

Desktop Support Service Level Agreement

Between Center for Information Systems and Supported Departments

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Overview:

The purpose of this service level agreement is to establish the level of collaboration and service, responsibilities, and obligations related to desktop support provided by Center for Information Systems (CfIS) to specific departments.

All parties understand that this is a general agreement and that circumstances not anticipated by this service level agreement may arise. Discrepancies in terminology and responsibilities of involved parties will be revised and decided upon by the Director of Center for Information Systems and the Administrative Computing Advisory Group (ACAG).

Nothing in this agreement supersedes or alters existing SCSU policies or any applicable legislation.

Covered Areas:

Included below are areas which are directly supported by Center for Information Systems staff. Additional areas may receive limited support related to installation of specific administrative software such as ISRS Uniface.

- Academic Affairs
- Administrative Affairs
- Admissions
- Affirmative Action
- Anoka/Ramsey College Connection
- Buildings and Grounds
- Business Office
- Campus Card Office
- Career Services
- Center for Information Systems
- Center for International Studies
- Centennial Bookstore Kiosk
- Graduate Studies and Summer Sessions
- Human Resources
- Institutional Effectiveness
- Maintenance
- Office of Scholarships and Financial Aid
- President's Office
- Printing Services
- Public Safety
- Records and Registration
- Residential Life Office (Carol Hall, etc.)
- Sponsored Programs
- Student Disabilities Services
- University Advancement
- University Communications
- Other areas utilizing administrative software such as ISRS Uniface

Areas Not Covered:

- Student Life Office
- Minnesota Department of Highway Safety
- Labs
- Faculty Computers
- Student Computers
- Any other areas not specifically named with the exception of supported administrative software for such areas

Hours of Operation

During the school year and winter break, the Center for Information staff will provide support from 8 am until 4:30 pm Monday-Friday. During designated "summer hours" period support will be provided from 7:30 am until 4 pm, Monday-Friday. Support is not provided when college is administratively closed, on weekends, and on contractually designated holidays (including but not limited to Veterans Day). Arrangements have to be made in advance for support outside of normal support times.

Methods of Contact

The Administrative HelpDesk acts as a central point of contact for all technical support, including hardware and software questions, installations, and troubleshooting. Staff may submit requests online, by sending e-mail to cfishticket@stcloudstate.edu, or by calling 308-5510 (on campus, dial **x85510**). Please note that due to staffing limitations phone support may not be immediately available at all times. If Center for Information Staff are not

available, the phone call will be routed and logged by the Campus Helpdesk. The logged information will be visible to Center for Information Staff as soon as they become available. To ensure timely response and resolution, users are asked to contact the helpdesk prior to calling individual support staff.

Response Commitments

These commitments apply only during regular support hours. Support calls will be logged within 4 hours of receipt. The user will be contacted within 24 hours of receipt. Resolution times will depend on the particular problem. Urgent calls placed by telephone will be logged and users will be contacted within 1 hour of receipt during normal business hours. At present time, two full-time staff members are available to provide support. Backup support by student help and other IT staff may be available but is not guaranteed. Vacations, inclement weather, emergencies, and availability of other IT and maintenance staff may increase typical response and resolution times. Users will be advised of such delays.

Responsibilities of Users

Users

- Are encouraged to explore local sources of support. For example, it may be helpful to ask coworkers if they are experiencing the same problem, reboot the computer, etc.
- Are requested to contact the helpdesk using one of the contact methods above instead of contacting the technicians directly.
- Will provide specific information to include which user is affected, which computer, peripheral, or program is experiencing the problem, specific error messages, etc. Incomplete or missing information will delay resolution.
- Are highly encouraged to consult with our technology support staff before procuring new equipment or software. Non-standard equipment and software require more time and effort to support. As such, they should be eliminated or kept to a minimum.
- Will allow CfIS technicians timely access to software and hardware components.
- Will report to CfIS or the campus security coordinator any cases of security incidents, for example if a sensitive file is emailed or State equipment is lost.
- Contact the helpdesk to move, change, or reconfigure any primary components covered by this agreement (for example printers, system boards, drives, memory, operating system, standard software configurations, etc.).
- Assume full liability for consequences arising from the use of hardware and /or software that is not provisioned for support under this SLA.
- Evaluate and communicate to CfIS the level and quality of service provided.
- Are responsible for payment of any applicable support, equipment, and software costs to the vendors and any agreed upon costs to Center for Information Systems.

Services Provided

- Workstation, software, and peripheral installation including but not limited to ISRS, MAPS, and others
- Workstation, software, and peripheral upgrades
- Workstation, software, and peripheral troubleshooting
- Routing of requests for new accounts, network connections, telephone connections, and file shares
- Assistance with backup and recovery
- Assistance with design and procurement of necessary hardware and software
- Proactive system planning

Services not Provided

- Server Support
- Backup Power

- Network Support
- Data recovery from devices other than University Servers

Hardware and Software Support

Hardware and software support is divided into fully supported, minimally supported, and not supported

- Fully supported equipment and software include only equipment and software licensed and purchased through the Computer Store in consultation with the Center for Information Systems staff. They include but are not limited to standard configurations of Apple, HP desktop computers, HP laptops, and Microsoft Office software. Additionally, support is provided for cellular telephones and data organizers running a Windows Mobile operating system such as the iPhone. For more information, please contact the CfIS helpdesk.
- Minimally supported equipment includes equipment and software purchased through the Computer Store but such that does not represent standard University configurations (such as Dell or Gateway workstations). This category also includes certain cellular telephones and any data organizers. Support for such equipment and software will be minimal and may result in a chargeback to the department to compensate for additional time and effort. Such charges will be explained in advance of service. For more information, please contact the CfIS helpdesk.
- Not supported equipment and software include all other programs and equipment not available as a standard configuration available through CfIS. Such technologies will not be supported. For more information, please contact the CfIS helpdesk.
- Support will be provided in the most efficient manner as determined by Center for Information Systems staff. It may be provided remotely using desktop tools, via the telephone, or in person.
- Equipment and software will be installed in a secure manner and set up to maximize security. For example, users will not be given administrative rights on a workstation. However, temporary administrative rights may be given to allow one-time installation of approved software.
- Users' equipment may be automatically placed in shutdown, "sleep", or "maintenance" mode in order to save energy or perform maintenance with advance notice.

Liaison with Campus Computing Units and Vendors

When needed, CfIS will act as a technical liaison with campus computing units and outside vendors. For example, CfIS will work with various units to resolve issues regarding network connectivity. CfIS will also contact vendors on behalf of customers to resolve technical problems and provide recommendations to departments. CfIS will not normally act as liaison for issues that are not of a technical nature (such as placing or picking up orders for software or equipment, resolving billing issues, etc.) Customers should feel free to contact CfIS whenever technical issues regarding outside computing organizations come up.

Replacement Cycle and Funding

A 5-year replacement cycle and a common hardware platform are established for most computer equipment installed by Center for Information Systems staff. The Administrative Computing Advisory Group may assist Administrative Affairs units and certain other areas with partial funding for computer and peripheral replacement. To assure a common software platform, standard software such as Microsoft Windows and Microsoft Office will be upgraded for all CfIS supported users automatically on a regular basis. Advance notice and training will be provided to ensure successful upgrade experience.

The following is the list of areas may have computer replacement funded by ACAG:

Within Administrative Affairs:

- Administrative Affairs (4)
- Buildings & Grounds (6)/Maintenance (7)/GMWs (5)
- Business Services and Campus Card (2)
- Center for Information Systems (14) and CH351 training lab (26)
- Human Resources (7)
- Scholarships & Financial Aid (15)

Other areas:

- Academic Affairs (Provost and assistant only - 2)
- Student Life (VP and assistant only - 2)
- President's Office (5)
- University Advancement (VP and assistant only - 2)

The number of computers ACAG may replace in each area will be frozen to staffing in fiscal year 2009. New hires will have office equipment funded by the hiring areas. Only full-time permanent staff may receive new computers through ACAG. Standard PC desktop models will be provided unless a business case can be made for why an alternative is needed. The computer being replaced will need to be returned to the Center for Information Systems for reassignment.

Prior to fiscal year 2011, the following areas used to receive funding for computer technology replacement from ACAG: Admissions, Affirmative Action, Career Services, Graduate Studies & Summer Sessions, Institutional Effectiveness, Records & Registration, and University Communications. In FY 2011, a permanent budget transfer moved ongoing funding for computer replacement to these areas' cost centers.

This defines office computer technology replacement only and does not reflect on other proposals that ACAG may review, such as emerging technologies, document imaging, etc.

Duration of this Agreement:

This agreement becomes effective as of the date it is signed. It will be reviewed annually by the signatories below.

Administrative Computing Advisory Group Representative

Date

Center for Information Systems Director

Date

V.P. for Administrative Affairs

Date