

Service Level Agreement (SLA) for Lecturers

This Service Level Agreement (SLA) defines the level of technical support provided to lecturers using the university e-learning platform. It ensures efficient teaching operations by outlining response times, responsibilities, and system performance standards.

1. Scope of Support

This SLA covers lecturer accounts, course management, content uploads, assignments, grading, enrollment processes, and overall system performance.

- 1 Course Management: Assistance with editing tools and course structure setup
- 2 Content & Assignment Hosting: Support for uploading materials and assignments
- 3 Access Control: Guidance on enrollment methods and key generation
- 4 Assessment Tools: Support for grading and submission review

2. Support Channels

- 1 Official IT support email:
- 2 IT helpdesk office:
- 3 E-learning administrator.....
- 4 Self-Service: User manuals and instructional videos available on the platform sidebar.

3. Support Availability

- ❖ **Standard Operating Hours:** Monday – Friday (08:30 – 21:30) and Saturday-Sunday (08:30 – 14:30).
- ❖ **Off-Hours Support:** Critical issues (system-wide outages) are monitored 24/7. General inquiries sent after hours will be addressed the following business morning.
- ❖ **Scheduled Maintenance:** Notice will be provided 48 hours in advance for any emergency maintenance

4. Response and Resolution Targets

Priority	Description	Initial Response	Resolution Target
Critical	Lecturer unable to log in or access dashboard	30 minutes	1 hour
High	Failure in activity/resource tools or file uploads	1 hour	2 hours
Medium	Enrollment key or course setup issues	2 hours	3 hours
Low	General grading or formatting questions	5 hours	8 hours

5. Responsibilities

Lecturers:

- 1 Use the official Module Alignment Template to ensure content consistency.
- 2 Ensure editing mode is enabled before making course changes
- 3 Securely share enrollment keys with students
- 4 Periodically export gradebooks to maintain data integrity
- 5 Provide clear issue descriptions with course details
- 6 Attach screenshots where necessary and report issues promptly

Technical Administrators

Ensure system reliability, support file uploads, and maintain data integrity for grading and course materials.

Administrative Staff:

Verify lecturer accounts using valid institutional email addresses during account creation.

6. Performance Standards

- 1 Content Integrity: All uploaded materials must be correctly stored and accessible
- 2 Security: Enrollment must require secure keys to prevent unauthorized access

7. System Availability

The platform targets 99% uptime, excluding scheduled maintenance periods.

8. Escalation Procedure

Unresolved issues will be escalated to senior IT support staff to ensure timely resolution.