



GothicNet Portal Service Level Agreement (SLA)

Department of Information Technology

This document represents a service agreement between the Department of Information Technology (IT) and all users of the GothicNet Portal and associated applications.

GothicNet Portal System Availability

The GothicNet portal will generally be available twenty four hours a day and seven days a week with the following exceptions:

Regular System Maintenance

The GothicNet Portal and its associated applications will be unavailable during periods when system maintenance will occur. Following are various types of maintenance that will be performed but not limited to:

- Backup or restoration of databases
- Performance testing/tuning
- Application of patches and fixes
- Hardware testing or maintenance

System Availability Message:

System maintenance will be generally scheduled after normal business hours. For any planned maintenance, users will be informed 24 hours in advance by properly displaying “System Availability” message on the main page of the GothicNet Portal.

Unexpected System Downtimes

The GothicNet Portal and its associated applications may be unavailable due to the following unforeseen circumstances, but not limited to:

- Disruption of Internet Connection
- Hardware failure
- Viruses

System Availability Message:

In these circumstances, IT’ first priority will be to restore services as soon as possible. In order to inform the user community, IT will make the GothicNet Portal as soon as possible which will display a message regarding the status of the GothicNet Portal and its associated applications (Financial/Learning Solutions/HR)

GothicNet Portal Support

Telephone Support

On campus telephone support is available by dialing HELP (x4357). Telephone support is available Monday - Thursday 8:30 am - 7:00 pm and Friday 8:30 am - 6:00 pm.

Voicemail, Email or Contact Form

You can leave a message or report a problem to the Helpdesk 24 hours a day, 7 days a week by voicemail (x4357) during non-business hours, email (helpdesk@njcu.edu) or contact form located at <http://www.njcu.edu/activedir>. In all cases, please leave your name, phone number and email address. Responses will occur via email and response times for Voicemail, Email, or Contact Form is as follows:

- Urgent request which impact production and requires immediate attention will be responded immediately.
- Problems reported during normal business hours will be responded to within 3 normal business hours.
- Problems reported during non-business hours, Monday through Friday will be responded to within 24 hours.
- Problems reported during non-business hours during weekend will be responded to within 48 hours.

Requesting Access to GothicNet and Applications

In order to add, modify or delete any access to the GothicNet Portal and its associated applications, users/supervisors must fully complete the “Security Request Form” located under the IT Policies & Procedures section of the GothicNet Portal. Email can also be sent to pssecurity@njcu.edu for any PeopleSoft security-related question. A response will be received within 3 hours during normal business hours and 48 hours during non-business hours.

Summary

The following table provides a summary of support details:

| Type of Support | Support hours and Response Time | Contact |
|---------------------------------|---|---|
| Telephone Support | <ul style="list-style-type: none">• Mon–Thur: 8:30am – 7:00pm• Fri: 8:30am – 6:00pm | On Campus : Ext. 4357 |
| Voicemail/Email Contact Form | <ul style="list-style-type: none">• Regular business hours: within 3 hrs• For Non business hours: within 24 hrs• For Weekends: within 48 hrs | Voicemail: On Campus : x4357 Email: Helpdesk@njcu.edu Contact Form: By accessing Need Help Signing In? from the GothicNet Portal Signin page. |
| PeopleSoft Security Support | <ul style="list-style-type: none">• Urgent request - immediately• Regular business hours – within 3 hrs.• Non-business hours: within 24 hrs.Weekends: within 48 hrs. | Email: pssecurity@njcu.edu |

