

In accordance with IT-1822.1E, [Technology Services](#)



Office of Information Technology

Priority Service Level Requirements

In accordance with the College's [Technology Services](#) policy, once a request for technology services has completed the online approval process, it generally takes about three (3) to five (5) working days to complete most requests.

Requests generally adhere to this timeline unless otherwise indicated or circumstance dictates that a *Priority Service Level* is required. This is indicated by the following parameters on the help desk system request:

- **Priority**
- **Need By Date**
- **Urgency**

Should a particular request require a longer period of time for completion, the contact person is usually notified. Each request should be reasonable and will be evaluated on a case-by-case basis.

Approved 5/12/10