

## Overview

The IT Help Desk team consists of one (1) director, four (4) full-time employees and approximately twenty-five (25) part-time student employees. This team provides support for 25,000+ people, including students, faculty, staff, alumni, emeritus faculty/staff, and contractors.

This Service Level Expectation document is intended to define the following:

- A high level description of services provided by the Information Technology (IT) Help Desk
- The responsibilities of the IT Help Desk as a provider of these services and of customers receiving these services
- When and how to contact the IT Help Desk
- The incident and service request (ticket) prioritization and response time guidelines<sup>1</sup>
- The tracking and reporting of key performance indicators

The content of this document is subject to modifications in response to changes in technology services/support needs and will remain in effect until revised or terminated.

## Service Description

Generally, the IT Help Desk acts as a hub for reporting technical support incidents<sup>2</sup> and service requests<sup>3</sup>. If an area has a technical liaison (e.g., department technician), employees in that area are directed to contact that person for support. The IT Help Desk acts as back-up support when these technical liaisons are unavailable. The following is a high level description of the services provided by the IT Help Desk.

### ***Fully Supported Services***

The IT Help Desk provides full support for University-owned computers that meet the minimum support requirements. “Fully supported” means that the IT Help Desk will make every attempt to perform any steps they are responsible for, with the expectation that they will perform one of the following:

- Resolving the incident
- Completing the service request
- Escalating it to the appropriate person or group for resolution and completion

Fully supported services include:

#### ***Computer Refresh Program***

- New computer setup
- Technology purchase consultation

<sup>1</sup> A rating for how quickly the IT Help Desk will commit to contacting the customer about an incident or service request.

<sup>2</sup> A reduction in quality, interruption, or failure of a Division of IT managed service.

<sup>3</sup> Request for information or a standard change (e.g., security access upgrade).

# IT Help Desk Service Level Expectations

## *Desktop Hardware/Software*

- Supported computer hardware component troubleshooting, repair, and replacement (departmental charges may apply to computers out of warranty)
- Network and local printer/printer driver installation and setup
- Secure erasing and wiping hard drives
- Computer reimaging
- Browser troubleshooting (IT Help Desk supported browsers - only)
- University-owned and licensed software
  - Installation and setup
  - Application execution troubleshooting
  - See [http://www.emich.edu/it/help/licensed\\_software.php](http://www.emich.edu/it/help/licensed_software.php) for details

## *IT Managed Enterprise Systems (e.g., My.Emich, EagleMail, Google Apps For Education, Eagle Chat, Banner (INB), Banner Self-Service, Application Xtender, and BOE)*

- Account (e.g. username and password) activation, account maintenance, and login troubleshooting
- Basic navigation assistance for My.Emich, Banner (INB), Banner Self-Service, EagleMail, Google Apps for Education, and EagleChat

## *Network Storage (Division of IT managed storage only)*

- Personal and group drive mapping, folder access, and troubleshooting
- Documentation support for the groups.emich.edu tool for requesting shared drive access

## *Network Infrastructure*

- NetID network account (e.g. username and password) maintenance and login troubleshooting
- University wired/wireless connectivity troubleshooting
- On campus Internet connectivity troubleshooting
- Virtual Private Network (VPN) connectivity troubleshooting

# IT Help Desk Service Level Expectations

## ***Minimally Supported Services***

The IT Help Desk provides minimal support for University-owned computers that do not meet the minimum requirements as currently posted on the IT web site. Minimal support is also provided for customer-owned computers and devices<sup>4</sup>. “Minimally supported” means that the IT Help Desk will determine the level of support they can provide, which may include one or more of the following:

- Attempting any necessary steps, without the expectation they can complete the service request
- Providing the customer with standard instructions, software installers, or other guides as a self-help solution
- Redirecting the customer to another resource for assistance with their service request (See *Referral Services* below for more information)

Minimally supported services include:

- Network and enterprise systems account activation and maintenance
- Erasing and wiping hard drives (*University-owned computers only*)
- Troubleshooting of
  - Network and enterprise system related connectivity issues
  - Division of IT supported browsers

## ***Referral Services***

“Referral” means that the IT Help Desk does not support the requested service; therefore, the customer will be referred to another resource (e.g., campus technician, vendor, another division, or another IT department) for assistance with the request. Referral services include:

- Another IT Department
  - Network storage – File recovery/restoration within twenty-eight (28) days of the incident
  - Navigation assistance for any software or applications other than My.Emich, EagleMail, Google Apps for Education, and EagleChat
  - Authorized name and email address changes
  - Outage reporting for IT maintained networks and enterprise systems

<sup>4</sup> The IT Help Desk will not physically touch customer-owned computers and devices.

# IT Help Desk Service Level Expectations

- Departmental Technician or Vendor
  - Local storage – file backup, recovery, or restoration
  - Creating, uploading, and maintaining web pages
  - Installation, setup of software not owned by the University
  - Navigation assistance for any departmentally purchased/supported software
  - Troubleshooting of
    - Single and multifunction printers (MFP)
    - Any software (including operating systems)
    - Connectivity issues associated with hardware/software problems
  - Computers and other devices that do not meet the minimum requirements or are not owned by the University
    - Hardware component troubleshooting, repair, and replacement
    - Reimaging
    - File backup, recovery, or restoration
- Another Division
  - Name changes
  - Computer disposal
  - Assistance with academic/research computer labs
  - Assistance with systems that are not maintained by the Division of IT, including but not limited to:
    - EMU Online (Canvas)
    - Library databases
    - [ebill.emich.edu](http://ebill.emich.edu)
    - [www.emich.edu](http://www.emich.edu)

# IT Help Desk Service Level Expectations

## **Roles and Responsibilities**

It is important for both parties to understand the roles and responsibilities of the other, when providing a general level of IT Help Desk communication and services predictability.

### ***IT Help Desk Responsibilities***

The IT Help Desk is a central point of contact when providing assistance for the supported services listed in this document. Responsibilities and requirements of the IT Help Desk include:

- Interact with the EMU community in a respectful and courteous manner
- Make a reasonable effort to ensure the customer's data is not lost
- Work with the customer to accurately and thoroughly document the incident description, comments, and resolution
- When possible, resolve the problem or complete the request on first contact
- For on-site service calls, the IT Help Desk technician will confirm the appointment prior to their arrival and then verify the system being serviced is back in working order prior to completing the ticket
- When necessary, escalate, assign, or refer the ticket to the appropriate person
- Make every effort to respond to and resolve all assigned tickets, on time
- Communicate revised time estimates for all tickets assigned to the IT Help Desk
- Document updates to any tickets assigned to the IT Help Desk
- Confirm the resolution and completeness for all tickets assigned to the IT Help Desk prior to closing the ticket
- Deliver a monthly service level report to Division of IT Leadership for review

### ***Customer Responsibilities***

The IT Help Desk provides technical support for EMU faculty, staff, students, and others who conduct University related business. The customer responsibilities and requirements include:

- Regularly back up any files, software license keys, and web site certificates to a different location (e.g., external hard drive)
- Back up local files prior to relinquishing your computer for service
- Verify the computer is available for troubleshooting prior to contacting the IT Help Desk
- Provide complete contact information and availability
- Provide a clear description of the problem, including the full text of any error messages
- When contacted by the IT Help Desk, respond back within three (3) business days
- Provide updates for any open tickets or unresolved problems
- Provide consent for an IT Help Desk technician to access your computer

# IT Help Desk Service Level Expectations

## Service Request Prioritization and Response Guidelines

The IT Help Desk will use the following guidelines when prioritizing tickets and strives to begin working on them within the stated response time. The actual response time may vary depending on the volume of reported tickets, the availability of resources, and the thoroughness of the information provided. If a ticket cannot be resolved in the expected timeframe, the customer will be notified and provided with a revised estimated time of completion. **Escalation requests are considered on a case-by-case basis.**

Priority	Response Time <sup>5</sup>	Time to Resolution <sup>6</sup>	Definition
1	One (1) business hour of the initial contact	As quickly as possible; normally no more than two (2) hours, from the initial contact	A mission critical system/service is down/unavailable and no work around is available
2	Four (4) business hours of the initial contact	As quickly as possible; normally no more than one (1) business day, from the initial contact	A mission critical system/service is down/unavailable, but a work around is available or the system is working slowly/partially
3	One (1) business day of the initial contact	One (1) business day, from the initial contact	A task, service, or individual is impacted and no work around is available
4	Two (2) business days of the initial contact	Four (4) business days, from the initial contact	A task, service, or individual is impacted and a work around is available
5	Five (5) business days of the initial contact	Fourteen (14) business days, from the initial contact	A task, service, or individual is impacted, but there is low/no impact on productivity

<sup>5</sup> The maximum time interval for the Division of IT to deploy resources to resolve an incident, after it has been reported and confirmed. If an incident remains open beyond the response time, it governs how often the Division of IT will contact the customer, informing them of progress beyond the due date.

<sup>6</sup> How quickly an issue will be resolved, if normal conditions exist.

# IT Help Desk Service Level Expectations

## Tracking and Reporting

Service level reports, containing key performance indicators, will be generated monthly and delivered to the Division of IT Leadership for review. These indicators include:

### ***Samanage Service Desk***

Samanage Service Desk is the software that runs the IT Help Desk ticketing system. Key performance indicators for Samanage Service Desk include:

- Total number of customer contacts – college/division
- Total number of tickets resolved
- Total number of tickets – by subject

### ***Bomgar (support.emich.edu)***

When approved by the customer, Bomgar is software that allows the IT Help Desk to remotely access a computer. Key performance indicators for Bomgar include:

- Total number tickets where Bomgar was utilized