



District I.T. Services & The S.H.I.E.L.D.

Students Helping I.T. and Educational Leaders Desk

Service-Level Agreements (SLA)

TECHNOLOGY VISION

Students and staff will enhance, expand, and transform learning by utilizing technology and leveraging information literacy to meet the challenges and opportunities of our continually changing world.

PURPOSE

Maintain responsible and acceptable service levels to the staff and students of Mukwonago Area School District.

NETWORK AVAILABILITY

It is the intention of the MASD I.T. Services Department to maintain 99% uptime of the network and related systems.

The network would only be unavailable during the following instances:

- Scheduled maintenance
- Unexpected hardware failures causing equipment outages
- Building resources, equipment or facilities are unavailable
- External resources, equipment or facilities are unavailable
- Disasters resulting from acts of nature such as tornadoes, floods, or other uncontrollable disasters

NETWORK MONITORING

The network is monitored using a variety of hardware/software tools. Critical systems are designed to fail over to a backup system and remain operable. Monitoring systems are configured to send e-mail and/or SMS text messaging notifications as outages occur. Notifications are directed to the appropriate I.T. Staff member so issues can then be resolved on a timely basis.

SCHEDULED MAINTENANCE

Planned maintenance is scheduled with a minimum of 24-48 hours advanced notice to users. District event calendars are verified so that a convenient off-hours time is chosen. Between the last day of summer school and the first day of the new school year, the network may be unavailable for upgrades. Scheduled maintenance is added to the Network Maintenance calendar on the District website's staff login page located [here](#): E-mail notifications will be sent in advance as well as a reminder on the same-day of the outage.



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UNPLANNED OUTAGE REPORTING

Staff can enter tech tickets upon noticing an outage on the network. Upon identifying the cause, outages will be reported to staff and students using all communication methods.

Priority Levels: All attempts will be made to fix these issues immediate and remotely if possible. The troubleshooting process may require longer than same day service; especially when outside resources are required to assist or if parts need to be ordered (door controllers/printers/servers/cabling/electrical). When remote fixes are not possible, priorities will be addressed as follows:

URGENT: Dedicated resources every day until resolved

- Production halting district outage
- Production halting security/safety outage
- Production halting program or system to include account login
- Service expected 0-4 hours

HIGH: Dedicated technicians in the building until resolved

- Production halting building outage
- Service expected 0-6 hours

MEDIUM: Technicians dispatched as deemed necessary

- Production halting classroom outage
- Service expected 0-24 hours

LOW: Technicians dispatched at convenience

- Non-emergency outage
- Typical break/fix issues
- New login accounts
- Service expected between 0-48 hours

PROJECT BASED: Prioritized based on project deadlines

- Scheduled project

BY DATE SPECIFIED

- This has a deadline!

NEXT SCHEDULED VISIT

- Performed on the technicians next regularly scheduled visit

NON-INSTRUCTIONAL DAY

- May affect teaching and learning
- May need full access to classroom, building, or resources