



## Customer Assistance Center - Technology (SLA)

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The Customer Assistance Center (CAC) is the centralized source to answer and resolve any of your technology problems, questions or concerns. The CAC was created in an effort to deliver quality customer service and technical solutions in support of district-wide technology. In order to ensure the best possible support, the CAC's technology Help Desk provides Jennings Faculty and Staff with this Service Level Agreement to detail available services, priorities and responsibilities that will be provided in support of technology.

### *Customer Service Declaration:*

The CAC Help Desk is committed to delivering quality customer service by:

- Striving to ensure customer satisfaction
- Responding to requests for support
- Interacting with faculty and staff in a respectful and courteous manner
- Requesting feedback for opportunities for improvement
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring performance indicators

### *Help Desk Services*

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|------------------------------|----------------------|
| • Network/Infrastructure     | • Smart Technologies |
| • E-Mail Access              | • Telephones         |
| • Student Information        | • Computer Hardware  |
| • Internet Access            | • Computer Software  |
| • Security Maintenance       | • Web Development    |
| • Student Information System | • Network Storage    |
| • Print Services             |                      |

### *Logistics*

<b>Location:</b>	Technology Office 2541 Dorwood Drive Jennings MO, 63136
<b>Phone:</b>	(314) 653-4357
<b>Email:</b>	<a href="mailto:techsupport@jenningsk12.org">techsupport@jenningsk12.org</a>
<b>Hours of Operation:</b>	Monday – Friday (except holidays & School Closings) 8:30:00AM to 4:00 PM



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### *Request for Services:*

To request technical assistance, the CAC provides three general ways to submit a request.

1. Call the Technology Help Desk @ x4357
2. Create an online ticket @ <http://it.jenningsk12.org> (Principals or Designated Person Only)
3. Email your requests to [techsupport@jenningsk12.org](mailto:techsupport@jenningsk12.org)

### *Request Priority Levels:*

The CAC Technology Help Desk will make every effort to resolve issues at the time of the service call. This will be the initial method of resolving issues before assigning a priority level. Help Desk staff will log and assign priorities for all requests not resolved at the time of the call based on the priority chart listed below.

<b>Priority Level:</b>	<b>Definition:</b>	<b>Response:</b>
High	A problem that affects the entire District.	Within 1 hour
Medium	A general service request with a known workaround solution.	Within 24 hour
Low	A service request that does not require immediate attention.	Within 3 working days

The Technology Maintenance Team (TMT) will primarily be dispatched to resolve medium to low priority issues according to the following building maintenance schedule.

<b>Building Location:</b>	<b>Day of the week:</b>
Fairview Campus	Monday
JETS	Monday
Woodland Elementary	Tuesday
Hanrahan Elementary	Tuesday
Senior High School	Wednesday
Junior High School	Thursday
Northview Elementary	Thursday
Gary Gore Elementary	Friday
Central Office	Friday
Technology Office	Friday

The schedule above may not apply on scheduled school closings.



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### *Hardware & Software Standards*

The Help Desk will provide support for all standardized district-wide hardware and software. Software purchased or installed without prior approval may not be supported by the Help Desk and can be removed without notice.

- To ensure software license compliance, the CAC Help desk will not install any software without proof of purchase or a copy of a license agreement.
- All technology purchases should be made by the technology department
- All non-standard hardware and software purchase requests must be accompanied by an approval letter by the academic department.

### *Customer Responsibilities*

- Provide detailed information regarding service request
- Make an effort to be available to communicate with a Help Desk technician if necessary
- Exercise patience by understanding the volume of requests the IT Help Desk receives each day and the rationale for assessing service priorities.

### *Feedback*

The CAC Help Desk will be proactive in seeking feedback through periodic follow-up calls after a service request and by sending out surveys. The Jennings Community is encouraged to provide feedback regarding the help desk anytime by emailing [techsupport@jenningsk12.org](mailto:techsupport@jenningsk12.org).