

Service Level Agreement

(All timings are effective once Request has been delivered)		
	Required Service Level	
ITC Service	Within Office Hours	Outside Office Hours
GENERAL		
Response to emails / letters / memos	Within 1 hour after receiving the request	
Application trouble shooting and failure coordination	Within 2 working hours.	All calls will be forwarded to support after initial investigation
Escalation of all reported failures or problems	Within 15 minutes	All calls will be forwarded to on-call support after initial investigation
Audio/Video SUPPORT		
Master copy generation of audio-visual data on CD and DVD	within 1-3 working days	
HARDWARE SUPPORT		
		Within next working day
Printers ...		
Printer setup on PC	within 1 working day	
Printer Troubleshooting	within 1 working day	
Cartridges refill and fix	within 2-3 working day	
PCs ...		
PC Troubleshooting	within 1 working day	
PC Hard Disk Failure	2 days	

PC Peripheral Failure	3 days	
Operating System Problems (standby provided)	within 1 working day	
Reinstallation (standby provided)	within 1 working day	
Laptops...		
Troubleshooting	within 1 working day	Within next working day
Hard Disk Failure	2 days / vendor dep.	
Peripheral Failure	3 days / vendor dep.	
Operating System Problems (standby provided)	within 1 working day	Within next working day
Reinstallation (standby provided)	within 1 working day	Within next working day
Install equipment for classes support	The request should be sent 1 working day prior to class or events	
SOFTWARE SUPPORT		
Install new software	from 1 to 3 hours	Within next working day
Formatting the PC and OS setup	from 3 hours to 1 working day	Within next working day
Software problem fix	from 1 hour to 1 working day	Within next working day
Virus removal	1 to 3 hours	Within next working day
Network related (internet, WiFi, LAN port setup, IP setup proxy)	within 1 hour	Within next working day
Driver installation	1 to 3 hours	Within next working day
Diagnostics of the problem	1 to 3 hours	Within next working day
Information/application recovery	from 1 to 2 working days	
New Application Installation	within 1 working day	Within next working day

	within 1 working day	Within next working day
New Hardware Installations...		
New Printer to be Setup on LAN	within 1 working day	Within next working day
New PC/Laptop to be setup on LAN	within 1 working day	Within next working day
New Scanner to be setup	within 1 working day	Within next working day
Special Events (Video Conferencing) related		
Video Conference organization and conduction	The request should be sent 2 working days prior to event	
VOICE SYSTEMS		
PABX systems...		
Escalation of all reported failures or problems	Within 15 minutes	All calls will be forwarded to the on-call support after initial investigation
New Phone setup	Within 1 working days	
WEBSITE related tasks		
AUA website		
Calendar of Events	within 2 hours	Within next working day
Press release	within 2 hours	Within next working day
Factbook	2 days	
Upload an MS Office/PDF document	within 1 hour	Within next working day
Webpage content change	1– 4 hours	Within next working day

Redesign of a webpage	4 hours – 1 day	Within next working day
Develop a website	3-5 days	
Create a form	2 hours – 1 day	Within next working day
Create a photogallery	4 hours – 1 day	Within next working day
Convert/Upload a video/audio file	2 hours – 1 day	Within next working day
Design works		
Design and preparing of a brochure /booklet	within 5 days	
Design and preparing of a flyer	within 1 day	Within next working day
Design and preparing of a ticket/invitation/card	within 4 hours	
Design and preparing a business card	within 1 hour	Within next working day
Moodle Online Learning System		
Add a user	within 1 hour	Within next working day
Change user settings/ password	within 1 hour	Within next working day
Assign roles	within 1 hour	Within next working day
Add an activity	within 1 hour	Within next working day
Add a course	within 1 hour	Within next working day
Hide a course	within 1 hour	Within next working day
Modify Moodle settings	4 hours - 1 day	Within next working day
Voting		
Student Council Elections	3 days	4 working days

Other polls as requested	3 - 5 days	
Hybusiness or other AUA related websites		
updates / support	1 day or more (depends on request)	
hosting services / domain management	within 1 day	Within next working day
Service & Account Management		
Service Support		
Installation of new Service	Depends on new service complexity	
Recovery of existing service under Network Admin. Group responsibility after the failure	From 1 hour - 1 day	Within next working day
Account Management		
LAN User ID and Password creation / deletion / change	1 hour for changes of one user record - up to 1 day	Within next working day
Granting access rights on Servers including quotas	1 hour for changes of one user record - up to 1 day	Within next working day
Account related tasks for list of users	2 days for 100 users - up to 3 days	
Terminated students print reports with debts calculation	2 days for 100 users - up to 3 days	
Students print reports creation on Academic Server	2 days for 100 users - up to 3 days	
E-mail Support		
Creation / setup of new accounts, renaming & account deletion, forwarding, "out of office" message	1 hour(for changes of one user record) - up to 1 day	Within next working day

Creation / setup of new accounts, renaming & account deletion (for list of users)	2 days for 100 users - up to 3 days	
E-Mail delivery problems	6 hours - up to 2 working day(s)	
Mailing List Creation/ Deletion/ Changes	1 hour for changes of one mailing list - up to 1 day	Within next working day
Internet Access		
Granting access rights on Internet Connections	1 hour(for changes of one user record)	Within next working day
Granting access rights on Internet Connections (for list of users)	2 days for 100 users - up to 3 days	
IP address dedication	1 hour(for changes of one user record)	Within next working day
Traffic Analyze and Report for individual users	1 hour - up to 1 day	Within next working day
Wi-Fi Access		
AP configuration setup	2 hours up to 1 day	Within next working day
Wi-Fi configuration mass changing for special events	2 hours up to 1 day	Within next working day
Setup WiFi configuratoin on AUA Students & Faculty LapTops brought to ICTS room	1 hour - up to 1 day	Within next working day
Lab Reservation		
Lab Reservation / scheduling registration management	1 hour - up to 1 day (the request should be sent 1 working day prior to event)	Within next working day
Request Sorting and Delivery		
Request Sorting and Delivery to supposed groups	0.5 hour - up to 1 hour	Within next working day