

Student Affairs Services Policy

Title	Service Delivery Policy	Approved Version	1.0
Reference	Target Date Table	Next Review Date	June 2016
Owner	Vice President Division of Student Affairs	Date of Publication	September 2015

Policy
<p>Established and maintained standards and goals to provide a uniform service level for scheduled work. This will include time to complete, what's included, quality definitions, and communication plan. Exceptions or deviations from this policy will be addressed on a case by case basis.</p> <p>This policy is not intended to nor will supersede in part or whole any policy of the Office of Information Technology or Office of University Communications.</p>

Purpose and Description
<p>To provide reference points and set expectations for when and how services will be delivered. Publish standards, set service levels, and deliver reports, based on services requested. Issue or problem resolution are not included or covered within this policy.</p> <p>The Service Delivery policy is intended to influence not to restrict the generation and fulfilment of service requests.</p>