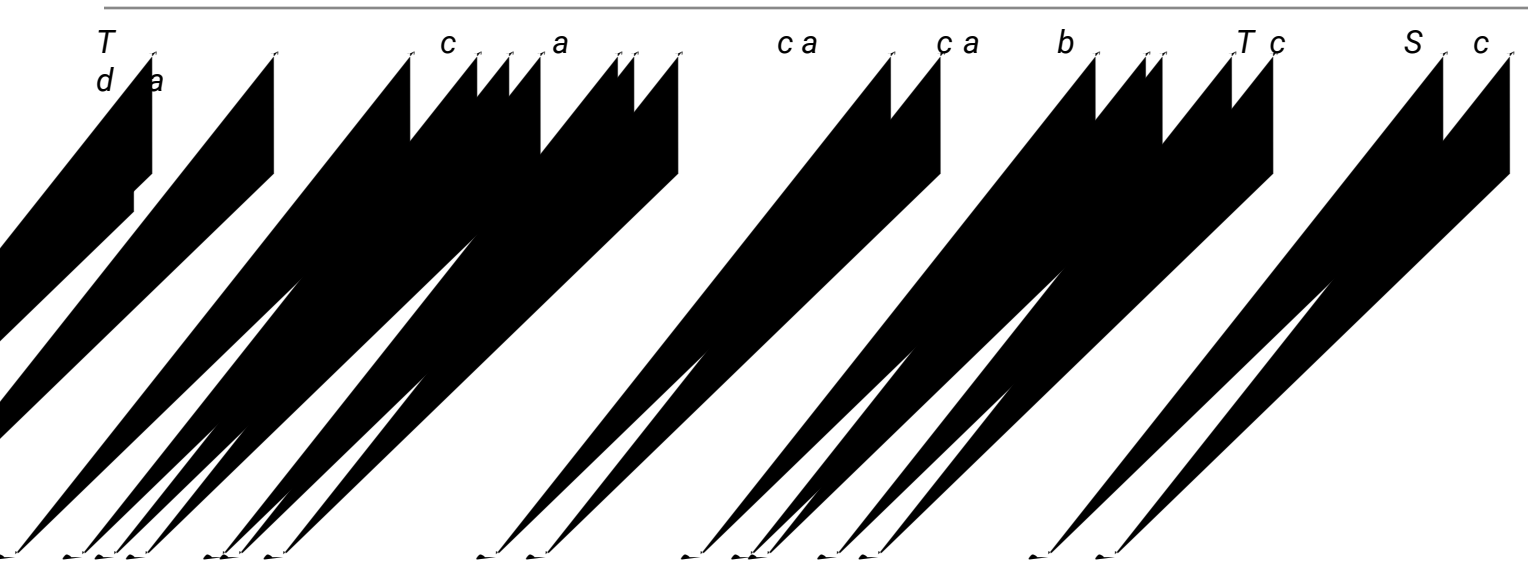


# Columbia Public Schools Technology Service Level Agreement (SLA)

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# Request Priorities

## Request Priorities

The tables below provide examples of how work order request priorities are assessed through a combination of the scope and/or impact of an issue. These are used to determine a target response and resolution time.

**Target Response Time (R):** The time between receipt of the call/work order and the time that a CPS technology services team member acknowledges the issue. Times are in business hours.

**Target Resolution Time (T):** The time between receipt of the call/work order and the time that a technology services team member resolves the issue. Times are in business hours.

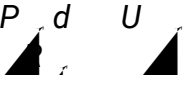
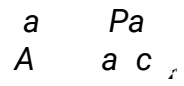
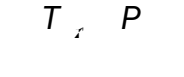
The following table provides examples of how request priorities are assessed through a combination of the scope and/or impact of an issue. These are used to determine a target response and resolution time.

Description & Criteria	Target Response Time (R)	Target Resolution Time (T)
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## Additional Priority Sets

Response Level	Criteria	Target Resolution Time
<p><i>P d U</i></p> 	<p>Communication has been sent and we are awaiting a reply with necessary information.                      Example: error message, screenshot, waiting to see if issue comes up again, the next class period, etc.</p>	<p>Follow up contact will be made and documented in the work order. Other methods of communication may be tried pending a response via the work order. After 3 days of no response, the work order will be closed.</p>
<p><i>A a Pa /</i></p> 	<p>Awaiting parts/assistance from the vendor. Details for the order will be noted on the issue for customer review.</p>	<p>Once the part(s) or fix arrives, we will be there that work day or next business day to resolve the issue.</p>
<p><i>L T P ç</i></p> 	<p>This is a large scale project that may take months to complete.</p>	

