

Login: You must be logged in with your email credentials to view pages in this system. For Username use only the part of your email before the @.

Example: jdoe@example.org → jdoe

Service Level Agreement Expectations

What It Typically Includes:

1. **Response Time**

How long it takes for the IT team to acknowledge a request or support ticket (e.g., “All tickets will receive an initial response within 1 business day”).

2. **Resolution Time**

How long it should take to fix the issue, depending on the severity (e.g., “Critical outages will be resolved within 4 hours”).

3. **Priority Levels**

Issues are often categorized by urgency:

- ? **High:** Network down, system-wide outages
- ? **Medium:** Device issues affecting a single user
- ? **Low:** Non-urgent requests or general inquiries

4. **Support Hours**

When help is available (e.g., Monday–Friday, 8:00–16:00)

5. **Communication Expectations**

How users will be updated (e.g., email updates, portal messages)

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