# CITY OF HIGH POINT IT SERVICES SERVICE LEVEL AGREEMENT (SLA)

**Department of IT Services**

## Purpose

The City of High Point IT Services Service Level Agreement (SLA) establishes the framework for outlining the expectations and responsibilities regarding the services provided to City of High Point end users. Our goal is to deliver exceptional customer service, ensure on-time service delivery and support, and set reasonable expectations.

## Scope of Agreement

This agreement applies to the services provided by City of High Point IT Services and the responsibilities of the end users who seek support from the IT Services Division.

## Services Provided under this Agreement

City of High Point IT Services manages and supports the technology infrastructure that enables the City of High Point operations, public safety, and public services. This includes maintaining networks, servers, cybersecurity, ensuring data integrity, and providing technical support to municipal staff. In addition, IT Services develops and implements software solutions for various citywide services, oversees digital communication platforms, enhances data-driven decision-making, and ensures regulatory compliance. IT Services plays a crucial role in improving the efficiency, security, and accessibility of municipal services for residents and employees.

### Scope of Services

The City of High Point IT Services Division shall provide the following services:

* **IT User Support Team:**
Responsible for providing technical assistance and troubleshooting for end users. The team resolves hardware, software, and network-related issues to ensure minimal disruption, offers guidance on system usage, responds to service requests, and escalates complex problems to higher-level IT Services specialists when needed. They also assist with setting up new devices, maintaining security protocols, and educating users on best practices.
* **IT Infrastructure Team:**
Responsible for designing, implementing, managing, and maintaining the organization’s technology infrastructure. This includes servers, cloud services, data centers, and hardware to ensure seamless operations and security. They provide technical support, optimize system performance, and implement disaster recovery solutions to minimize downtime.
* **IT Network and Cybersecurity Team:**
Responsible for designing, maintaining, and securing the organization’s network and security infrastructure. Their tasks include ensuring reliable connectivity, managing hardware and software components, implementing security measures against cyber threats, monitoring network traffic, responding to security incidents, enforcing policies, and ensuring compliance with industry standards.
* **IT Systems and Applications Team:**
Responsible for managing, maintaining, and optimizing the software and hardware that support the organization’s technology infrastructure. This includes installing and configuring software applications, monitoring system performance, troubleshooting issues, ensuring cybersecurity measures, and supporting end users with technical problems. They also play a key role in system upgrades, data management, and integrating new technologies.
* **Geographic Information Systems Team:**
Responsible for managing and supporting spatial data, mapping applications, and geospatial technologies. This team collects, analyzes, and visualizes geographic data to support decision-making, infrastructure planning, and operational efficiency. Their responsibilities include maintaining geographic information system databases, developing mapping applications, integrating geographic information systems with other IT systems, and providing technical support to users.

## Service Catalog

*(Under Development)*

## IT Service Delivery Process for Incidents, Requests, and Inquiries

City of High Point IT Services uses Zendesk to manage support tickets and communicate across multiple channels. We leverage a help desk, live chat, email support, and a knowledge base to assist City of High Point end users, contractors, and affiliates.

### IT Service Requests

IT Service Requests are initiated to the IT Services Division by one or more of the following methods:

*None of the methods listed below guarantee immediate support or resolution. All requests will be forwarded to the Zendesk ticket queue for review, triage, routing, or escalation by an IT Services Support Agent and will be handled in the order received based on severity and priority.*

* **Online IT Services Help Center:**
Users may enter a ticket by navigating to <https://techsupport.highpointnc.gov/hc/en-us> and selecting the “Tech Support – Enter a Ticket” button.
* **Email to Tech Support:**
Users may email IT Support requests to techsupport@highpointnc.gov, and a ticket will be created automatically.
* **IT Services Support Call:**
Users may call for support by dialing 336-883-3014. A ticket will be generated by an IT Services Support Agent during the call.
* **IT Services Walk-In Support Request:**
Tickets will be generated by an IT Services Support Agent when a user walks in for support.

#### Specialized Hardware, Software, and Applications Support

If IT Services receives requests regarding specialized hardware, software, or applications that did not include IT Services during implementation or acquisition, IT Services staff will provide best-effort support. It will be up to the requesting department to rely on a service contract or a designated subject matter expert, if available. Additionally, IT Services provides limited support to remote users with regard to personal peripheral devices. Home visits by IT Services staff are prohibited.

## Acknowledgment and Response

Once an IT Service request is submitted and enters the Zendesk ticket queue, an automatic email notification is sent to the requester confirming receipt and that the ticket is being triaged. A ticket identification number is provided for reference.

Depending on the problem, request type, priority, or severity of the incident, the requester can expect to be contacted in accordance with the associated response times. The IT Services Support Agent or Subject Matter Expert will contact the requester to set reasonable expectations for remote or in-person assistance. The IT Services support staff will assess the need, user impact, service impact, and priority, and identify potential workarounds.

For truly urgent matters, the requester should call the IT Services Hotline at 336-883-3014 or Extension 3014.

## IT Services Support Hours

* **Regular Support Hours:**
Full support is available from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding weekends and holidays.
* **After-Hours Support:**
After-hours support is available after 5:00 p.m. on weekdays, during weekends and holidays, although it is limited. Urgent requests are forwarded to the on-call technician for support or escalation.

## Priority and Severity Levels

Severity refers to the extent an issue affects business operations, while priority is determined based on both severity and urgency.

### Severity 1 (Critical – Priority 1)

* **Definition:** Complete system or major application failure.
* **Impact:** Business-critical services are down; no workaround is available.
* **Example:** Business-critical functions may be unavailable due to a network outage affecting all users, a server crash impacting operations, a data breach or ransomware attack, or an enterprise resource planning system failure preventing financial transactions.
* **Triage Action:** Immediate response required with dedicated resources.
* **Response Time:** 15–30 minutes
* **Resolution Time:** 24 hours

### Severity 2 (High – Priority 2)

* **Definition:** Significant degradation of performance.
* **Impact:** Major functionality is impacted, though operations can continue with a workaround; potential financial or reputational risk exists.
* **Example:** A critical business application is down for a specific department, virtual private network access for remote executives fails, or a hardware failure affects multiple users in essential roles.
* **Triage Action:** Fast response required with quick escalation to specialized teams.
* **Response Time:** 1–2 hours
* **Resolution Time:** 24 hours

### Severity 3 (Medium – Priority 3)

* **Definition:** Partial loss of functionality.
* **Impact:** Some users are affected, but a workaround is available.
* **Example:** A single employee’s computer fails to boot, a software application runs slowly for a few users, or there are email synchronization issues on a mobile device.
* **Triage Action:** Scheduled for resolution; typically fixed within a business day.
* **Response Time:** 4–8 hours
* **Resolution Time:** 1–3 business days

### Severity 4 (Low – Priority 4)

* **Definition:** Minor issues, cosmetic problems, or general inquiries.
* **Impact:** No immediate impact on business operations.
* **Example:** Minor issues or enhancement requests such as new software installation requests, setting up a workstation for an incoming employee, or non-urgent password reset requests.
* **Triage Action:** Addressed as resources allow; may be scheduled for future implementation or during the next maintenance cycle.
* **Response Time:** 24–48 hours
* **Resolution Time:** 3–7 business days

## Roles and Responsibilities

* **IT Services Support Agent:**
Acts as the first point of contact for IT issues, logs and categorizes incidents and service requests, provides initial troubleshooting and resolution, and escalates complex issues to higher-level support.
* **Subject Matter Experts:**
Handle escalated technical issues, diagnose and resolve complex problems, and provide specialized expertise in networks, servers, or applications. They also implement workarounds as necessary.
* **IT Services Managers:**
Coordinate responses to major incidents, ensure timely resolution to minimize business impact, communicate updates to stakeholders, and conduct post-incident reviews.
* **IT Services Management Team:**
Reviews and approves IT changes, minimizes risks associated with changes, ensures proper documentation and communication, coordinates change implementation and IT disaster recovery efforts, and ensures IT services resume quickly after a failure.

## Escalation Process

If an issue is not resolved within the specified resolution time, it will be escalated as follows:

1. **First Level:** IT Services Support Agent
2. **Second Level:** Subject Matter Experts or Vendor
3. **Third Level:** IT Services Managers
4. **Fourth Level:** IT Services Assistant Director
5. **Fifth Level:** IT Services Director

## City of High Point End User Responsibilities

To ensure efficient support, end users must:

* Follow the IT Service Delivery Guidelines by using the proper support channels.
* Report issues promptly to avoid service disruptions.
* Provide clear and detailed descriptions of issues.
* Supply accurate contact information.
* Respond promptly to follow-up queries from IT Support.

## SLA Performance Metrics & Reporting

The IT Services Support team will track and report on the following key performance indicators:

* Average response time
* Average resolution time
* Percentage of issues resolved within SLA targets
* End user satisfaction survey results

## Service Uptime for Major Systems and Applications

**Uptime Guarantee:**
99.99999% of the time

## Maintenance Windows

* **911 Server Maintenance:**
Typically occurs on the third Wednesday of each month at 5:00 a.m.
* **Windows and Dell Updates:**
Updates are usually approved and pushed out each Friday at 10:00 a.m. and 4:00 p.m. This activity may occur on Thursday or the following Monday if the City of High Point is closed in observance of a holiday.
* **Major Software and Hardware Upgrades:**
Planned outages or downtimes will be communicated via email to critical management personnel, end users, and stakeholders.

## Amendments to Service Level Agreement

City of High Point IT Services reserves the right to modify, amend, or update this Service Level Agreement (SLA) at any time. To ensure continuous improvement and alignment with business needs, the SLA will be reviewed on a quarterly basis, with any changes to service provisions finalized on an annual basis. It is the responsibility of City of High Point end users to periodically review the SLA for updates.

## Agreement Approval

This Service Level Agreement is effective as of **[Start Date]** and is approved by:

* **IT Services Support Manager:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **IT Services Assistant Director:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **IT Services Director:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_