Service Level Agreement
Solution Center Operations
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April 2018

	Task	Completion Time
Accounts	Passwords	✓ *Reset* – 30 minutes ✓ *Unlock* – 30 minutes ✓ *Repair* – 1 day ✓ *New User* – (Allow 24- 48 hours from time of orientation)
	ForUM login	✓ *Existing Users* - 30 minutes ✓ *New Users* - Up to 1 day (ForUM acct may need to be setup)
	Email setup/Troubleshooting	✓ *Setup* – 24 hours ✓ *Repair* – 1 to 3 days ✓ *New User* – (Allow 24- 48 hours from time of orientation)
	Administrative rights	24 hours
	Photo IDs	30 min
Hardware	Cable repair	1-2 business days (unless specific cables are needed for repair)
	No sound	1 day
	No power on PC/ Mac	1 day (unless parts are needed for repair, then up to 2-3 weeks)
	Printer/Scanner installation	1-3 business days
	Hard drive issues	✓ *Installation* - 1 day ✓ *Replace* – Up to 1 week
	PC reimage	1 to 3 hours (depending on availability)
	Mac reimage	Up to 24 hours (depending on the software needed)
	Network resource access	1 day
	Basic PC information	✓ 1 – 4 hours (hardware FAQs)
Software Support	Software installation	✓ *New Installation* – 1 day (as long as licenses are available at the time of install, up to 1 week if not) ✓ *Re-install* – 1 day ✓ *Outage/Repair* – Up to 1 day
	Software configuration changes	1 – 3 days
	Software repair	1 – 3 days
	Basic software information	1 – 4 hours (software FAQs)