DIGITAL LEARNING CENTERS

SERVICE LEVEL AGREEMENT

The DLC team is committed to a client-first service strategy. We are committed to visit each Digital Learning Center on a daily basis and strive to make UMass Lowell’s student computing facilities best-in-class.

The best way to get assistance in a DLC is to call the IT helpdesk or submit a support ticket:
https://helpdesk.uml.edu | (978) 934-4357

Support is provided through:

- Phone
- Remote control assistance
- Helpdesk ticket system
- In-person visits
- Remote management tools
- Self-service offers

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
<th>Response Time</th>
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<tbody>
<tr>
<td><strong>Urgent</strong></td>
<td>TIME SENSITIVE – requires immediate resolution</td>
<td>Work towards a solution will begin within 30 business minutes.</td>
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<td>The loss of a service affecting classroom activities, without a workaround available. Example: Required Instructional software such as Microsoft Office is unavailable for all users.</td>
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<td><strong>High</strong></td>
<td>Service impacts a group (more than 10) – requires priority resolution</td>
<td>First response acknowledging the reported issue will occur within 60 business minutes.</td>
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<td>A software or hardware issue might be preventing the user from working on their workstation. Example: Printer services will not work, however, users are still able to work on their computers.</td>
<td>Work towards a solution will occur within two business hours.</td>
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| **Medium** | Service impacts a few users (less than 10) – immediate resolution is not essential  
Services or applications are not accessible for one or a few users. Users are still able to perform job function. Example: Audio is non-functioning, however computer is still usable. | First response acknowledging the reported issue will occur within 1 business day.  
Work towards a solution will occur within 2 business days. |
| **Normal** | Low impact – the user has the ability to work  
While the user may be experiencing issues with software or hardware, it is not preventing them from accessing information or completing work on their workstation. Example: Requests for software upgrades that are not necessary for immediate instructional, business, or security processes. | First response acknowledging the reported issue will occur within 1 business day.  
Work towards a solution will occur within 3-5 business days. |