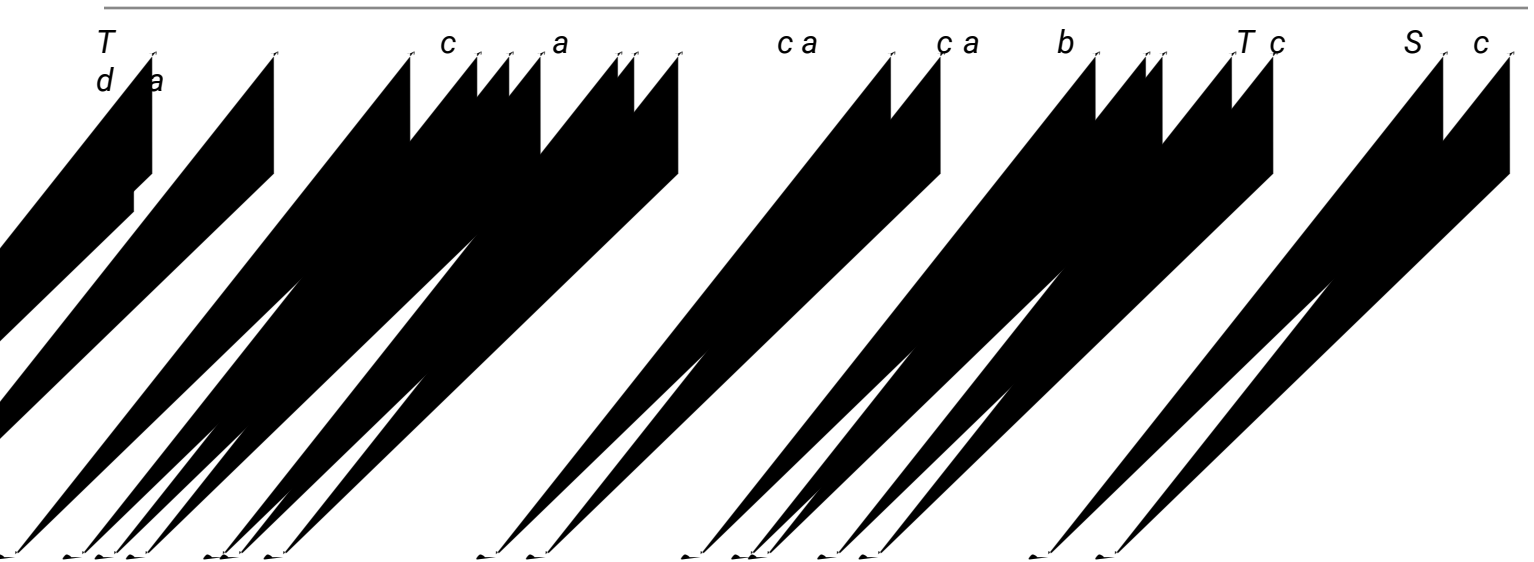


Columbia Public Schools Technology Service Level Agreement (SLA)

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Request Priorities

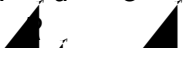
The tables below provide examples of how work order request priorities are assessed through a combination of the scope and/or impact of an issue. These are used to determine a target response and resolution time.

T : The time between receipt of the call/work order and the time that a CPS technology services team member acknowledges the issue. Times are in business hours.

Request Description & Criteria	Target Response Time	Target Resolution
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]



Additional Priority Sets

Response Level	Criteria	Target Resolution Time
<p><i>P</i> <i>d</i> <i>U</i></p> 	<p>Communication has been sent and we are awaiting a reply with necessary information. Example: error message, screenshot, waiting to see if issue comes up again, the next class period, etc.</p>	<p>Follow up contact will be made and documented in the work order. Other methods of communication may be tried pending a response via the work order. After 3 days of no response, the work order will be closed.</p>
<p><i>A a Pa /</i> <i>A a c r</i></p>	<p>Awaiting parts/assistance from the vendor. Details for the order will be noted on the issue for customer review.</p>	<p>Once the part(s) or fix arrives, we will be there that work day or next business day to resolve the issue.</p>
<p><i>L T r P ç</i></p>	<p>This is a large scale project that may take months to complete.</p>	

