

SERVICE LEVEL AGREEMENTS (SLAs)

The following SLAs are in place for all DOTComm managed tickets (Incidents and Service Requests). Priority level is set by the DOTComm service owner responsible for delivery of the work. 90% performance is the target for all DOTComm SLAs. Customer satisfaction surveys are issued for all tickets to ensure timely and quality work is delivered. SLA performance and survey results are reported at the monthly DOTComm Oversight Committee meeting.

Priority Level	Criteria and Examples	Incident SLA (time to resolve)	SR SLA (time to resolve)
1	<p>Enterprise-wide loss or potential loss of mission critical data. A workaround is not available.</p> <p>Incident Example: Network Outage for core internet switch. Service Request Example: NA</p>	4 hours	NA
2	<p>Impacts one or more departments or sites. A workaround is not available.</p> <p>Incident Example: Fleet management system down. Service Request Example: NA</p>	8 hours	NA
3	<p>Impacts one or more users or departments (Interferes with normal completion of work; some work is impossible to complete). A workaround is not available.</p> <p>Incident Example: Critical printer is down at Corrections. Service Request Example: Updating Treasurers webpage with time-sensitive information.</p>	2 business days	5 business days
4	<p>Impacts one or more users or a department (Interferes with normal completion of work; some work is difficult to complete). A workaround is available.</p> <p>Incident Example: Computer is down and another one is available. Service Request Example: Request for a new VPN account.</p>	5 business days	10 business days
5	<p>Impacts individual user for non-urgent work (does not interfere with completion of work). May be considered a planning phase or pending status for Service Requests.</p> <p>Incident Example: Smart device issue for non-business app Service Request Example: Request for dual monitors.</p>	10 business days	20 business days