

Desktop Support Service Level Agreement

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01. Purpose

This Service Level Agreement (SLA) defines the services and service levels provided by the Pace University Information Technology Services (ITS) Client Support Office (CSO). The goal is to ensure the delivery of high-quality services and a reliable desktop computing environment for the university while controlling costs and adhering to security protocols.

02. Scope

This Service Level Agreement pertains to all University-owned computer equipment (desktops/laptops, mobile devices, and peripherals) and its associated [supported software](#). The scope applies to the aforementioned in all offices, labs/classrooms, public spaces, and remote locations.

Support is provided by the most efficient method, primarily over the phone with remote access services but also via email and on-site visits

At the present time, Retired Faculty and Staff, Alumni, and External Affiliates are not eligible for these services.

03. Services

Desktop services are provided throughout the lifecycle of supported [hardware](#) and [software](#) and include:

Purchasing and Standardizations

- Client Support Office will assist users and departments with all desktop hardware and software purchases adhering to the [Technology Purchase Policy](#).
- [Hardware standards](#) are established and/or updated each year by Client Support Office. The process for which hardware standards are established weighs criteria such as overall University needs, industry benchmarks, average lifecycle, and vendor negotiations.
- Operating System and Application Software configuration are based on user needs, security standards, and the requirements of University-related systems.

Deployment

- New computers are configured with a standard Pace image (aka clone) containing the current approved Windows or Mac Operating System, core administrative applications, and security software. Users can request additional software installation via the ITS Help Desk (see *Installation* and *Requesting Services* sections).
- Computers are configured to connect to the Pace network in compliance with Information Security policies.
- Software not included in the standard image are installed upon request provided that the software is properly licensed and vetted by the Information Security Office (ISO) and/or Client Support Office.

- For computers deployed under the [University Replacement Program](#), the user's data will be transferred from the old computer to the new computer. Data will be retained on the old hard drive for 1 week. If no data is reported as missed after the data transfer, the old hard drive will be securely erased, and all data is permanently deleted.

Software Support

- **Installation**

- Support technicians will install and upgrade software upon user requests, changes to campus standards, or security requirements.
- Support technicians will install driver packages for peripherals such as printers, scanners, and input devices.
- Due to licensing restrictions, some supported software can only be installed on University-owned computers used for research, instruction, and other University business. Therefore, ITS may not be permitted to install software on equipment not owned by the University.
- Software requiring special customization must have official documentation published by vendor.
- Only software that is being actively updated/patched by the vendor will be installed. Exceptions concerning legacy software may be made on a case-by-case basis and must be sent to the Information Security Office for approval.
- By default, all University-owned desktops and laptops are enrolled into automated software updates for patch management. Updates are communicated and posted to users via ITS Notices listserv and the [ITS System Status](#) page.

- **Function/Usage Support**

- Client Support Office staff will provide assistance for software that does not launch or function properly.
- Diagnosis will be performed to determine the source of issue (ex. system, network, or server).
- Problems with specific business systems and specialized software may be referred to functional resources for those systems or applications. ITS Client Support staff is not guaranteed to know the functionality or operation of software outside of the University supported standards.
- Client Support staff do not provide tutorials or training in the use of applications but can assist users by directing them to training resources both online and instructor-led. They can also refer them to the ITS Help Desk.

Hardware Support

- **Lifecycle**
 - Standard Desktop Support services are provided for University-owned computers that conform to standardized models, run supported operating systems, and which do not exceed 5 years of age. Computers older than 5 years of age are costly to maintain in good operating order and deliver poor performance with a new application. This aged equipment should be placed in a cycled replacement schedule.
 - Support for warranty repairs includes equipment pickup, shipping, tracking and return. Desktop Support technician personnel will verify that the repairs have been completed before returning the computer to the user.
 - Standard Desktop Support includes non-warranty repair of standard computers for which the vendor warranty has expired, but it is limited to the replacement of user-serviceable parts provided by the user (i.e. hard drives, power supplies, etc.). Additional costs may apply.
- **Repair/Replace**
 - Replaced computers are removed from the campus computer inventory. However, exceptions can be made where a system will be redeployed in order to retire older equipment when age/condition permit. This example of a tiered replacement is limited to only one cycle.
 - Users are to contact ITS for proper computer disposal. Under no circumstance is any equipment to be disposed of on its own. ITS will securely dispose the equipment and erase all University data. ITS will work with Facilities on following the e-waste programs.
- **Printers**
 - Networked printers must be connected via wired network jacks. Printers may not be connected to the wireless network.
 - Support for networked, multi-user printers includes the installation of drivers and correcting printing-related errors on University-owned computers. Departmental and Pharos printers are serviced through Canon. Due to costs and complexities associated with repairing printers, repair of laser printers is not included in Standard Desktop Support. For this reason, for laser printers purchased independently, ITS highly recommends that users purchase manufacturer's onsite or 'shipping included' warranty services.

Boundaries of Services

- Standard desktop support is available for computers that meet the following criteria:
 - Only University-owned equipment will be supported.

- The computer is compatible with and running supported and current Operating Systems and does not exceed an average of 5 years of age.
- Administrative access exists for the support technician.
- Computer is remotely accessible.
- If necessary, a computer may need to be reimaged (returned to condition when purchased) to resolve an incident or complete a service request. In these cases, all efforts will be taken to notify the User and data will be transferred to the new image, if recoverable. In the case of severe hard drive failure, it is likely that data and/or applications may not be recoverable.

04. Roles and Responsibilities

ITS Responsibilities:

ITS will provide the infrastructure, technology, personnel, processes and monitor tools necessary to deliver the Service Level Agreement as described in this document, in addition to:

- Meet response times associated with the priority assigned to individual incidents and service requests.
- Appropriately notify users of all scheduled maintenance via ITS System Status and ITS Notices Listserv notifications.
- Document the services provided in the [ITS Service Catalog](#).

User Responsibilities:

User responsibilities in support of this Agreement include:

- Reading and adhering to ITS policies which include but are not limited to:
 - [Appropriate Use Policy](#)
 - [Administrative System User Statement](#)
 - [Information Security Policies](#)
 - [Technology Purchase Policy](#)
- Paying all costs associated with planned and unplanned computer hardware replacement and software not covered under manufacturer warranty.
- Utilizing standard contact methods for incident reporting (See *Requesting Services* section).
- Providing access to support computers via remote access tools or in-person.
- Making themselves available to Desktop Support technicians during the resolution of a service-related incident or request.

- Providing proof of license and/or installation media when requesting software installation if required.
- Ensuring data transfers have been made correctly to new computers with 1 week of deployment.
- Notifying ITS of computer equipment (includes but is not limited to desktops, laptops, printers, tablets, cell phones, etc.) for proper disposal.

05. Requesting Services

Users can contact ITS through the following methods:

- **Online:** <https://helpdesk.pace.edu>
 - This is the recommended method for requesting assistance unless the issues requires immediate response or a password reset. The online Team Dynamix ticketing system allows for users to log in using their MyPace credentials and is accessible 24 hrs/day and 7 days a week. Requests are accessible to any technician in the appropriate area who are available to assist (instead of just one individual), and users can keep track of their ticket's progress directly on the help desk website. Requests made using the online ticketing system will be processed during normal hours of business for each department's respective business hours.
- **Email:** pacehelpdesk@pace.edu
 - Email requests will be processed during regular business hours. Using the online ticketing system at <https://helpdesk.pace.edu> is recommended over email. While both methods feed into the same ticketing system, logging into the Team Dynamix ticketing system allows users to better specify the category and ensure the ticket gets placed in the appropriate group without having to be manually moved.
- **Phone: (914) 773-3333 or (855) 722-3487 (Toll free)**
 - Phone service is available through the ITS Help Desk during normal hours of operation. Messages left during off hours will be processed the next business day. Due to security identity verification requirements, password resets can only be processed over the phone or in-person
- **In-Person:**
 - In-person services is available through the Walk-in Center in the Computer Resource Center and Tech Zone
 - Pleasantville: Willcox Hall – 2nd Floor, Computer Resource Center
 - New York: One Pace Plaza, W202, Tech Zone

06. Hours of Operation

Standard Desktop Support is provided Monday through Friday from 9:00AM – 5:00PM during normal business days. Exceptions or changes will be noted on the [ITS website](#).

07. Response Time

The Client Support Office uses the following guidelines to prioritize support requests. The Client Support Office makes its best efforts to respond to requests within the times outlined below. Depending on the issue, the time to resolve problems will vary; factors such as vendor hardware or software support are not always within ITS control. Where suitable, and based on available inventory, ITS will take steps to provide temporary workarounds or equipment while a solution is being worked on.

Level	Description	Response Time
Urgent	<p>TIME SENSITIVE – requires immediate resolution</p> <p>The loss of a service, including classroom activities, without a workaround available and where a degraded level of operation is not available or acceptable. Example: Required Instructional software will not launch.</p>	Work towards a solution will begin within 30 business minutes. These requests should be submitted by phone at (914) 773-3333 or in-person.
High	<p>Service impacts a group (more than 10) – requires priority resolution</p> <p>A software or hardware issue might be preventing the user from working on their workstation. Example: Printer services will not work, however, users are still able to work on their computers.</p>	First response acknowledging that the request has been received will occur within 1-2 business days. Work towards a solution will occur within 2-3 business days.
Medium	<p>Service impacts a few users (less than 10) – immediate resolution is not essential</p> <p>Services or applications are not accessible for a few users due to issues such as virus/malware. Users are still able to perform job function. Example: Audio is non-functioning, however computer is still usable.</p>	First response acknowledging that the request has been received will occur within 1-3 business days. Work towards a solution will occur within 2-4 business days.

Normal	<p>Low impact – the user has the ability to work</p> <p>While the user may be experiencing issues with software or hardware, it is not preventing them from accessing information or completing work on their workstation. Example: Requests for software upgrades that are not necessary for immediate instructional, business, or security processes.</p>	<p>First response acknowledging that the request has been received will occur within 2-4 business days. Work towards a solution will occur within 4-7 business days.</p>
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08. Escalation

If there are issues with the processing of a service request, contact the ITS Help Desk. They will review and appropriately take the necessary escalation actions.

09. Approvals

ITS Senior leadership and the CIO approves this document. It will be published on the website where appropriate.

10. Revision History

Version	Date	Change	Author
1.0	10/19/16	Created initial document.	SB, AW
1.1	1/9/23	Formatting and minor edits	CE, AW

11. Disclaimer Statement

Pace University reserves the right to amend or otherwise revise this document as may be necessary to reflect future changes made to the IT environment. You are responsible for reviewing this Policy periodically to ensure your continued compliance with all Pace University IT guidelines.