

# **Goucher College Help Desk Service Level Agreement**

## **Information Technology Help Desk**

The Help Desk is the single point of contact for all computer, telephone, voice mail, cable television questions, problems, information or service requests for faculty, staff and students. The Help Desk can assist with a wide variety of technology questions, problems and requests. Whenever possible, the Help Desk staff will attempt to talk you through a solution while you are on the phone. If this is not possible, your request for service will be logged into the Help Desk tracking system and a staff member will be assigned to help you in person.

## **Scope**

Technology support services are provided through the Information Technology Help Desk unit. This support unit is committed to delivering quality customer service and technical solutions in support of campus wide technology. To ensure the best possible support, the Help Desk provides the Goucher College community with this Service Level Agreement outlining specific services, priorities, and responsibilities related to the support of technology.

This document represents a service agreement between the Help Desk and the Goucher College community who use technology and computing resources supported by Computing Services.

**Note:** This service level agreement is subject to modifications in response to changes in technology services and support needs.

## **Customer Service Statement**

The Help Desk is committed to delivering quality customer service by:

- Striving to ensure customer satisfaction.
- Responding to requests for support within published time frames.
- Interacting with the Goucher College community in a respectful and courteous manner.
- Requesting feedback for opportunities for improvement.
- Continuously working to improve the quality of service.
- Regularly reviewing and monitoring established performance indicators.

## **Help Desk Services**

The Help Desk provides support to the entire Goucher College community requiring assistance in the following areas, but not limited to:

### Goucher Owned Equipment:

#### Electronic Communications

- Outlook and Web Access to Email
- Personal, Group, and Resource Calendaring
- Public Folders

#### Software Support

- Microsoft Office
- Individual Applications

#### Remote Access

- VPN Service
- Dial-In Service

#### Network Infrastructure

- Internet Access
- Campus network
- Wireless Access

#### Purchasing

- Hardware
- Software

#### Telephony

- Digital Phones and Voice Mail
- Modem lines (as required)

#### Server Services

- Document and File Backups/Restore
- Personal Network Storage Space
- Group Network Storage Space
- Personal Web Pages and Web Space

#### Computer Security

- Antivirus & Antispyware Software
- Anti-SPAM
- Operating System Updates

#### Computer Hardware

- Personal Digital Assistants (PDA)
- Computer Workstation Replacement Schedule
- Printers and Faxes

#### Computer Accounts

- Network (LAN)/Email Account
- AIMS Information System Access
- CampusWeb
- Blackboard
- PowerCampus/PowerFaids

#### Cable TV Service

## Non-Goucher Owned Equipment:

### Electronic Communications

- Outlook Web Access to Email
- Personal, Group, and Resource Calendaring
- Public Folders

### Remote Access

- VPN Service
- Dial-In Service

### Network Infrastructure

- Internet Access
- Campus network
- Wireless Access

### Telephony

- Voice Mail

### Server Services

- Document and File Backups/Restore
- Personal Network Storage Space
- Personal Web Pages and Web Space

### Computer Security

- Antivirus & Antispyware Software
- Anti-SPAM
- Operating System Updates

### Computer Accounts

- Network (LAN)/Email Account
- AIMS Information System Access
- Campus Web
- Blackboard
- PowerCampus/IQWeb

### Cable TV Service

### Software Distribution

- Microsoft Office Suite Distribution
- McAfee Antivirus

## Supported Operating Systems:

Windows 2000 SP4, Windows XP SP2, Mac OS 10.3 and higher.

## Supported Software:

Microsoft Office, Adobe Reader, Firefox, Internet Explorer, FTP Explorer, Fetch, and antivirus software. Software packages that are used by individual departments will be supported to the following capacity:

- Consultation: Information Technology can help an individual or department choose the appropriate software for their needs.
- Installation: The software can be installed and configured by Information Technology staff.
- Training: The department is responsible for learning how the software package is used.

Note: Due to issues of maintenance, troubleshooting, and system stability, unsupported software should not be installed on Goucher owned computers, unless specifically authorized by Computing Services. The Help Desk is not responsible for the loss of data or productivity due to installation of unsupported software. The Help Desk also does not

provide training on specialized software that is not used campus wide or in labs and classrooms.

### **Hours of Operation**

#### Normal Business Hours:

Help Desk services are available during the following hours of operation:

**Monday – Friday, 8:00 am to 5:00 pm**

#### After Hours:

When the Help Desk closes at 5pm, the campus community can call 410.337.6322 to connect with Help Desk @ Night. When this number is called, the recording will offer several options. The Help Desk @ Night is staffed by Library Technology Assistants (LTAs) who will try to assist you with your problem or request. If the LTA cannot answer your questions, he/she will create a ticket for the Information Technology Help Desk to address during their normal business hours.

Hours of operation are subject to change. Any modifications to this schedule will be announced through email ahead of time. For issues that arise when the Help Desk representatives are busy assisting others, please leave a request for service via voicemail at x6322 or send email to [helpdesk@goucher.edu](mailto:helpdesk@goucher.edu). Requests will be processed in the order in which they are received.

### **Requesting Assistance/Service**

Help Desk services can be accessed in the following ways:

- **Phone:** Call the Help Desk at x6322 or 410.337.6322.
- **Voice Mail:** Leave a message on the Help Desk voice mail at x6322.
- **Email:** Send a message with contact information and a detailed description of the request for service to [helpdesk@goucher.edu](mailto:helpdesk@goucher.edu).
- **Walk-In:** Walk up to the Help Desk located next to the library at Van Meter 162. Fill out the log sheet and ring the bell until someone is able to assist you.
- **Internet:** Fill out a form and send it via Internet at <http://www.goucher.edu/x7791.xml>.

If you call x6322 and it goes to voice mail you have a choice to leave a non-emergency or an emergency message. For non-emergency problems, press 1 and you will go to voice mailbox 6322 where you can leave a message. For emergency problems, press 2 and you will be able to leave a voice mail message. This will notify the on call person. Emergency calls should **only** be made for disruptions of campus-wide services.

## Call Priority Levels

The Help Desk will make every effort to resolve issues at the time of the service call. This will be the initial method for resolving issues before assigning a priority level. Help Desk staff will log and assign priorities for all requests not resolved at the time of the call, based on specific definitions. Requests will be handled according to the priority assigned to them. The service level provided by the Help Desk is based on the priority of the call ticket. There are five different priority levels that can be assigned to a ticket. The priority level is determined by the Help Desk professional receiving and entering the call.

The following table describes the priority levels assigned to requests for support resolutions and services with associated response and completion time commitments:

Priority	Priority Description	Initial Contact by 1 <sup>st</sup> Level Support	Initial Contact by 2 <sup>nd</sup> Level Support*
1	Emergency	5-20 minutes	15-30 minutes
2	Urgent	5-20 minutes	1 – 2 hours**
3	Standard	5-30 minutes	3 – 4 hours
4	Scheduled	5 min-2 hours	4 hours – 1 day
5	Informational	1 – 2 days	1 – 3 days

\*If Needed

\*\* Hours and days described above are business hours and days.

**Note:** Initial contact information provided in the above chart is based on contact by phone. Requests by email may take longer.

## Priority Calls (In Detail)

### Priority One Calls:

All calls that are determined to be priority one are considered an emergency. This means that first level support, person receiving the call, will respond in 5 minutes. In a very busy time period or worst case scenario, they will respond within 20 minutes. Second level support, person assigned the call, will respond in 15 minutes. A response will be made no later than 30 minutes after the call has been assigned during busy periods or worst case scenarios. The type of calls that are considered a priority one would be problems that affect a group of people.

Examples of priority one calls:

- Classroom technology problems that is preventing the class from proceeding.
- Internet access for the campus is down.
- The Meyerhoff (Website) server or the Apollo (Website database) server is down.
- Network connectivity for entire campus is down.
- The email server is down.

### Priority Two Calls:

All calls that are determined to be priority two are considered urgent. This means that first level support, person receiving the call, will respond in 5 minutes. In a very busy time period or worst case scenario, they will respond within 20 minutes. Second level support, person assigned the call, will respond in 1 hour. A response will be made no later than 2 hours after the call has been assigned during busy periods or worst case scenarios. The type of calls that are considered a priority two would be problems that affect at least one person.

### Examples of priority two calls:

- A faculty or staff member's computer will not work at all and that is preventing them from getting their work done.
- Classroom technology problems that need to be address before the next class.
- Network connectivity for a building is down.

### Priority Three Calls:

All calls that are determined to be priority three are considered standard. This means that first level support, person receiving the call, will respond in 5 minutes. In a very busy time period or worst case scenario, they will respond within 30 minutes. Second level support, person assigned the call, will respond in 3 hours. A response will be made no later than 4 hours after the call has been assigned during busy periods or worst case scenarios. The type of calls that are considered a priority three would be problems that affect at least one person.

### Examples of priority three calls:

- One or more necessary applications will not work.
- Classroom technology problems that does not prevent the class from proceeding.
- Network connectivity for a computer is down.

### Priority Four Calls:

All calls that are determined to be priority four, are considered scheduled. This means that first level support, person receiving the call, will respond in 5 minutes. In a very busy time period or worst case scenario, they will respond within 2 hours. Second level support, person assigned the call, will respond in 4 hours. A response will be made no later than 1 day after the call has been assigned during busy periods or worst case scenarios. The type of calls that are considered a priority four would be problems that affect at least one person.

### Examples of priority four calls:

- A time is setup with the customer to deploy new or replacement equipment.
- A customer requests assistance at specific date and time.
- A customer requests equipment moves and setups.

### Priority Five Calls:

All calls that are determined to be priority five are considered informational. This means that first level support, person receiving the call, will respond in 1 day. In a very busy

time period or worst case scenario, they will respond within 2 days. Second level support, person assigned the call, will respond in 1 day. A response will be made no later than 3 days after the call has been assigned during busy periods or worst case scenarios. The type of calls that are considered a priority five would be problems that affect one or more people but, do not require immediate attention and allow time for planning.

Examples of priority five calls:

- A customer requests non-essential assistance without time constraints.
- A customer offers suggestions that may or may not need a call back.
- Information Technology initiatives or projects.

#### Exceptions:

Due to the volume of calls during the opening two weeks of school, during exam periods and in other peak volume weeks, response times may be longer than normal. Help Desk staff will inform end users if such an exception is necessary.

The Help Desk will send out campus wide emails when there is scheduled downtime for a service or unexpected outages. Requests that come in after the email has been sent out will not be responded to until the outage is over.

Response time commitments do not promise a complete resolution within the stated time frames. Rather, the time commitment is meant to indicate the maximum time interval in which the customer will be contacted by the technician assigned to the ticket. Every effort will be made to immediately respond to and resolve all priority one calls. If a solution cannot be determined, the customer will receive a couple of options that can work around their problem.

### **Customer Responsibilities**

In order to facilitate the support process, members of the Goucher College community are requested to:

- Provide detailed information regarding service requests.
- Make every effort to be available to communicate with a Help Desk Professional if required. A support staff member will close the call ticket if they have not received any response from the client after three attempts to contact them. This means they will try to contact the customer up to three times by email or voice mail over the course of 1-2 weeks.
- Provide a clean, safe and hospitable work environment for the Help Desk professional while they are in your office, lab or dorm room.
- Read and understand all the Information Technology policies that have been approved and posted at <http://www.goucher.edu/x4552.xml>.
- Provide consent for a Help Desk professional to access the computer remotely or in person in your absence when requested.
- Notify the Help Desk in advance of any pre-determined required assistance.
- Check the IT website frequently for information and many links to self-help assistance at <http://www.goucher.edu/it>.

- Exercise patience by understanding the volume of requests the IT Help Desk receives each day and the rationale for assessing service priorities.
- Check campus wide announcements via email.

**Feedback**

The IT Help Desk will be proactive in seeking feedback through follow-up calls after a service request has been completed and through periodic online surveys. The Goucher College community is encouraged to provide feedback regarding the Help Desk services at any time by responding to the email surveys and sending emails to [itsuggestions@goucher.edu](mailto:itsuggestions@goucher.edu). Any negative feedback or complaints will be reviewed by the Dir. Of Computing Services and appropriate action will be taken. All information received through the surveys or other methods of feedback are kept confidential.