

# VISD Service Level Agreement (SLA)

## Priority 1

Network outage/Systems down all users

Definition: Equipment or software that is completely non-functional and affects all users of a district-wide system.

Response time: Within 30 minutes of being reported.

Resolved: same day. Target no unscheduled downtime.

## Priority 2

Systems Down Entire Building/Lab:

Definition: Equipment or software that is completely non-functional and affects all users of a building or lab.

Response time: Within 30 minutes of being reported.

Resolved: same day. Target no unscheduled downtime longer than 5 hours.

## Priority 3

Systems Down few/single user(s):

Definition: Equipment or software that is completely non-functional for one or a few users.

Response time: Within 6 hours of being reported.

Resolved: 1 business day of being reported.

## Priority 4

District Administration requests:

Definition: Requests by administration that affect many or all users due to the nature of their work.

Response time: Within 24 hours of being reported.

Resolved: Within 2 business days of being reported.

## **Priority 5**

Upgrades / Enhancements:

Definition: Any upgrade to equipment or software that is already being used in an area.

Should be scheduled to occur as part of summer deployment or week-long breaks.

Response time: Within 3 business days of being reported.

Resolved: During break or within 25 business days.

## **Priority 6**

New Installations:

Definition: Any new installation of equipment or software that previously was not available or used in an area.

Should be scheduled to occur as part of summer deployment or week-long breaks.

Response time: Within 3 business days of being reported.

Resolved: During break or within 25 business days.

## **Priority 7**

New System Planning-Pilots:

Definition: Includes meetings, research, price quotes, load testing, compatibility testing for systems that may be acquired and implemented in the future.

Response time: Within 5 business days of being reported.

Resolved: During break or within 25 business days.

(adapted from the Renton School District Tech Dept SLA)