



Information Systems Service Level Agreement

The purpose of this Service Level Agreement (SLA) is to establish a written agreement between the Information Systems Department and the Lancaster Bible College Community detailing the responsibilities of service regarding computer, networking and communication technologies. This agreement requires all parties involved, IS and LBC customers, to share and understand support procedures, roles and responsibilities, lines of communication and college expectations in providing a high quality, reliable computing technology environment for Lancaster Bible College.

This SLA will be revised over time (annually) to ensure it will continue to meet the technology requirements for Lancaster Bible College customers and adapt to relevant information technology changes within the college. In order to ensure an acceptable level of customer support, IS has established consistent and efficient procedures that are outlined and defined within this Service Level Agreement.

Who Is Covered Under This Agreement

This agreement is intended to cover the faculty, staff, and students of Lancaster Bible College | Capital Seminary and its supported locations.

Methods of Contact

The IT Helpdesk acts as a central point of contact for all technical support including, but not limited to, hardware/software questions, consulting, installations, networking, network connection requests, and troubleshooting technical issues. Faculty, staff, and students should submit requests [online](#), by emailing help@lbc.edu or, if the issue is urgent, by calling 717-569-7071 x4357. Please note that due to staffing limitations phone support may not be immediately available at all times.

Hours of Operation

Assistance will available for low, medium, and high priority from 8:00 AM to 4:00 PM, Monday through Friday, except when the Lancaster Bible College | Capital Seminary is closed due to holidays, administrative closings, or inclement weather. Assistance is available for urgent priority from 6:00 AM to 9:00 PM 7 days a week. Requests can be submitted [online](#), or by help@lbc.edu 24 hours a day.

Responsibilities of Those Making a Request

Before contacting the IT Helpdesk, faculty, staff, and students should explore help that is made available through the IT Helpdesk [support page](#). When further assistance is needed, the users should contact the IT Helpdesk by submitting a ticket [online](#), help@lbc.edu, or by phone (urgent priority). When contacting the IT Helpdesk, please provide the following information:

- Complete contact information (Contact Information, Requestor Position, Department)

- A clear and specific description of the problem or request, including location, any information regarding error messages you may have received, steps to reproduce issues, screen shots, time of event, user logged in at the time, name of computing device/Asset Tag, etc.

Responsibilities of Information Systems

IT Helpdesk will maintain records of incoming requests as they are received. Requests will be answered based on the “Priorities and Response Times” statement below.

Priorities and Response Time (During Business Hours)

Priority	Definition	Response Time*	Resolution Time**
Urgent	A problem with no known workaround that affects the entire College Community, a group of users, or a classroom.	Within 30 minutes	Within 4 hours
High	A problem with no known workaround that affects a single user	Within 2 hours	Within 1 working day
Medium	A general service request or problem with a workaround solution	Within 8 hours	Within 2 working days
Low	A service request that does not require immediate attention or involves long range planning	Within 3 working days	Within 5 working days

*Response time is defined as the target time in which an LBC IS member will respond.

**Resolution time is defined by either the issue being resolved by an IT Helpdesk member or escalation to one of our vendors for resolution.

*The IT Helpdesk will set the priority and end users will be notified via email of priority status changes.

*Ticket progress can be monitored through the [support portal](#).

Status Definitions

Status Changes (SLA pauses)	Definition
Open	Ticket is open awaiting response from the IT Helpdesk
In Progress	Ticket is being worked on by the appropriate IT Helpdesk resource
Pending	Awaiting response from customer
Resolved	IT Helpdesk awaiting confirmation of problem solved
Closed	Ticket has been closed
Project Task	Needs to be moved to project management platform
Pending Vendor	Awaiting response from Vendor
System Outage	Core system outage

IS Service Level Agreement

Effective Date: February 01, 2021

Signed by:

Zachary Ritvalsky
VP Institutional Alignment

Distribution: LBC | Capital President’s Office, Cabinet, Department Managers, internal version posted to Employee and Student Portals