

ROGER WHELAN Information Technology Department  
The College of William and Mary  
community (current students, faculty, and staff). Its purpose is

## Requesting Services

1. Internet: <https://mediatech.rwu.edu>
2. Email: Please send a detailed description of your request/problem to [mediatech@rwu.edu](mailto:mediatech@rwu.edu) with current contact information.
3. Phone: 401.254.6363.
4. Walk-In: The MediaTech Desk is located on the first floor of the Bristol Campus Library.
5. Voicemail: Call 401.254.6363 or x6363 from a campus phone and leave a detailed description of your request/problem with current contact information.

## Information Technology Department Service Priority Levels and Response Times

### Service Priority Levels

The MediaTech Desk is committed to making every effort to resolve issues at the time of the service request. If an issue cannot be resolved at the time of request, it will be given a priority level. Requests will be handled according to the priority assigned to them by the MediaTech Desk.

### Response Times

Response time commitments are meant to note the maximum time interval in which the customer will be contacted by a technician. It is not meant to be an indicator of the problem resolution timeframe. Resolution times will vary based on specifics.

### Exceptions

1. The Information Technology Department will send out **University** communications when there is a **planned** system outage. Service requests received after announcements are sent may not be responded to until the outage is over.
2. Due to the volume of calls during the opening two weeks of school, during exam periods, and other peak **times**, response **times** may be longer than normal. MediaTech staff will **inform** requestors if any of these exceptions are in effect.

The table below describes the service priority levels, priority description, example, and associated IT response times:

Priority Level	Description	Example	IT Response Time (During Normal
Emergency	Significant disrupti	r87	

4. Provide consent for an IT technician to access your computing device remotely or in person in your absence if necessary.
5. Notify the Media Desk at least 48 hours in advance of any pre-scheduled service needs (i.e. office moves)
6. Check the IT website for current information and assistance <http://it.rwu.edu>

### SLA Review

The Information Technology SLA will be reviewed on an annual basis. It may be amended based on need or service level adjustments.

### Approvals

The Information Technology Department's senior leadership and the Chief Information Officer approve the SLA. The SLA will be published on the website.