

This Service Level Agreement (SLA) attempts to present a clear definition about the scope of work and resources provided for LSTC's web site by the Office of Communications and Marketing for the Lutheran School of Theology at Chicago faculty and staff. It specifies the types and extent of service that can be expected to be delivered to users and also what expectations exist for Information Providers to the site. The SLA reflects the current services that are agreed upon and offered at this point in time and does not attempt to anticipate future changes in service levels. An annual review of the SLA will take place and the SLA will be updated accordingly.

1. Who is supported under this agreement?

- Information Providers for the web
- Faculty, staff and students who may from time to time provide information for inclusion within the LSTC web site. (www.lstc.edu)

2. Methods of contact and hours of operation.

- Generally, the Web Manager is on-site in the Office of Communications and Marketing on Tuesday and Thursday from 9 a.m. to 4 p.m., and on Wednesday mornings. With vacations or holidays, these hours may change.
- Information updates and requests for major revisions, or new pages (see LSTC Web Policy for guidelines and procedures) may be submitted at any time via email to rbottorf@lstc.edu
- Requests should include specifics as to the changes and the page(s) to be updated. Formatting and other considerations are covered in greater detail within our Web Style Guidelines.

3. Responsibilities of end users.

- Responsibilities of Information Providers are enumerated in the Web Site Information Provider Agreement and Web Policy.

4. Priorities and Response Times.

- For general information updates, changes will be made within 7 days of receipt of the request. Simple changes to existing pages will generally be made within 24 hours of receipt.
- Priority will be given to "news" items or information for which posting is especially timely.
- Redesign/project work. Work involving new pages or sections may involve significant preparation time related to photos, graphics, content, consultation and approvals. Timetables for such projects will be established on a case by case basis in consultation with the Information Provider.