)
- Remote access (VPN)
- Telecommunications
- Video Conferencing
- Technology consultation
- College IT procurement

Hours of Operation
The OIT Help Desk is open 7:45am – 5:00pm Monday – Thursday and 8:00am – 12:30pm Fridays
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How to Contact the OIT Help Desk
- Email: **helpdesk@hgtc.edu**
- Phone: 843-349-5340
- Online Support Request Options
    - Faculty and Staff: Utilize the Help Desk Management System (Track-IT)
    - Students: Utilize the "Online Technical Support" channel within WaveNet

Response and Resolution Times
Response and resolution times fit within the hours of 8 a.m. – 4:30 p.m.

Response Time: Measured from ticket submittal until the appropriate **assigned** tech replies for the first time. Note: The auto-generated confirmation email sent to the requester does not fulfill the response time requirement.

Resolution Time: Measured from ticket submittal until the issue is resolved*.
The table below provides examples of issues and commitments based on priority. Urgency and campus-wide impact determine the priority level.
Resolution includes temporary fix or work-around solution.
Resolution times can be affected after initial investigation if deemed necessary.

Priority	Example	Response Time Within	Resolution Time * Within
Urgent	Technical issues halting time-sensitive work: Internet and College-wide Service interruptions; smartclassrooms, WaveNet or D2L	1 hours	4 hours
High	Technical issues that impede time-sensitive work	4 hours	1 business day
Normal	Individual hardware or software support, network issues, account issues, and printing problems	1 business day	2 business days
Low	Technology consultation and general questions	1 business day	5 business days
Scheduled	Technology procurement, installations and office moves	1 business day	Scheduled date

Customer Responsibilities

Note: Before submitting a work order request in relation to urgent or high priority classifications, please review the WaveNet announcement channel and the College email system.

Creating a OIT Help Desk ticket starts a conversation with the goal of resolving an issue.

- *Students*:
  - Provide detailed information regarding the issue. For example, include specific error message or specific location of hardware (building, room number, location in room)
  - Provide preferred contact method
  - Make every effort to be available to communicate with the technician.
    - When a technician requests information from you, your ticket will go into pending mode.
    - Your ticket will be closed after 5 business days of no response.
- *Faculty and Staff*:
  - Provide detailed information regarding the issue. For example, include specific error message or specific location of hardware (building, room number, location in room)
  - Note: You can add details to your ticket anytime by using the links sent in the auto-generated work order response email
  - Provide preferred contact method
  - Make every effort to be available to communicate with the technician.
    - When a technician requests information from you, your ticket will go into pending mode.
    - Your ticket will be closed after 5 business days of no response.
    - You can reply anytime, even after it has been closed, to keep the ticket active.