SUNY Learning Network
Service Level Agreement
End User HelpDesk Support

Scope

The SUNY Learning Network (SLN) HelpDesk provides end user support for Learning Management Systems (LMS) via telephone, web, and e-mail for prospective and active students and faculty of the SUNY community. The SLN HelpDesk staff strives to deliver quality customer service to support the missions of the SLN and the Office of the Provost. To ensure the best possible support, the HelpDesk provides the SUNY community with this Service Level Agreement outlining specific services, priorities, and responsibilities related to the support of technology.

This document represents an understanding between the HelpDesk and the SUNY community who use Learning Management Systems and computing resources supported by the SUNY Learning Network.

Statement of Services

The HelpDesk is committed to delivering quality customer service by:

- Responding to requests for support within appropriate time frames
- Interacting with all contacts in a respectful and professional manner
- Requesting feedback for opportunities for improvement
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring established performance indicators

HelpDesk Services

The HelpDesk is the initial point of contact for all questions, issues, information, and service requests regarding online course support for faculty, students, and campus staff. The HelpDesk staff attempts to resolve inquiries on first contact. If this is not possible, your request is logged into the HelpDesk tracking system for additional SLN staff member(s) to be assigned and assist with resolution.

The HelpDesk service focuses on direct support and assistance for end users on Learning Management Systems (LMS). This includes the following:

- “How to” questions for a campus LMS
- LMS navigation guidance for campus students and faculty
• LMS “log in” or access questions
• Ability to view issue resolutions in the Footprints ticket tracking system
• Initial point of contact for all SLN questions and issues (Service Desk). The HelpDesk attempts to resolve various student & faculty issues. When the HelpDesk is unable to resolve the issue, a service ticket is generated to escalate to:
  o The SLN Education Team for questions regarding course quality and design, as well as questions pertaining to pedagogy.
  o The SLN Application Services Team for higher level support for application incidents, bugs, and queries (Tier 2).
  o Other appropriate teams or staff within SLN

**Issues Resolution**

The HelpDesk goal is to resolve issues completely at the time of the service call. When that is not possible, staff will document and assign priorities for the service call received in order to expedite a resolution for the issue. All calls and tickets will be handled according to the priority assigned to them.

During **non-peak times**, the HelpDesk **average resolution rate** during normal business hours is 2 hours. Due to the volume of calls during the opening two weeks of school, during exam periods, and in other peak volume weeks, response times may be longer than normal. During **peak times or unexpected emergencies**, the HelpDesk **average resolution rate** during normal business hours is 12 hours. The HelpDesk staff will inform end users if such an exception is necessary.

**Normal Business Hours**

The HelpDesk is available during the following normal hours of operation:

- **Monday – Thursday, 8:00 AM to 9:00 PM**
- **Friday 8:00 AM to 5:00 PM**
- **Saturday 1:00PM to 5:00PM**
- **Sunday 1:00PM to 9:00PM**

All Hours are Eastern Standard Time

The HelpDesk can be reached directly via phone during normal office hours of operation:
1-800-875-6269 (toll-free within the United States)
1-518-443-5617 (direct)

The preferred method to contact the HelpDesk is via the web, by going to SLN’s Support Services portal at:  http://service.sunyconnect.suny.edu/footprints/proj16.html

Inquiries, requests, and information can be entered directly into the ticket tracking system (Footprints) and can be referenced by the initiator at any time. In addition, the SLN HelpDesk can also be reached via e-mail at:  slnsupport@itec.suny.edu

The HelpDesk sends out campus-wide e-mails when scheduled downtime for a service is required or an unexpected outage occurs. Requests that come in after the e-mail has been sent out will not be responded to until the outage is over.

_After Hours and Holidays_

When the HelpDesk is closed, the end user may contact the HelpDesk using any of the contact methods mentioned within the normal business hours area. The SLN HelpDesk will address requests only during the normal operating hours, in the order in which they are received.

Any modifications to the HelpDesk schedule or contact options will be announced through e-mail and/or public announcement areas ahead of any changes. A recorded voice message will also inform all callers. The HelpDesk does not close for all NY State designated holidays. The HelpDesk does close for major holidays, including Independence Day, Thanksgiving, Christmas, and New Year’s Day. Notification of holiday closings will be made in advance.

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_Campus Responsibilities_

In order to facilitate the support process, members of the SUNY Learning Network community are requested to:

- Assist in communicating with the HelpDesk if required. The HelpDesk analyst may close the call ticket if the analyst has not received any response after attempting to contact the client.
- Provide consent to access courses and content. SUNY Learning Network technical support personnel, including the HelpDesk and database/system administrators, respect the privacy and confidentiality of students and faculty. SLN personnel may access private areas and documents within courses to troubleshoot problems and assist students and/or faculty having technical difficulties. This includes login-as-user functionality.
• Notify the HelpDesk in advance of any pre-determined required assistance.

• Check the SUNY Learning Network website frequently for information and other links to self-help assistance at: http://sln.suny.edu

• Exercise patience by understanding the volume of requests the HelpDesk receives during peak times and the rationale for assessing service priorities.

• Provide SLN with college escalation contacts for student, faculty, and technical support, and update SLN when personnel changes occur.

• Check SLN announcements sent via e-mail or added to public announcement areas of each campus domain.

• Communicate with End Users regarding the information users need to provide when calling or sending requests to the SLN Helpdesk. Users are expected to provide the following information when speaking to a HelpDesk Analyst:
  o User name, and name of institution
  o Contact information (Preferred Phone and E-mail address)
  o Name and version of web browser software (Ex., Internet Explorer 7, Firefox 3)
  o Computer’s operating system (Microsoft Windows, MAC)
  o Detailed description of the technical problem or error and the SLN web site page
  o For issues related to a course, please be prepared to include course title and code, the name of the SUNY college offering the course, and the professor's name
  o For inquiries related to assignment submission, provide the name of your word processing software or other software being used to create the assignment (Ex. Excel, PowerPoint, etc.)

Quality Commitment & Feedback

The SUNY Learning Network is encouraged when the SUNY community provides us with feedback regarding the quality of our services. Negative or positive comments are always treated with importance. Management review comments and appropriate actions are taken when required. All information received through survey or other methods may be kept confidential, if requested. Always feel free to contact any member of our management team to share comments.