Desktop Computing Support Policy

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1.0 PURPOSE

For any organization to operate effectively, both the providers and users of information technology should have a clear understanding about the expected level and quality of services. This policy describes the service levels for hardware and software that faculty and staff can expect to receive from staff working in Administrative Computing and Academic Computing. Faculty and staff should receive excellent service from computing support staff because of their deeper knowledge and greater experience with standard hardware and software. Therefore this policy depends on the annual implementation of standards for desktop hardware and software (see Information Technology Policy #2). This policy does not cover student support. It does not cover requests for assistance with networking, new desktop installations or server maintenance.

2.0 AGREEMENT PARTIES

Help Desk Manager primary responsibility is to ensure that services are provided with courteous, efficient, effective and reliable computer support. The Help Desk Manager actively solicits comments and concerns from faculty and staff and uses them to measure the performance and improve services.

The Help Desk Technician answers initial telephone, email and web-based requests for assistance. His/her goal is to begin the diagnosis of any computer-related problem. Working remotely, the technician makes every effort to make the concerned individual effectively operational. As appropriate, screen sharing technology may be used to troubleshoot desktop computing problems over the phone. A Help Desk Technician captures all requests for assistance by phone, e-mail, self-service helpdesk software or voice mail and verifies the requestor’s name and approved hardware/software support list. If the request for assistance cannot be resolved by the Help Desk Technician, the request is referred to a Help Desk Field Technician. In this situation, the requestor is informed, a service request ticket will be opened in the call management system and customer will be provided with a confirmation number via e-mail.
Help Desk Field Technician will arrive at customer’s site to resolve all requests that are covered under the Desktop Service Level Agreements (see below). All tickets will be closed after customer satisfaction has been verified.

Academic Computing Liaisons monitor open service requests and assist with support software not covered in software agreements.

3.0 CONTACTING HELP DESK

Desktop computer support for faculty and staff depends on the timely and accurate description of support needs. As a result, all requests for desktop support originate through contacts with Help Desk (953-3375), e-mail (helpdesk@cofc.edu), and self service helpdesk software (http://midway.helpdesk.cofc.edu/Magicssh/) where they are logged, categorized, and assigned for resolution. The Help Desk is available Monday through Friday from 7:30AM to 5:30PM. The Help Desk is not staffed after normal operating hours, but emergency assistance is available. The emergency number is 3-DESK(3375). Leave voice message which will automatically page technician. A technician should respond within 15 minutes.

4.0 DESKTOP SERVICE LEVEL AGREEMENTS

Desktop service level agreements are commitments that a Help Desk Technician will respond to a ticketed service request within a specific time. They are not guarantees that a problem can be resolved within the specified time period.

Service Level One: A Help Desk Technician will respond the ticketed service request within 2 business days to instruct, repair or troubleshoot software and hardware identified in Service Level One (see table below).

Service Level Two: A Help Desk Technician will respond to the ticketed service request within 5 business days to instruct, repair or troubleshoot hardware and software identified in Service Level Two (see table below). The instruction, repair or other assistance may be limited as a result of the training that the Technician may have with the software or hardware.

Service Level Three: A Help Desk Technician will respond to the ticketed service request within 10 business days to advise or troubleshoot the software and hardware identified in Service Level Three. The technician will not attempt to repair products listed in Service Level Three. The technician may refer the faculty or staff member to an Academic Computing Specialist for special assistance with software instruction or other assistance.
Technicians will repair and resolve problems with hardware and software that falls into Service Level Three

**HARDWARE**

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Processor Class (PC and MAC)</th>
<th>MHz</th>
<th>RAM</th>
<th>Hard Drive-GB</th>
<th>OS (PC, Windows)</th>
<th>OS (MAC)</th>
<th>Printers</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>Pentium III or higher, Apple G3 or G4</td>
<td>500 MHz or Higher</td>
<td>128 or higher</td>
<td>10 GB or higher</td>
<td>2000, 98 (2nd edition), XP</td>
<td>8.6 and greater</td>
<td>HP LJ 4000 or higher HP Inkjet 800 Series or higher</td>
</tr>
<tr>
<td>Two</td>
<td>Pentium II, Less than G3 unless on Apple obsolescence list</td>
<td>Determined by processor class</td>
<td>Whatever corresponds to processor</td>
<td>Whatever corresponds to processor</td>
<td>95, 98 (1st edition), 2000, NT, ME</td>
<td>8-8.5</td>
<td>HP LJ 4 or below HP Inkjet 700 Series or below</td>
</tr>
<tr>
<td>Three</td>
<td>Pentium I, Anything on the Apple obsolescence list</td>
<td>Determined by processor class</td>
<td>Whatever corresponds to processor</td>
<td>Whatever corresponds to processor</td>
<td>Anything before Windows 95</td>
<td>Not specified</td>
<td>All others</td>
</tr>
</tbody>
</table>

Note: **Palm Pilots, Pocket PC and PDA's will be supported in Service Level One**

**SOFTWARE**

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Office Software (PC)</th>
<th>MS Office (MAC)</th>
<th>Miscellaneous Software &amp; Utilities</th>
<th>Browsers</th>
<th>Wireless and PDA's</th>
<th>Email Clients</th>
<th>Email Servers</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>MS Office 2000, XP</td>
<td>MS Office 98, 2001 or X for MAC</td>
<td>Norton Antivirus, Acrobat Reader 5, WinZip, Altiris, RealPlayer 7, Quicktime 6, LanworkPlace Pro, Liberty Imaging</td>
<td>IE 5 or higher, Netscape 5 or higher</td>
<td>Pocket PC; Palm OS; Odyssey Client</td>
<td>Outlook 2000 or 2002; Web Outlook; Web Mail</td>
<td>Exchange 2000; Ashley</td>
</tr>
<tr>
<td>Two</td>
<td>Office 97; Corel 8, Corel 2000</td>
<td>Not specified</td>
<td>Any other antivirus (will replace w/ CoC package); Apple works</td>
<td>Below IE 4; Below Netscape 4</td>
<td>All others</td>
<td>Eudora, Netscape Messenger</td>
<td>Not specified</td>
</tr>
<tr>
<td>Three</td>
<td>Word Perfect 5.1; MS Works</td>
<td>Not specified</td>
<td>Not specified</td>
<td>Not specified</td>
<td>Not specified</td>
<td>Not Specified</td>
<td>Not Specified</td>
</tr>
</tbody>
</table>
Help Desk personnel cannot warranty or guarantee the levels of service provided by external vendors. Appropriate vendors may be recommended for outside support. Help Desk personnel will make every effort to exceed the standards for response and resolution outlined in this policy. In many cases where time and expertise allow, Help Desk Technicians will repair and resolve problems with hardware and software that falls into Service Level Three.

Sponsor: Carlos Diaz
Reviewed: DAC/DACTS
Reviewed: ITSC
Reviewed: FTC
Recommended: DAC/DACTS
Approved: Provost/Senior Vice President