



Paul D. Camp Community College Computing Services Service Level Agreement Network Management

Customers

PDCCC faculty, staff, administrators, and students

Mission

Paul D. Camp Community College, Computing Services, provides uninterrupted access to Local Area Network (LAN) and Wide Area Network (WAN) services to its customers as well as all server resources.

Location(s)

Paul D. Camp Community College

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

Contact

Mark Evans
Network Support Specialist
757.569.5726
Emergency: 757.641.8131

Services Covered

All Paul D. Camp Community College owned/managed network and server hardware/software.

Service Goals

- Provide network services that are uninterrupted 99% of the time.
- Any non-emergency maintenance will be scheduled in advance and will take place after 4:30 pm when possible. Customers will be notified via email.
- Respond to all LAN, WAN and server related networking issues within 2 hours with a maximum resolution time of 48 hours. Resources not directly managed by networking staff fall outside the scope of this agreement.

Hours of Support

Monday-Friday, 8 am to 4:30 pm
Emergency Support: 24/7

Environments Supported

Paul D. Camp Community College owned hardware and software.

Service Metrics

Complete all user requests by the VCCS