



# SDCCD FACILITIES SERVICES

## Service Level Agreement

### Priority Matrix for Reaction Time

#### Level 1 - Emergency Work Service Level Agreement (SLA)–Immediate Response

Priority 1: Response is Immediate Emergency work is defined as work that requires immediate dispatch. This level is for things that are imminent safety, security risks, could lead to significant property loss or are an immediate impact to the District fulfilling it's mission.

Section	Work Request Type	Contact	Priority
Equip Repair	Vehicle immediate safety risk ( stuck in traffic ) or vehicle is needed immediately		1
Equip Repair	Field Equipment stuck on field that will be used for an event or is ready for field maintenance		1
Equip Repair	Audible Alarm where equipment is malfunctioning		1
Equip Repair	Fire sprinkler leaking		1
Equip Repair	Post Indicator Valve leaking (Fire Sprinkler System)		1
Equip Repair	Runaway alarms signals that significantly impact Dispatch operations		1
Equip Repair	Any alarm condition that may cause the Dispatch system or software to be rendered inoperable		1
Equip Repair	Fire suppression or chemical storage system discharged		1
Equip Repair	Fire suppression system alarm		1
HVAC	Temperature cooler than 64 degrees or hotter than 82 degrees		1
Electrical	No power to building / classroom / critical circuit		1
Electrical	Burning / sparking / electrical smell		1
Electrical	Exposed wires		1
Plumbing	Water leak that has the potential to cause a safety risk or imminent property loss		1
Plumbing	Gas leak		1
Plumbing	Sewage backup that is overflowing		1
Plumbing	Urinal or toilet that is not working - must be bagged and tagged to isolate. Further work order to be at level appropriate for demand.		1

B&G	Roof Leaks that are an imminent safety risk or threat to property loss		1
B&G	Broken glass that is a safety or security risk		1
Locks	Unable to access or secure an area due to equipment failure		1
Elevators	Someone is caught in the elevator		1
Elevators	Elevator closure not working leaving safety hazard		1
HazMat	Spills of chemicals that are Hazardous Materials. If you are not sure - the response is as if it is a HazMat		1

**Level 2 – Urgent Work Same Business Day SLA 4 Hour Response**

Priority 2: Equipment down that significantly impacts the ability to complete the districts mission but is not an imminent threat to health, safety or cause significant loss of / to property.

HVAC	No air flow		2
HVAC	Temperature cooler than 67 degrees or hotter than 77 degrees		2

**Level 3 – One Business Day SLA 24 Hour Response (Business Day)**

Priority

3			
Electrical	Electrical - Localized outage that disrupts conducting classes		3
Electrical	Exterior lights not on		3

**Level 4 – Routine Request SLA 1 Week Response with schedule for completion**

Priority 4: Customer will be contacted with a schedule within the response time. Work in this category may be put in the normal work planning and scheduling cycle. The SLA for completion will be 30 days from receiving work request.

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**Level 5 – Special Projects SLA 2 Week Response with Schedule for Completion**

Priority 5: Customer will be contacted with a schedule within the response time. Work in this category will be put in the project work planning and scheduling cycle (ie painting a door on a campus when the painting crew is scheduled on another campus for long term assignment)