

Service Catalog & SLAs

Unless otherwise specified, an initial response to a service request should be received within 15 minutes. Additional target times / durations to complete your request are detailed below.

Communication Service

- Mailbox creation:
 - Exchange (30 minutes to complete)
 - Gmail claim or special Exchange (TAMU IT SLA)
- Shared mailbox access for group (30 minutes to complete)
- Assistance with existing Listserv (30 minutes to complete if owned by Liberal Arts IT; otherwise, TAMU IT SLA)
- Assistance with Listserv creation (30 minutes to complete if owned by Liberal Arts IT; otherwise, TAMU IT SLA)
- Publishing digital signage on existing hardware (1 hour to complete)
- New digital signage hardware (1 day to spec + 4 hours to install + vendor SLA for delivery of equipment)

Computer Account Creation

- With all necessary documents attached to request (30 minutes to complete)
- Without all necessary documents attached to request (3 days to acquire from department or human resources)

Desktop Service

- Troubleshooting:
 - Simple Resolution (1 business day)
 - Complex resolution (3 business days)
- Hardware Maintenance:
 - Warranty (Vendor SLA - 2 business days for Dell. Completion and deployment on 3rd business day)
 - Microcomputer repair warranty (Vendor SLA + LAIT follow-up every 2 business days until completion)
 - No warranty (Contact with user, dept. head and business office for direction + Vendor SLA. 2 business days until unit is replaced either permanently or with a loaner)
- Software Installation (Supported software available upon request):
 - Imaging, updates and standard software (2 hours without interruption; 1 business day with interruptions)
 - Requested software simple (30 minutes or less) - standard college offered software (Browser install, update or patch)
 - Requested software complex (1 business day unless vendor is required and then 1 day + Vendor SLA) - vendor supplied software (SAS, AutoDesk, etc.)
- Vendor liaison (TAMU IT, ITS, IMS and external vendors):
 - Vendor SLA
 - Follow-up contact with vendor every 2 business days until task completed.

Networked File Storage

- Personal Storage (**H** drive) on college network
 - Initial standard quota is 5 GB. Quota increased by user request. Backed up daily. Incremental backup retained for 30 days, after which recovery to old version of data is no longer possible.
- Departmental Storage (**S** drive) on college network
 - Initial standard quota is 5 GB. Quota increased by user request. Backed up daily. Incremental backup retained for 30 days, after which recovery to old version of data is no longer possible.
- Research Storage
 - Liberal Arts IT will support research storage devices but is not responsible funding hardware.
- File Recovery Issues (3 days to complete)

Printing & Scanning

- Printer/Scanner access issues (4 hours to complete)
- Scan to email
- Scan to network file share for high volume users