SWCC IT Service Level Agreement
Data Communications

Customers	Southwest Virginia Community College faculty, staff, administrators, and students.
Mission	Provide reliable and secure data communication.
Location	Southwest Virginia Community College 724 Community College Road Cedar Bluff, VA 24609 **Off-Site Locations** Booth Center – Grundy, VA Lebanon Center – Lebanon, VA Bluefield Center – Bluefield, VA SGTLC – Grundy, VA
Contacts	Name/Voice/Email: Brandon Walls/276-964-7547/brandon.walls@sw.edu **Emergencies**:Brandon Walls/276-733-5896/brandon.walls@sw.edu
Services Covered	Responsible for maintaining reliable and secure data communications.
Service Goals	Maintain data communication links to ensure reliable and secure data communications 24/7.
Hours of Support	Monday through Friday, 7:45 am – 4:30 pm Emergency requests performed at any time.
Environments Supported	Equipment and software purchased by Southwest Virginia Community College used to provide data communications.
Method for Requesting Services	Phone or email.
Support Levels	**Level 1 Emergency Problems** Immediate service. Work on the issue until it is solved. All other data communication issues or upgrades must wait. **Level 2 New Services and service maintenance.** Normal updates, monitoring, repairs or upgrades.
Web Support	
E-mail Support	See contacts above.
Service Metrics	Complete all user requests within a timely manner.

Customer Satisfaction	Customers will be surveyed in accordance with assessment guidelines.