**Standard Desktop Support**

***Service Level Agreement 2012/13***

**1. General Overview**

The purpose of this document is to establish a two-way understanding between the HSU campus community and Information Technology Services regarding (a) how the university’s desktop computer inventory will be managed, and (b) the support services available to desktop computer users. It documents the principles and practices to which ITS will adhere, and to which the user community should adhere. These principles and practices are intended to yield a high quality, reliable desktop computing environment for the university while controlling costs.

**2. Service Description**

The full range of services provided by ITS are documented at [ITS Services and Solutions.](https://www.humboldt.edu/its/services/all)    This document specifically describes Standard Desktop Support (SDS) services.

**2.1 Scope**

This Service Level Agreement applies to all computing equipment (computers, monitors, printers, scanners, etc.) owned by the university, its self-support units, and auxiliaries that are utilized for research and creative activities, instruction and university business. It applies to computers in all offices, labs, classrooms and public spaces. Unless an alternative mechanism for ongoing support is identified in advance, this Service Level Agreement also applies to grant-funded computing equipment (excluding grant funded equipment obtained before this Service Level Agreement was put into place in January 2013).

Support is provided by the most efficient method available:  primarily over the phone with remote control assistance; via email; and through in-person visits.

**2.2 Services**

Standard Desktop Services are organized around the lifecycle of a supported computer and include:

**2.2.1 Plan / Purchase**

***Managing HSU’s computer inventory***

*First fundamental principle: adhering to computing equipment standards across campus*

* All computer *and* printer purchases must conform to a list of standardized models that have been selected for performance, reliability, and cost.
* The standardized models of computers and printers include options to match specialized or higher technology level needs. [IT liaisons or appropriate desktop support person](https://www.humboldt.edu/its/user-support-staff) will work with staff/faculty to determine if their need requires advanced models or components.
* Computer and printer standards are established and/or updated each quarter through collaboration among the IT Liaisons and Support Specialists who work closely with staff and faculty across all areas of the campus and are aware of technology needs. Information about when and where the next standards review discussion will take place is posted on the standards web page. Interested persons across campus are welcome to attend the review meetings, or provide input to the standards review via the email address provided on the standards page, or through discussion with their [liaison or appropriate desktop support person](https://www.humboldt.edu/its/user-support-staff) at any time.
* ITS will assist users and departments with all computer, printer and software purchases.  Please contact your [liaison or appropriate desktop support person](https://www.humboldt.edu/its/user-support-staff) for assistance with specifications and ordering.
* Operating system and application software configurations of HSU computers, mobile devices and printers are based upon customer needs, CSU and HSU security standards, and the requirements of enterprise services such as the CSU’s common management system (CMS/PeopleSoft).

**2.2.2 Deploy**

***Managing HSU’s computer inventory***

*Second fundamental principle: Adhering to a common software image across campus*

* New computers are configured with a baseline standard set of software including a current operating system, office productivity applications, anti-[*virus*](https://www.humboldt.edu/its/glossary/5#term199)/anti-spyware software, and remote administration tools. *Note that customers may request additional software installations on their computer* – see 2.2.3 Software Installation in the **Manage** section below.
  + Computers are configured in compliance with campus security policies, and other configurations that may be specific to divisions or units.
  + Software not included in the baseline standard is installed when requested and properly licensed. Customers may be asked to provide installation media or web location for non-standard software and proof of software ownership.
  + Computers are configured to connect to the campus networks.
  + In cases of computer replacement, customer documents will be transferred from the previous computer.  Data will be retained on the previous hard drive for four weeks to ensure complete data transfer.  After four weeks the hard drive is securely erased or destroyed in a manner where no data is recoverable from the drive.

**2.2.3 Manage**

* Software Installation
  + Support technicians will install and upgrade software in response to customer requests, changes to campus standards or security requirements, or to resolve problems.  Software may be installed with remote tools.
  + Support technicians will install client-provided driver software for peripherals such as printers, scanners, external storage devices, and input devices.
  + Supported software is installed on university-owned computers used for research, instruction, and university business.  ITS is not permitted to install software on equipment not owned by the University.
  + Proof of license must be provided. (See the CSU policy on the protection of electronic copyrighted materials at <http://www.calstate.edu/eo/EO-999.html>)
  + If ITS does not have installation media, and the software is not available online, the person requesting the installation must provide the media.
  + Some software requires specialized configuration. ITS Support staff can configure software if documentation is available.
  + In accordance with the CSU Information Security Policy, only software that is being actively updated/patched by the vendor will be installed. Exceptions may be made on case by case basis.  [need a link to that section in the CSU Info Sec policy]
* Software Function/Usage Support
  + Support staff will provide assistance for software that is not launching or functioning properly.
  + Initial investigation is always provided to determine if the software issue is system or network-related.
  + User Support staff will assist clients with application use questions in the form of referring to help systems within the software, Google, FAQs, and other online resources.  SDS does not provide tutorials or training in applications.
  + Problems with some business systems or specialized software may be referred to system specialists.
  + For licensed software supported by vendors, and approved open source software, SDS will resolve software installation and functional errors where solutions are practically available.
* Hardware Support

***Managing HSU’s computer inventory***

*Third fundamental principle: Planning for, and identifying sufficient funds for, continual refresh of each unit’s computing equipment inventory*

* + Standard Desktop Support services are provided for university-owned computers that conform to standardized models, which run [supported operating systems](https://www.humboldt.edu/its/supported-os) and which have not exceeded five and one half years of age. Computers older than five and one half years are costly to maintain in good operating order, deliver poor performance with new applications and operating systems, and should be systematically replaced.
  + Support for computer warranty repairs includes equipment pickup, shipping, tracking, and return. Completion of repairs is verified.
  + Non-warranty repair is provided for standard computers for which the vendor warranty has expired, but is limited to replacement of user-serviceable parts provided by the customer (e.g., hard drives, power supplies).  Customers may need to utilize a non-campus repair vendor for non-user-serviceable part repair.
  + Standard printers are always networked, multi-user printers. Standard Desktop Support does not include non-networked, single user printers.
  + Printers must be connected to the network via hardwired network jacks. Connecting a printer to the HSU wireless network is not permitted.
  + Support for networked, multi-user printers includes installation of drivers and correcting errors on HSU owned computers with regards to printing. Because of the complexities and costs associated with repairing printers, repair of printer hardware is not included in Standard Desktop Support. Purchasing the manufacturer’s on-site or ‘shipping included’ warranties is highly recommended.
* Retire/Replace

***Managing HSU’s computer inventory***

*Fourth fundamental principle: Controlling computer inventory expansion, and limiting the number of cascading moves that might result from the purchase of a single new computer*

* When a computer is replaced, it is removed from the campus computer inventory and not re-deployed in a new location.  (Exceptions *may* be made if the computer being replaced is less than four years of age.  In approved cases the computer may be repurposed to replace an older system which is then removed from the campus computer inventory. Cascading replacements are limited to one iteration.)
  + ITS coordinates computer disposal with campus surplus and e-waste programs. Data is securely erased on storage devices prior to disposal or transfer to campus surplus.

**2.3 Boundaries of Service Features and Functions**

Standard Desktop Support is available for computers that meet the following criteria:

* The equipment is university property, not personally owned.
* The computer is compatible with and running a [supported operating system](https://www.humboldt.edu/its/supported-os), and has not exceeded 5.5 years of age.
* Administrative access exists or can be created on the computer for ITS support staff to utilize.
* ITS support staff have the ability to remotely control the computer with the customer's authorization
* ITS support staff can re-image a computer when necessary to resolve an incident or complete a service request.  The customer will be notified prior to the re-imaging and their data will be transferred to the new image if it is recoverable.  Data may not be recoverable due to severe hard drive failure.

**3. Roles and Responsibilities**

**3.1 ITS Responsibilities**

ITS will provide the infrastructure, technology, people, processes and monitoring tools necessary to deliver Standard Desktop Support as described in this document, and:

* Meet response times associated with the priority assigned to incidents and service requests.
* Appropriately notify Customers of all scheduled maintenance via [System Status](https://www.humboldt.edu/its/systat) notifications.
* Clearly document the service provided in the ITS Service Catalog.

**3.2 Customer Responsibilities**

Customer responsibilities in support of this Agreement include:

* Complying with university and campus IT policies and guidelines including:
  + [Appropriate Use Policy](http://www.humboldt.edu/its/policy-aup)
  + [Remote Access Security (VPN)](http://www.humboldt.edu/its/services/virtual-private-networks-vpns)
  + [Wireless Access Configuration and Requirements](https://www.humboldt.edu/its/services/wireless)
  + [Protection of Electronic Restricted Data](http://www.humboldt.edu/its/security-protectedinformation)
* Contacting their [liaison or appropriate desktop support person](https://www.humboldt.edu/its/user-support-staff)  prior to ordering hardware (computers, printers, tablets etc.) or software. ITS will not support new hardware or software that does not meet computing equipment standards. The CSU and ITS negotiate discount prices from vendors for both hardware and software, and in some cases may already own software or equipment that is available for customer use.
* All costs associated with planned and unplanned computer hardware replacement and software
* Utilizing the standard contact methods (Section 4) for incidents
* Providing access to supported computers either in-person or via the HSU remote assistance tools
* Making themselves available to ITS support staff when resolving a service related incident or request
* Providing proof of license when requesting software installation
* Providing installation media for printer or peripheral device driver installation if needed.
* Backing up their data unless prior arrangements have been made with ITS to provide backup services.
* Validating data transfers to new computers within two weeks of the system deployment
* Submitting requests to initiate data destruction and surplus/disposal of old equipment

**4. Requesting Service**

**4.1 Desktop Support Requests**

There are four methods of contacting ITS for Desktop Support requests.

**4.1.1 Online / IT Request** [**www.humboldt.edu/tech-help**](http://www.humboldt.edu/tech-help)

**This is the recommended method** for requesting assistance unless it is regarding an urgent issue requiring an immediate response, or a customer password reset.  By utilizing the web interface, your request will be logged as a ticket that is automatically associated with your department and campus contact information, it will be visible to the all appropriate technicians who can assist you rather than just one person, and you will be kept informed about the progress of responding to your request.  Request made via the web will be processed during normal hours of operation.

**4.1.2 Phone 826-4357 (826-HELP)**

Phone service is available during normal hours of operation. Messages left during off hours will be processed the next business day.  Due to their requirement of identity verification, password resets can only be done through phone or in person contact methods.

**4.1.3 Email (**[**help@humboldt.edu**](mailto:help@humboldt.edu)**)**

Email request will be processed during regular business hours.  If possible, using the web interface:  [www.humboldt.edu/tech-help](http://www.humboldt.edu/tech-help)  is recommended over the email method.  Both methods are logged in our ticketing system; but the web interface ticket will be automatically associated with your department and campus contact information, and it will be visible to the appropriate technicians without requiring reassignment by the Technology Help Desk.

**4.1.4 In-Person**

In-person service is available during normal hours of operation in Library 120.  Due to their requirement of identity verification, password resets can only be done through phone or in person contact methods.

**4.2 Software and Hardware Purchasing**

Prior to purchasing computing equipment (i.e. computers, printers, tablets) or software please contact your [liaison or appropriate desktop support person](https://www.humboldt.edu/its/user-support-staff) for assistance with specifications and ordering.  ITS will not support new hardware or software that does not meet computing equipment standards. The CSU and ITS negotiate discount prices from vendors for both hardware and software, and in some cases may already own software or equipment that is available for customer use.

**5. Hours of Coverage, Response Times and Complaint Resolution**

**5.1 Hours of Coverage**

Standard Desktop Support is provided Monday through Friday, 8am to 5pm on regular campus business days.

**5.2 Response**

ITS will use the following guidelines in prioritizing support requests, with the goal to begin working on the problem within the target timeframe. Actual response times may be shorter or longer depending on the volume of requests at any one time.

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| --- | --- | --- |
| **Level** | **Description** | **Response Time** |
| **Urgent** | **TIME SENSITIVE, requires immediate resolution.** The loss of a service, including classroom activities, without a work around available and degraded mode of operation is not available or acceptable. Example: Required instructional software will not launch. | 30 business minutes **(Please call x4357 for the most immediate response).** |
| **Critical** | **Service is necessary but an immediate resolution is not essential.** Example: Microsoft Office will not load on my computer but there is another workstation available for my use. | Within 8 business hours |
| **Low** | **Low impact on the end users' functionality**. Example: requests for software upgrades that are not necessary for immediate instruction or business processes. | Within 10 business days |

**5.3 Escalation**

If you are not satisfied with the level of service on a request, contact your [area's liaison or the Director of User Support Services](https://www.humboldt.edu/its/user-support-staff). They will categorize and process your input as appropriate and respond to you with the action taken.

**5.4 Other Requests**

Requests for service features and functions not provided by this service can be submitted through IT Request.

**6. Maintenance and Service Changes**

The Change Management process within ITS minimizes unintended service disruptions or other impacts to the campus as a result of changes in the production environment. ITS does this by monitoring, managing, and evaluating changes to maximize the service benefits to the customer, while minimizing the risks involved in making those changes.

**6.1 ITS Server Maintenance Schedule and System Status**

All IT related service outages are published to the [System Status](https://www.humboldt.edu/its/systat)  page or [Service Maintenance Schedule.](https://www.humboldt.edu/its/servermaintenance)  *Scheduled maintenance is not included in the calculation of availability metrics.*  
Campus units are responsible for monitoring the [System Status](https://www.humboldt.edu/its/systat) and [Service Maintenance Schedule](https://www.humboldt.edu/its/servermaintenance) to notify ITS of forthcoming local events with ITS dependencies.

There are two categories of service outages:

* **Planned Outages:** A planned service outage is work that is planned and scheduled as part of system maintenance and updating. These outages are published on the ITS [System Status](https://www.humboldt.edu/its/systat)  page a minimum of one week prior to the scheduled outage.
* **Unplanned Outages:** An unplanned service outage is work that is due to an unforeseen event or urgent repair to prevent failure.  Unplanned service outages are given priority on a case-by-case basis depending on the type and urgency of the service failure.  Unplanned service outages will be posted to the [System Status](https://www.humboldt.edu/its/systat) page immediately upon ITS becoming aware of the need for the outage.
* **Service Failure**:  If a service failure occurs ITS will post notice of the failure and the expected time of resolution to the [System Status](https://www.humboldt.edu/its/systat) page immediately upon ITS staff awareness of the failure.

**6.2 Guidelines for ITS Maintenance Windows**

A maintenance window is a defined period of time during which planned outages and changes to production services and systems may occur. The purpose of defining standard maintenance windows is to allow customers of the service to prepare for possible disruption or changes.

ITS encourages all services and systems to use the planned maintenance windows for applying non-emergency changes. If a service does not have a planned maintenance window the following guidelines apply:

* Planned outages should be performed between 5 a.m. and 11 a.m. on Sundays.  Or for limited impact changes they will be scheduled for Tuesday or Thursday evenings from 5 p.m. to 7 p.m.
* Planned outages and changes should not be scheduled during the [ITS change freeze dates](https://www.humboldt.edu/its/change-freeze-dates) scheduled each semester.

**7. Pricing**

Units are responsible for all costs associated with planned and unplanned computer hardware replacement and software, including taxes and shipping.

**8. Reviewing and Reporting**

**8.1 System Performance and Availability Reporting**

The following annual performance and availability reports will be published for review:

* First-contact response to incidents and service request, based on information from the ITS Request ticket system.
* Resolution of help tickets, based on information from the [IT Request ticket system.](http://www.humboldt.edu/tech-help%22) Hours are counted as clock hours, weekends excepted.
* Outage metrics measure Planned vs. Unplanned Outages and their associated root causes; Change Management metric is the ratio unplanned outages caused by failed changes to total outages.

**8.2 SLA Reviews**

The Designated Review Owner (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties.

Designated Review Owner: Steve Darnall, Director ITS User Support Services  
Previous Review Date: December 2012

Next Review Date: December 2013

This Agreement is posted to the following location and made accessible to all stakeholders:

[http://www.humboldt.edu/its/sla-desktop-support](https://www.humboldt.edu/its/sla-desktop-support)

**9. Approvals**

The Divisional Liaisons, ITS Senior Managers and Vice Presidents approve this document. This document is then published on the ITS Service Catalog web site along with other service level agreements. Service level information is integrated into the service page in the ITS Service Catalog.