



Expect great things.

Pittsburgh Public Schools
Standard Operating Procedure

**Support Group Service Level
Agreement**

Office of Information and Technology

OIT-010

Support Group Service Level Agreement

Overview

This document describes the expected service response time from the End User Service Department (Support Center and Field Technicians) for all submitted tickets. Tickets are submitted through four options; call, email, chat and self-service portal. Every request is categorized and submitted to the appropriate response team/staff member in the form of ticket. A unique ticket number is associated with every request. Once ticket is entered into the ticketing system an email is automatically generated with ticket number and request information and delivered to corresponding parties.

This document is organized into three service level categories:

1. Onsite Trouble Ticket Requests [Field Technicians]
2. Network Outage/Issues [Field Technicians]
3. Support Center Ticket Triage (Email, Chat, Calls self-service portal) [Support Center]

1.0 Onsite Trouble Ticket Requests

For all trouble tickets submitted through the ticketing system where an issues needs onsite support. A Field Technician has three business days to respond and either solve or have worked on the issue submitted.

2.0 Network Outage/Issues

Site based network outages will be grouped into three categories:

- Severity 1 – **HIGH** - Entire Building outage or 100+ users affected
- Severity 2 – **MEDIUM** - Partial Building outage or 50+ users affected
- Severity 3 – **LOW** - Individual room/lab outage or under 50 users affected

Severity 1:

A Severity one outage is the highest priority for the Field Tech team. Severity 1 outages will be handled Monday through Saturday 6:00 AM to 6:00 PM. Upon notification of a building outage the following steps will occur in order to recover the site:

Step	Action	Responsible Party	Time Allotted
1	Verify that there is power to the building	Network Lead	20 Minutes
2	Dispatch Field Tech for on-site review	Network Lead	30 Minutes
3	Field Tech verifies ISP is up and working.	Field Tech	10 Minutes
4	Field Tech works with Network Lead to diagnose problem onsite and resolve outage	Field Tech	60 Minutes
5	Network Lead documents outage with incident report and provides to team	Network Lead	1 Day

Action Notes:

1. If power is the determining issue the Network lead will notify the entire team and monitor the situation with maintenance until resolution. No Field Tech will be dispatched.
2. Network Lead will contact Field Tech to respond to site. If Field Tech is not at work, the backup tech will be dispatched.
3. If Field Tech identifies that the issue is with the ISP, the Network Lead will contact the ISP and place a trouble ticket. If a second site visit is required the Network lead will dispatch the Field tech to meet the ISP contractor.
4. Field Tech will be the Network Lead's "Eyes and Ears" onsite when diagnosing the issue. If further diagnosis is needed the Network lead will make the decision to go on-site. If the issue is related to bad hardware the Network Lead will configure a new piece of equipment for the Field Tech to install.

Severity 2:

A severity 2 outage is considered a medium priority for the Field Tech team. These types of outages include individual network racks that affect a part of the building. Severity 2 Outages will be handled Monday through Friday 6:00 AM to 4:00 PM. Upon Notification of a partial building outage the following steps will occur in order to repair the outage:

Step	Action	Responsible Party	Time Allotted
1	Verify that the outage is not a switch power cycle	Network Lead	30 Minutes
2	Dispatch Field Tech for on-site review	Network Lead	60 Minutes
3	Field Tech works with Network lead to diagnose problem onsite and resolve outage.	Field Tech	60 Minutes
4	Network Lead Documents outage with incident report and provides to team	Network Lead	1 Day

Action Notes:

1. If switch was determined to be down due to a power cycle the Network lead will work with the Field Tech to try and determine the reason for the power cycle.
2. If the issue is determined to be hardware the Network Lead will configure a new device for installation by the Field Tech. If the Field Tech is unable to identify the issue with phone support, the Network Lead will make the determination whether to go on-site.

Severity 3

A severity 3 outage is considered a low priority outage for the Field Tech Team. These types of outages include single switch outages (not an entire stack). This will affect a small number of users from normal operation. Severity 3 outages will be handled Monday through Friday 6:00 AM to 4:00 PM. Upon notification of an outage the following steps will occur in order to repair the outage:

Step	Action	Responsible Party	Time Allotted
1	Verify that the outage is not a switch power cycle	Network Lead	30 Minutes
2	Dispatch Field Tech for on-site review	Network Lead	60 Minutes
3	Field Tech works with Network lead to diagnose problem onsite and resolve outage.	Field Tech	60 Minutes
4	Network Lead Documents outage with incident report and provides weekly report to team	Network Lead	1 Week

Action Notes:

1. If switch was determined to be down due to a stack port link loss. The Network Lead will work with the Field Tech to determine the cause of the outage.
2. If the issue is determined to be hardware the Network Lead will configure a new device for installation by the Field Tech. If the Field Tech is unable to identify the issue with phone support, the Network Lead will make the determination whether to go on-site.

3.0 Support Center Ticket Triage (Email, Chat, Calls and Self-Service Portal)

Email - Service/issues can be submitted via email to support@pghschools.org which will result in an immediate automated ticket number. A Support technician will respond to assist or triage the ticket within 24 hours.

Chat – When Chat is available (support specialist is logged on), chat recipient will receive within 5 minutes a respond to their chat session.

Calls – When calling the Support Center there are 3 options to connect with Parent Hotline, Staff services or Technical Support. Each call is routed to appropriate Support specialist and answered within 5 rings. If all specialist are busy a voicemail should be left and a return call will be placed within 24 hours.

Self-Service Portal – The portal is available 24/7 via district staff website. When entering a self-serve support ticket an automatic ticket will be generated. Once ticket is received by the support specialist will initiate contact within 24hours.