

# || ROGER WILLIAMS UNIVERSITY

## Service Level Agreement—COVID-19 Addendum

Information Technology is committed to providing our services in an efficient, friendly and safe manner. However, the reality of the COVID 19 pandemic may impact service response times, especially to classrooms during peak periods.

Additionally, IT will take all appropriate measures for safe interaction. Whenever possible, we will ask that students, faculty and staff utilize our remote services. When onsite interaction is needed we will wear masks, social distance, and wipe down equipment that we touch. RWU community members needing onsite service should follow the same protocol of masks, social distancing and wiping down equipment.