

# YCDSB Information Systems /Application Support Call Centre - Service Level Agreement

## Section 1 – General Information

### Purpose

This service level agreement has been written for York Catholic District School Board. It sets forth the service levels that the Call Centre will deliver to its customers, and describes the processes that are used when a request for information or assistance is submitted.

### Service Level Agreement Period

This agreement is valid for the period January 8th, 2007 through June 30, 2007. During the month previous to its expiration, this agreement will be reviewed and a new one, based on current needs and practices, will be issued for the coming year.

### Parties Involved

This agreement pertains to Information Systems /Application Support Service Unit and all YCDSB end-users of our supported applications.

### Call Centre Overview

The York Catholic District School Board Call Centre is a technical support team that provides prompt, knowledgeable, courteous desktop computing support services over the phone, in person, and via email.

The Call Centre aims to resolve 75% of all interactions on the first call. If this is not possible, the inquiry is escalated to another unit or staff provides alternative referrals or resources. If the problem or request concerns an unsupported operating system, hardware, software or service, staff will do their best, given call volume, to suggest other avenues of support.

### Customer Responsibilities

When customers contact the Call Centre by phone they should be prepared to spend the time required to resolve the issue, have their UserID and phone number available, be at the computer that they are requesting help with and abide by the Call Centre policies as stated by the Call Centre End User Specialist.

## **Section 2 – Call Centre Product and Service**

### **Contact Information**

The Call Centre may be contacted by calling 905-222-2727. Our end-users can also utilize the self-service approach by submitting a ticket through "ISAAC". Current information including communication for known outages can be found on our Call Centre web page located at: <http://www.ycdsb.ca/help>

### **Staff Availability and Response Time**

The Call Centre is professionally staffed from 8:30 AM to 4:45 PM from Monday through Friday during the school year. During peak times for Report Cards the Call Centre hours are extended to evening and weekend support.

The Call Centre schedule is posted on the Call Centre web site at:  
**<http://www.ycdsb.ca/help>**

When a Call Centre Specialist is not immediately available via telephone, the customer will be offered the following options: to hold for the next available Call Centre Specialist, leave a voice mail message, or access the Call Centre via email. Voice mail received during normal business hours will be responded to within 60 minutes. If the request is critical, it is advisable to hold for the next available Call Centre Specialist.

At times, there are YCDSB issues that may cause heavy call volumes and may prevent staff from getting back to someone within the standard timeframe of 120 minutes. During these times, the Call Centre welcome message will be modified to reflect the current condition, alerting customers to potential longer wait times.

Responses to email requests will be made within 2 hours, if received during normal business hours. Responses made to emails received after posted working hours will be made by 11:00AM the next business day.

Critical or very important requests should always be phoned into the Call Centre. Only non-critical request should be emailed. As email service delivery is not guaranteed, the Call Centre cannot ensure the timely receipt of requests. Email service level commitments are based on the time the request actually reaches the Call Centre.

### **After Hours Emergency Problem Reporting**

To report a system-wide outage when the Call Centre is closed, call 905-222-2727 and select option 8. Customers should leave a message in the voicemail box, so a staff member can respond to the call when available. Examples of emergency problems are as follows:

- Server outage
- Application outage
- Network outage
- Network virus
- Security intrusion

You can also send an email to: [IS.Emergencies@ycdsb.ca](mailto:IS.Emergencies@ycdsb.ca)

## Quality of Service Measures

Call Centre quality of service is determined by a number of measures including:

### 1. Percentage of Interactions Answered:

An *Interaction* can be a call, email or walk-in. For calls, the goal is to answer 75% of The total calls made to the Call Centre.

### 2. Wait Time:

The amount of time a customer waits on the line for the next available Call Centre Specialist may vary depending on call volume. The target is a wait time of 2 minutes or less, to speak to a Call Centre Specialist.

### 3. First Call Resolution Rate:

A call is deemed a *First Call Resolution* when the Call Centre Specialist who handles the initial Call Centre trouble ticket resolves the issue to the customer's satisfaction, during that initial call. The goal is to solve 75% of problems on the first contact with the Call Centre.

If the above service level goals are missed by 50% or more in two sequential months, the Call Centre Manager will deliver a Recovery Plan to the Senior Manager of Information Systems. This plan will document operational process improvements that the Call Centre will take to enable it to increase the service levels to agreed upon standards within 90 days.

## Problem Tracking

The Call Centre files a ticket for 100% of the interactions that must be escalated. If the problem is not resolved on the first contact, it is either scheduled for a Service on Site (SOS) visit, or escalated within Information Systems. Open tickets assigned to the Call Centre are reviewed daily. Tickets escalated outside of the Call Centre are reviewed weekly.

## Service on Site (SOS)

Call Centre, Service and Repair, and Desktop Services staff make on-site visits to fix faculty and staff computing problems that cannot be resolved over the phone. SOS is designed to assist users needing specific, on-site desktop support on an infrequent basis. Average wait time for an SOS appointment is 2 days. For critical problem resolution, SOS will be provided within 4 hours.

During busy periods the wait for non-critical problems can be substantially longer. Critical issues include connectivity problems and severe virus problems. Staff typically schedule these appointments within 1 business day.

## Walk-Ins by Appointment

The Call Centre's computer walk-in service provides the hands-on assistance of a Call Centre staff member, who will supply the tools and guidance during the appointment to remedy the computer problem. To take advantage of the walk-in service, customers must schedule an appointment with the Call Centre technician by emailing [Darlene.Clapham@ycdsb.ca](mailto:Darlene.Clapham@ycdsb.ca)

## Support Glossary

This support glossary defines the type of support provided by the Call Centre.

- **Verify account:** Assure that your YCDSB account exists and is active.
- **Install & configure:** Assist in downloading software and customizing settings.
- **Diagnose:** Ask a series of organized questions to identify and repair the problem
- **Initiate fix:** Troubleshoot and fix problem over the phone, using remote management tools.
- **Functional help:** Provide basic instruction for assistance with learning how to do specific tasks or training on how to use supported software.
- **Provide Information:** Answer general questions on products and services.
- **Escalate:** If the problem requires support from units other than Call Centre, staff will escalate it to the appropriate unit in a complete and timely manner.
- **Make Referrals:** Refer client to appropriate source for information. The source can be a website, or person.

## Support at a Glance

The Call Centre supports Windows operating systems using supported software and accessing central services.

### YCDSB Software Support Definition

Computing and Information Services provides several levels of software support to YCDSB computing users: full, partial and instructional. In some cases, software is made available on the software download page that is not supported by Information Systems. Each application made available by Information Systems is assigned one of these support levels, regardless of whether the application is made available on the software web server or by other means.

Following are brief descriptions of the services provided by Information Systems for each of the support levels.

**Full Support:** Full support is assigned to software useful to broad segments of the Board and to applications whose effective use requires integration with other computing facilities. Information Systems encourages users to adopt fully supported applications whenever possible and gives priority to fully supported applications in allocating its resources for serving YCDSB computing users.

Technical support is provided by Information Systems staff and Call Centre Staff. Information Systems strives to develop in-depth knowledge about these applications and is committed to pursuing solutions to problems that may arise in their use at YCDSB. Information Systems takes steps to customize and integrate these applications into YCDSB's overall computing environment.

Training is provided, based on need, through courses, self-paced instructional materials, online tutorials, or cooperative arrangements with departments. Information Systems develops and maintains local documentation as needed.

**Partial Support:** Partial support is assigned to applications that are among the best of their type but for which there is less need to recommend a standard or to provide a full range of services. Partially supported applications are useful to fewer users than is the case for fully supported applications, and there is less need for integrating them into YCDSB's overall computing environment. Information Systems assigns partial support based on an assessment of user needs and Information Systems resources. Information Systems gives lower priority to providing assistance for these applications than to providing assistance for fully supported applications. Call Centre Staff may be familiar with these applications but do not strive to obtain in-depth knowledge about them. Call Centre Staff may be able to answer questions, suggest strategies for resolving problems, or suggest other sources of assistance, for example, user groups, expert users, and bulletin board services. Information Systems provides training on a much lesser scale than for fully supported applications, consisting mainly of self-paced instructional materials or online tutorials where available. Information Systems may have copies of vendor documentation for reference, but does not develop or maintain local documentation.

**Instructional Support:** Instructional support is often provided by the course instructor or teaching assistants for software to be used in courses. Some applications used in courses may fall into one of the other support categories as well (e.g., Excel). Call Centre Staff will be familiar with accessing and installation of the software but do not consult on the use of the software or its use in courses.

Instructors are responsible for developing any local documentation.

**No Support:** Unsupported applications are primarily those provided by INFORMATION SYSTEMS to take advantage of educational discounts or those made available as a convenience to users. Information Systems does not provide any consulting, local documentation, or training. Our staff will refer the user to alternative support sources to help them work towards a resolution. In general, support is provided by the software vendor or through user groups.

### **Software Training**

Training is valuable to all staff. The Call Centre will identify and recommend training to particular customers when necessary. The goal of the training will be to reduce the number of contacts into the Call Centre and the number of problems or issues experienced by customers causing a breakdown in productivity.

For self-help, customers are welcome to access the knowledge base at <http://www.ycdsb.ca/help>, which provides self-help support regarding how-to questions and common problems.

### **Beyond the Scope of Call Centre Support**

The Call Centre does not support:

- accept and repair desktop computers
- eliminate virus or spyware infected computers
- fixing external ISP related problems (e.g. Sympatico & Rogers private networks)
- training or extensive instruction

## Section 3 – Call Centre Contact Procedures and Trouble Ticket Flow

### Total Contact Ownership

This section outlines the services provided by the Call Centre with each contact that is received. The purpose of the Total Contact Ownership (TCO) program is threefold:

1. Shorten the amount of time between ticket creation and resolution
2. Ensure that all customers are updated regularly with meaningful information on the status of their tickets, and are ultimately satisfied with their resolutions.
3. Make certain that Call Centre staff has more information on how escalated tickets are ultimately resolved with the intended result of more problems being resolved at the first level of support.

The Call Centre will maintain TCO throughout the entire request process as listed below.

### The Call Centre will:

1. **Request Capture and Support Verification:** A Call Centre Specialist will capture all requests via phone, email, or voice mail (and walk-in) and verify the right to service based on the UserID, affiliation of the customer and the approved product support list.

If the request relates to unsupported software, the customer will be notified. Otherwise, the Call Centre Specialist will continue with Step 2.

2. **Trouble Tracking:** The Call Centre End User Specialist will collect information about your problem and make a determination as to the most qualified person to resolve your case. For the most common problems, the HD has developed solution procedures and the specialist who takes your call will be able to resolve the issue or give you a solution to test. Typically this takes approximately 5-15 minutes. Sometimes you may have to call back if the solution you are given doesn't fix the problem.

3. **Problem Resolution:** The Call Centre Specialist will attempt to resolve all problems and requests for supported operating systems and applications. If call volume prohibits the specialist from spending any more time on the call, or (s)he is unable to solve the problem, the ticket will be escalated.

4. **Escalate the Request, if necessary:** The Call Centre Specialist will escalate the request to our second level support, and provide the customer with an estimated response time.

5. **Log Resolution into Ticket:** The Call Centre Specialist will log the resolution to the opened HD trouble ticket.

6. **Verify Customer Satisfaction:** The Call Centre Specialist will verify that the customer is satisfied with the resolution to their request.

7. **Close the HD Trouble Ticket:** All Call Centre trouble tickets will be closed after the customer's satisfaction has been verified.