



Slippery Rock University

IATS Support Services

SLA Agreement

1. Purpose

This Service Level Agreement (SLA) defines the level of service, responsibilities, priorities, and operational expectations between IATS Support Services and the Slippery Rock University campus community. The SLA promotes transparency, consistent service delivery, and shared responsibility.

2. Scope of Services

IATS Support Services serves as the initial point of contact for SRU technology support, including:

- Account and email support
- Hardware and software troubleshooting on University-owned devices
- Hardware and software quotes
- Apple device support
- Microsoft Office and Windows support
- Basic network troubleshooting
- Classroom technology
- Test scanning services

Support Services is not authorized to work on personal devices. Residential network (ResNet) issues should be directed to Boldyn/Apogee Support at 855-813-7015 or <https://sru.apogee.us/>.

3. Privacy and Data Protection

Slippery Rock University Support Services is committed to protecting the privacy and security of the information you share with us when you request technical assistance. When you submit a ticket through the SysAid system at <https://techsupport.sru.edu>, we collect only the information necessary to address your request—typically your contact details, a description of the issue, and any supporting materials you choose to provide. This information is used solely for troubleshooting, communication, service improvement, and compliance with university policies.

Access to ticket data is restricted to authorized IT staff and handled in accordance with SRU information security standards, FERPA, and applicable regulations. Support Services does not sell or use your information for non-support purposes, and data is retained only as long as required for operational and legal needs. To help protect your privacy, we ask that you avoid including sensitive personal information in support requests unless explicitly needed for troubleshooting.

4. End User Responsibilities

- submit ticket via techsupport.sru.edu, by phone at 724-738-4357, or by email to helpdesk@sru.edu
- Provide complete contact information. This includes:
 - First and last name
 - SRU dept
 - Phone number
 - Building/room
- Provide detailed information about your issue:
 - Description of issue
 - Device name
 - Any errors
 - Connected to campus Wi-Fi/Ethernet
- Place only 1 ticket per issue - multiple tickets slow down our ability to process and respond to tickets.
- CC any users related to the issue (ex. Clerical placing a ticket for a professor).

- If you are unable to reach a helpdesk agent at 724-738-4357, please leave a detailed voicemail. During the next active hours, an IATS staff member will create a ticket for your issue.
- Be prepared to take action on the device you are calling about. Have the device handy when you contact the helpdesk.
- Consent to short-term remote access for our technicians to work on a machine.
- If possible, provide a two-week notice for equipment or event support requests, as well as software installation requests.
- Notify helpdesk before a device is moving locations or changing users.
- Alert IATS prior to installing a new software title.
- Adhere to university technology policy: [Compliance | Slippery Rock University](#).
- Check ticket updates/communicate about a ticket by responding to an associated email or directly on the ticket at techsupport.sru.edu.
- Fill out the survey at the end of the ticketing process to help us improve our services.

5. Priority Matrix

Priority Response Resolve Summary

Critical	30 minutes	2 hours	Classroom issues, outages, issue effecting all of campus
P1 - Urgent	2 hours	4 hours	Issues affecting an entire department, single-user unable to access account (Password reset, MFA, etc.) President/CFO/Provost
P2 - High	4 hours	8 hours	Issue affecting an entire department WITH a workaround, single user issue with no workaround
P3 - Normal	8 hours	16 hours	Single user issue WITH a workaround, printer issues, hardware/software issues
P4 - Low	16 hours	32 hours	Service requests, issues that do not require immediate attention, hardware/software deployments, general questions/assistance

Response and resolution targets apply during active support hours only.

6. Support Hours

Spring/Fall semester active hours:

Professional Staff: Mon-Fri 7:30a-4:30p

Student Staff: Mon-Fri 7:30a-7:00p

No weekend hours

No holiday hours - [2026 Holiday Schedule](#)

Summer/winter/spring/fall break:

Professional Staff: Mon-Fri 7:30a-4:00p

Student Staff: Mon-Fri 7:30a-4:00p

No weekend hours

No holiday hours - [2026 Holiday Schedule](#)

Student staff can perform basic troubleshooting with university-owned devices and equipment, including classroom technology. Assistance beyond this scope will be documented with a ticket and addressed by professional staff during active hours. Student staff hours are subject to change during breaks, based on availability.

7. Ticket Lifecycle

- 1.) Ticket placed by end user via portal (techsupport.sru.edu), phone, email, or walk-in
- 2.) User will receive a notification from our automated system alerting them that we have received their work order – this notice will include the ticket title, description, basic contact information, and ticket number. When reaching out to the help desk regarding the status of a request, please include the ticket number in your communication.
- 3.) An IATS Support Services staff member will attempt to resolve the ticket within the priority response matrix in Section 5. There may be instances where the ticket will not be resolved within this timeline for various reasons, and the end user will be notified of the delay. If the ticket does not fall under Support Services' purview, it will be escalated to the appropriate team or vendor. The team or vendor to which it is escalated may or may not comply with the guidelines detailed in this document, as this agreement is for Support Services exclusively. The technician will attempt to reach out to [the](#) requester of the ticket up to 3 times. After 3 consecutive attempts without receiving a response, the ticket will be closed and marked as “Unable to contact end user”.

4.) When the issue is resolved, an IATS staff member will notate the troubleshooting steps and resolution in the ticket and change the status to “Closed”. This will trigger a notification to the requester that the ticket has been resolved. This notification will include the solution/details of the resolution. If you continue to experience issues, you can reopen the same ticket within 48 hours. If it is outside of this 48-hour window, please place a new ticket.

8. Service Review and Continuous Improvement

Support Services routinely reviews ticket metrics and customer satisfaction survey results to improve service delivery and align support with campus needs. This document will be reviewed on a regular basis for additions, edits, and improvements.

9. Agreement

This SLA document represents a shared commitment between IATS Support Services and the Slippery Rock University campus community to maintain reliable, secure, and high-quality service and support.