

## Service Level Agreement Matrix

Type of problem	Desired Level of Response - initial response / time to resolution	Conditions (as reported by user)				
		Affects entire district / site, multiple classrooms, library or other essential function?	Interrupts instruction, event?	Elapsed time till outage affects essential job functions	Workaround available?	Escalation Path
Lack of network connectivity	< 5 min / cont. until resolution	Y	Y	Immediate	N	
Presentation equipment malfunction	< 5 min / 15 min (loaner equipment replaces)	N	Y	20 min	Y	
Password, login or other user account problems						
Loss of access to email, Skyward/Fiscal, Follett, Star, Peachtree, SWIFT or other network based application						
Community loss of access to district information over the Internet						
Blocked access to Internet resources (filtering)						
Security breach						
Hardware error						
Loss of data stored on server						
Supported software question or malfunction						
Loss of printing						
Adhoc training						
Pre-purchase consulting						
Unsupported software problems						
Maintenance, software upgrades, administrative tasks						

Adopted Date \_\_\_\_\_

Updated Date \_\_\_\_\_