



UITS

Desktop Support

Service Level Agreements

Level 1

Request should be completed within 4 Business Hours
(Computer will not respond, Unable to complete job duties.)

Level 2

Request should be completed within 24 Hours
(Approved software installations, Inconvenience to job duties)

Level 3

Request should be completed within 3 Business Days
(Standard Software/Hardware Quotes, Non-Emergency PC issues, Local printer issues)

Level 4

Request should be completed within 5 Business Days
(Non-Standard Quotes, New Computer Installations, Warranty work)