

**Business Support Services Team  
Service Level Agreements  
Team Manager: Kathy Adams  
April 2018**

## Workflow

- 1) Solution Center triages the tickets. The team manager is informed of tickets assigned to the BSS team
- 2) Team manager reviews the ticket, assigns a technician and responds with estimated timeframe using the information below or requests additional information if the ticket isn't clear. We feel this will make it easier to respond realistically based on current workload and schedule.

## Suggested Completion Timelines

Level 1: 0 - 5 labor hours

One to three business days after being assigned by the manager to the technician

Level 2: 5 – 15 labor hours

Up to seven business days after being assigned by the manager to the technician

Project: Greater than 15 labor hours

Goals, Scope and Objectives need to be formally defined and prioritized by Apps Team or TAC as appropriate

*Note: Tickets are closed after three communication attempts to the client that are not returned, as documented in the ticket*

## Argos Report

Level 1: Report changes and security

Level 2: More involved report changes and new reports

Project: Very complex reports

## Application Manager/UC4

Level 1: Changing parameters on existing process flows and jobs

Level 2: Troubleshooting an existing process flow or job

Project: New process flows/job or major changes to existing ones

## Problem resolution for Banner, Website and other applications\*\*\*

Level 1: Easy Fix

Level 2: Complex Fix

Project: Extensive Fix

## Banner Security

Level 1: Creating a new user or altering security for an existing user

Level 2: major change to a division/department that involves multiple users and creating multiple new user classes

## Upgrades/Patches/Plug-ins

Level 1: Patches/Plug-ins

Level 2: Upgrades

Project: Major changes in patches/upgrades

\*\*\*will refer to link on web to current list of applications