



## John Tyler Community College

### Information Technology Services Center

Service Level Agreement: [Network Management/System Servers/Telecommunications](#)

#### Customers

JTCC faculty, staff, administrators, and students.

#### Mission

John Tyler Community College, Information Technology Services Center (ITSC), provides access to Local Area Network (LAN) and Wide Area Network (WAN) services to its customers.

#### Locations

John Tyler Community College

- Chester Campus
- Midlothian Campus
- Nursing Education Center
- Community College Workforce Alliance

#### Contact

Help Desk, [helpdesk@jtcc.edu](mailto:helpdesk@jtcc.edu)  
804.706.5050

#### Services Covered

All John Tyler Community College owned/managed network and wireless devices.

#### Service Goals

- Provide network services that are uninterrupted 99% of the time
- All non-emergency maintenance will take place after 10 pm or during times the college is closed.
- Respond to all LAN/WAN, system server, and telecommunications related issues within 2 hours during business hours with a maximum resolution time of 48 hours. All Non-critical outages that take place outside of hours of operation responded to next business day. All critical outages outside of hours of operation responded to within 2-hours. Resources not directly managed by John Tyler Community College fall outside the scope of this document.

#### Hours of Support

Monday-Friday, 8 am to 5 pm  
Emergency Support: 24X7X365

Emergency support is defined as an outage impacting a large number of users or services, e.g., building down, site down, IT HVAC issue, or system server service affecting a large number of users.



**Environments Supported**

John Tyler Community College owned/managed network and wireless devices.

**Service Metrics**

Complete all user requests in a timely manner.