

Student Affairs Technology Policy

Title	Service Delivery Policy	Approved Version	2.0
Reference	Target Date Table	Next Review Date	June 2026
Owner	Vice President Division of Student Affairs	Date of Publication	June 2025

Policy

The Technology Services Team shall establish and maintain standards and goals to ensure a consistent level of service for all scheduled work. These standards will define expected completion times, scope of work, quality criteria, and communication protocols. Any exceptions or deviations from this policy will be reviewed and addressed on a case-by-case basis.

This policy does not supersede, in part or in whole, any policies issued by the Office of Information Technology or the Office of University Communications. It is intended to align with and support university-wide standards and practices.

Purpose and Description

This policy establishes reference points and sets clear expectations regarding the timing and manner in which services will be delivered. It includes the publication of standards, the definition of service levels, and the provision of performance reports based on service requests received.

Issue or problem resolution processes are outside the scope of this policy.

The Service Delivery Policy is intended to guide and support the efficient generation and fulfillment of service requests without imposing unnecessary restrictions.