



Service Desk Service Level Agreement (SLA)

Information Technology

Service Desk Mission Statement and Scope.....	2
Hours of Operation.....	2
Method for Requesting Services.....	3
Responsibilities of Those Making a Request.....	3
Impact Levels.....	4
Response Times.....	4
Service Level Response.....	5
SLA Review and Compliance Procedures.....	5

Information Technology Mission and Vision Statements

Mission: Enable the Racine County Mission through excellence in Information Technology.

Vision: Racine County's Information Technology Department provides the County IT services and resources that encourage collaboration and innovation. We will work to provide IT infrastructure and enterprise technology services that are professional, reliable, and cost-effective. Our goal is to connect the County with technology that supports the County's mission and provide the tools and resources needed for success.

Racine County Service Desk Mission Statement and Values

The Racine County Service Desk strives to provide prompt, reliable, and respectful service to Racine County employees and contractors as we satisfy their technology support needs, while advancing the mission of the County IT Department. Team members within IT strive to improve as we develop and apply our skills and abilities through collaborative efforts, participation in professional development activities, and the use of emerging technologies. We value open, honest, and clear communication and the integrity of information and representation.

Scope

The Racine County Service Desk provides a combination of first level and advanced level support to all Racine County employees and contractors in a professional and informative manner. The Racine County Service Desk is dedicated to maintaining and servicing the computer and technology support needs of all users by providing quality support via phone, e-mail, face to face and remote assistance.

Within the Racine County environment, the expectation of the County Executive and IT Director is that IT will ensure that all Racine County employees and contractors have access to Racine County Service Desk Services to support, the network, e-mail, applications that are used by respective departments and Directory Services. Racine County IT provides these services with the expectation that this Service Level Agreement, meets employees' needs for technology while advancing the County's mission and objectives.

Hours of Operation

Service Desk services are available during the following hours of operation, except when the County is closed due to Holidays, County Approved Closing or Inclement Weather:

Monday, Tuesday, Wednesday, Thursday, Friday	8 a.m. – 5 p.m.

After-hours is available for mission critical applications, 24 hours 365 days a year.

Call the after-hours number (262)930-2675.

Method for Requesting Services:

Assistance can be requested via the following:

- **Intranet (Racine County employees and contractors - The preferred method for creating tickets via self-service client portal):** <https://racinecounty.freshservice.com/>
- **Email:** Request assistance via e-mail by contacting servicedesk@racinecounty.com
- **Phone:** For all technology support and password related issues for Racine County employees and contractors, please contact the Service Desk at (262) 636-3777. If we are not immediately available, please leave a voicemail.
- **Walk-ins:** Walk-ins will be instructed to use one of the above methods for requesting services.

Considerations and Responsibilities before Requesting Services:

Before contacting the Service Desk, users should explore resources that are readily available. These include Power-Off, your computer and/or printer, and Power-On (Rebooting) and retrying. The resources include the Racine County Employee Homepage IT Page (Knowledgebase), the “Help” utility built into each application and the operating system software, and peers within their department. When all local resources have been exhausted and assistance is still required, users should contact the Service Desk through one of the methods described above.

When contacting the Service Desk please provide the following information:

- Complete contact information (first and last name, department, building/room number, phone number and email address).
- If this is a hardware issue, please describe the device experiencing issues (desktop, laptop, printer, copier, scanner, etc.).
- If this is a printer issue, please include the printer name and the IP address located on a label on the printer.
- The computer name of the computer, which can be found on a white tag on the desktop or laptop. This information can also be found by on the “My Details” icon on the desktop.
- A clear and specific description of the problem or request, including information regarding any error messages you have received. Please include all steps you have taken to resolve the issue.

Impact Levels and Response Times

An Impact scheme will be applied to all calls taken by the Service Desk and routed to technicians according to the following criteria:

Impact	Definition	Response Time During Business Hours	Resolution Time	Status Update to Client
Affects Business	Adversely affects the business as a whole, (Internet connectivity issues, State connectivity, Building-wide issues, etc.).	30 minutes	Until Fixed	Every 2 hours or mutually agreed intervals
Affects Department	Affects a number of people within a single department (Issues affecting 1 department, department application, department printing, department communication).	1 hour	6 hours	Every 4 hours or mutually agreed intervals
Affects User	Affects single person and work cannot be performed and no work around exists.	2 hours	3 days	At the start of resolution activity and upon completion
Low	Affects a small number of people or an individual and work can still be performed or a work around exists.	4 hours	5 days	At the start of resolution activity and upon completion

Disclaimers

Occasionally, the above stated resolution times will vary due to the following mitigating factors such as:

- Major disasters such as flooding or fire.
- Delays while waiting for a third-party vendor to produce a software or hardware repair or installation.
- Delays while waiting for vendor to ship replacement hardware computing components.

- Faults caused by a third-party vendor, software or equipment failure or other unforeseen external failures not under the control of Racine County IT (i.e., power outages, weather interference). All work is expected to be performed in the order in which it was received.
- IT Service Desk is not responsible for assisting or servicing personal laptops, mobile phones, printers or any other personal assets.

Service level Response

If calls are placed during normal business hours, the Service Desk will make every effort to answer. There are times when the Service Desk technicians are already on a call, in that case please leave a message and someone will return your call promptly in the order it was received.

Phone and Voicemail: Calls to or voicemails left on the Racine County Service Desk line, the following shall apply:

- Promptly answer phone calls to Service Desk.
- Respond to voicemails left during business hours within one business hour.
- Respond to voicemails left during non-business hours the during the best contact time as indicated by the caller or within the first 2 hours of the next business day shift.

Email: For emails sent to the Racine County Service Desk, the following shall apply:

- Respond to emails left during normal business hours within the service level agreement shown above.
- Respond to emails left during non-business hours within the service level agreement shown above.

Please note: Password issues cannot be resolved via chat or email. A phone call to the Service Desk is required.

General Metrics:

- First contact resolution rate shall be 70% or better.
- 85% of tickets will be resolved within the above defined resolution times.
- 85% of all requests will be responded to within the above defined lead times.

SLA Review and Compliance Procedures

This Service Level Agreement will be reviewed at a minimum once per year by the County. Contents of this document may be amended as required, provided approval is obtained and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements/approvals as required. The Racine County Service Desk reserves the right to remove any unsupported software if it is suspected the software causes a recurring problem on a County owned

system. The Lead Service Desk Technician is responsible for issues relating to this SLA and be contacted at (262) 636-3777 or servicedesk@racinecounty.com. Unresolved issues will be escalated in turn to the Service Desk Manager.

Date	Author	Notes	Approved (Date /initials)
8/30/2019	Raquel V, Mike W, Kevin B, Matthew O.	Initial Version	9/5/2019 sw
10/19/2022	Brian Lash		