

4.5 ITS Service Commitment & Support Expectations

Service Commitment & Response Expectations

Our Commitment

Information Technology Services (ITS) is committed to providing reliable, responsive, and professional technology support for the Arkansas State University community. Our goal is to ensure that technology issues and service requests are acknowledged promptly, communicated clearly, and resolved as efficiently as possible.

Support Hours

ITS provides support during normal university business hours:

Monday through Friday 8:00 AM to 5:00 PM

Critical technology outages that significantly impact university operations may receive support outside of normal business hours.

What You Can Expect

When you contact ITS, you can expect:

- A timely acknowledgment and initial response regarding your request.
- Clear communication regarding the status of your issue.
- Regular updates when resolution requires additional time.
- Professional and courteous service.
- Prioritization of issues based on their impact to university operations.

Please note that an initial response confirms your request has been received and is being reviewed. It does not necessarily mean the issue has been resolved.

Response Time Expectations

Request Type	Expected Initial Response Time-frame
Email Outreach	Within 0-1 business days
Voicemail Outreach	Within 0-1 business days
Critical Issues	Within 0-30 minutes
High-Priority Issues	Within 0-4 business hours

Standard Support Requests	Within 0-1 business days
Routine Support Requests	Within 0-2 business days

These time-frames represent our goal for acknowledging your request and beginning the support process.

Service Priorities

ITS prioritizes requests according to their impact on university operations. This prioritization helps to ensure requests are handled in an efficient and timely manner while minimizing campus disruption.

Critical Issues

Critical Issues
Examples:

- Campus-wide network outages
- Major system outages
- Significant security incidents

Target Response: Within 15–30 minutes . **Status Updates:** At least hourly until service is restored or stabilized.

High-Priority Issues

High-Priority Issues
Examples:

- Department-wide technology disruptions
- Major service degradation affecting multiple users

Target Response: Within 4 business hours **Target Resolution:** Typically within 1 business day.

Standard Support Requests

Standard Support Requests
Examples:

- Individual account access problems
- Email issues
- General technical support requests

Target Response: Within 1 business day **Target Resolution:** Typically within 3 business days.

Routine Support Requests

Routine Support Requests

Examples:

- Software installations
- Hardware upgrades
- Standard service requests

Target Response: Within 2 business days **Target Resolution:** Typically within 5 business days.

Communication During Resolution

If additional time is needed to resolve your issue, ITS will provide updates appropriate to the priority and complexity of the request. You may be contacted for additional information that is needed to complete the work.

Peak Periods and University Closures

During periods of exceptionally high demand, such as the beginning of academic terms, response and resolution times may be longer than normal. ITS will continue to acknowledge requests as quickly as possible and communicate any significant delays.

How to Receive the Fastest Support

To help us assist you efficiently:

- Submit a service ticket whenever possible.
 - You can submit tickets at: [Support Portal](#)
- Provide detailed information about the issue when requesting support.
- Include screenshots or error messages when possible to speed up troubleshooting.
- Respond promptly if we request additional information.

Unsure of how best to convey your issue? No worries! You can connect with our Help Desk staff using one of the following methods:

Contact IT Help Desk

Phone: 870-972-3933

Email: itshelpdesk@astate.edu

Office Hours: M-F 8am-5pm

After Hours Service is available via Phone

Stop By The IT Support Services Office

First Floor of the Dean B. Ellis Library Room 149

Office Hours: M-F 8am-5pm

Following these guidelines help to ensure your request is routed to the appropriate support team and tracked through resolution.

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