

Service Level Expectations

DES IT Contracts Team

Introduction

IT Contracts will provide telephone and email support from 8:00 AM to 5:00 PM PST Monday through Friday. Our commitment to every customer:

- Respect your time
- Simplify your experience
- Make things right

Response Time and Quality

Our commitment is to respond to every customer inquiry within **1 business day**.

- Not being passed around
- Owning the response or finding the right contact within DES
- Consistent and knowledgeable responses

What to expect if you submit master contract suggestions or feedback?

- We will respond to your suggestion and/or feedback
- Suggestions will be brought to the team for discussion
- If applicable, we can create a survey for new master contract suggestions and broadcast the survey invitation to DES customers
- Follow-up with you after the survey is conducted to discuss results