



Paul D. Camp Community College Computing Services Service Level Agreement Installation and Repair

Customers

PDCCC faculty, staff, administrators, and students

Mission

Provide technical support, assistance, troubleshooting, repair, installation, and maintenance of software, hardware, and peripherals for the college.

Location(s)

Paul D. Camp Community College

- Franklin Campus
- Hobbs Campus
- PDCCC Smithfield
- Workforce Development Center

Contact

Network Support Specialists		
Franklin Campus Mark Evans 757.569.6726 Mevans@pdc.edu	Hobbs Campus/ PDCCC Smithfield Kelly Klass 757.925.6320 kklass@pdc.edu	Workforce Development Center Hersey Holloway 757.569.6095 hholloway@pdc.edu

Services Covered

Responsible for installing, repairing, and servicing multiple vendor microcomputers and their peripherals. Provide, preventive maintenance, emergency repair, and troubleshoot microcomputer and network hardware, and software problems at all campus locations. Configure, deliver, and set up microcomputer hardware, install operating systems, and software packages. Provide technical assistance to end users.

Service Goals

Meet user needs for all troubleshooting requests. Complete all user requests within a timely manner.

Hours of Support

Monday-Friday, 8 am to 4:30 pm
Emergency repairs or requests will be performed at any time.

Environments Supported

VCCS purchased monitors, computers, laptops, printers, software, phones, etc.

Method for Requesting Services

PDCCC Helpdesk SchoolDude

Support Levels

Level 1

Emergency Problems

- Although it is difficult to determine the exact amount of time to resolve a problem, every effort is made to resolve problems within 24 to 48 hours.

Level 2

New services, additions, deletions, moves, and repairs

- All user requests will be completed in a timely manner

Customer Satisfaction

Customers will be surveyed in accordance with assessment guidelines.