



ITS HELP DESK SUPPORT

Pace University and ITS Help Desk

Summary

This document covers the help desk support services offered from the ITS Help Desk for Pace University members.

User Services – ITS Help Desk

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1. General Overview

This Service Level Agreement (SLA) defines the services and service levels between the service provider, Pace ITS Help Desk Services, and the customers of that service (current Pace Faculty, Staff, and Students). The goal is to ensure the delivery of high quality customer service and technical support for the university.

2. Service Description

2.1 Scope

This Service Level Agreement applies to all Pace computer equipment (computers, monitors, printers, scanners, etc.) used for Pace business, research, instruction and owned by the University, self-supported units, and auxiliaries. Level 1 and 2 support is provided by the most efficient method, primarily over the phone with remote access services but also via email. Retired Faculty and Staff, Alumni, any External Affiliates are not part of this agreement.

2.2 Services

The ITS Help Desk provides friendly and knowledgeable staff as the main point of contact for getting assistance with issues related to computers, network, telephone, and other technologies during standard hours of operation.

The Help Desk staff handle level 1 and 2 support resolutions or escalation for a wide variety of computer, network, telephone, and other technology related problems. To ensure customer satisfaction, the Help Desk will monitor workflow and resolution to calls reported through the Help Desk system for the Information Technology department. While resolution time is often issue-dependent, the staff will provide preliminary troubleshooting and assessment services and escalate to area specialists where needed.

Support Categories are as follows:

- Level 1 includes, but is not limited to:
 - Users requesting information, documentation, or ticket status updates
 - Software installations from the ADAM website
 - Troubleshooting for issues related to any Pace-supported hardware and applications, and only a “best effort” diagnosis/resolution attempt for non-supported technology
 - Reporting and escalation for system-wide or application issues
- Level 2 includes, but is not limited to:
 - Remote assistance and troubleshooting for Pace-supported hardware and applications
- Level 3 includes, but is not limited to:
 - On-site support for Pace equipment. Please refer to the *Standard Desktop Support* for service details.

Boundaries of Services and Functions

ITS Help Desk support is available for university-owned computers, applications, and related equipment. Support for non-Pace equipment is limited to a “best effort” diagnosis/resolution attempt.

3. Roles and Responsibilities

3.1 ITS Responsibilities

ITS will provide the infrastructure, technology, personnel, processes and monitoring tools necessary to deliver the ITS Help Desk support 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 Services Catalog.

3.2 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
 - Wireless Network Policy
 - Access Control Policy
 - Technology Purchasing Policy
- Utilizing standard contact methods for incident reporting (See *Requesting Services* section)
- Providing access to supported computers via remote access tools

4. Requesting Service

4.1 ITS Help Desk Support Services

Users can contact ITS through the following five methods:

1. Online: <http://help.pace.edu>

This is the recommended method for requesting assistance unless the issue requires immediate response or a password reset. The online Web Help Desk ticketing system allows for users to log in using their MyPace credentials and is accessible 24 hours a day and 7 days a week. Users can choose the correct category for their request, which will make the ticket immediately accessible to the appropriate technician(s) for that request type, and will therefore help to expedite the request. Users can also keep track of their ticket's progress directly on the help desk website. Requests made using the online ticketing system will be processed according to the normal business hours of the department handling the issue.

2. 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.

3. Email: (pacehelpdesk@pace.edu)

Email requests will be processed during regular business hours. Using the online ticketing system at <http://help.pace.edu> is recommended over email. While both methods feed into the same ticketing system, logging into the help desk ticketing system allows users to specify the request category when they submit their

ticket, which helps expedite ticket processing since the ticket does not have to be manually moved to the appropriate group afterwards. The itshelpdesk@pace.edu email account is only used to report spam messages in order to retain the header information of the suspicious email.

4. Online Live Chat

Live chat is available during normal hours of operation via the ITS Homepage. Users can chat with ITS Help Desk representatives. Any inquiry or requests that require more complex trouble shooting will be routed to the phone service or the Help Desk Ticketing system.

5. In-Person

In-person service is available through the Walk-In Center in the Computer Resource Centers.

- New York: 1 Pace Plaza - Rm W202, Computer Resource Center
- Pleasantville: Willcox Hall - 2nd Floor, Computer Resource Center

5. Hours of Operation, Response Times and Complaint Resolution

5.1 Hours of Operation

ITS Help Desk standard hours of operation are:

- Monday – Thursday: 8:00AM – 7:00PM
- Friday: 8:00AM – 6:00PM
- Saturday: 12:00PM-4:00PM

This excludes university holidays and reduced schedule days. During intersessions and summer, ITS Help Desk business hours are weekdays from 9AM to 5PM. For varying hours throughout the year go to: www.pace.edu/itshelpdeskhours.

5.2 Response Time

ITS uses the following guidelines to prioritize and support requests. Response times will not exceed the times shown, and we will attempt our best efforts to respond sooner if possible. 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 style="text-align: center;">TIME SENSITIVE – requires immediate resolution</p> <p>The loss of a critical service which affects many users campus-wide, without an existing workaround and where a degraded level of operation is not available or acceptable. Examples: Campus-wide Internet/networking outage, Blackboard outage, etc.</p>	<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 at the Walk In Center at the Computer Resource Center.</p>

<p>High</p>	<p>Service impacts a group (more than 10) – requires priority resolution</p> <p>A software or hardware issue might be preventing a group of users from fulfilling part of their academic or work responsibilities. Example: MS Word will not launch on computers. However, users are able to use a different program or can connect to a remote server to access a version of MS Word temporarily.</p>	<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.</p>
<p>Medium</p>	<p>Service impacts a few users (less than 10) – immediate resolution is not essential</p> <p>Some services or applications are not accessible for one or a few users due to a localized issue. Users are still able to perform job function. Example: Computer’s USB connection is not functioning, however computer is still usable.</p>	<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.</p>
<p>Normal</p>	<p>Low impact – the user has the ability to work</p> <p>User may be experiencing some performance issues with software or hardware, but it is not preventing the user from completing his/her work. All general requests that do not have specified SLAs depending on request type fall into this category. 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>

5.3 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.

5.4 Other Requests

Requests for service features and functions not provided in this document can be placed through <http://help.pace.edu> for review.

6. Maintenance and Outage Communications

ITS strives to minimize unintended service disruptions as a result of changes in the production environment. ITS monitors, manages and evaluates changes to maximize service benefits

6.1 IT System Status

All IT-related service outages are published on the IT System Status page (status.pace.edu) and emailed to the IT Notices-L Listserv. Campus users are responsible for monitoring the IT System Status page and notifying ITS of upcoming events with IT system dependencies.

There are 2 categories that result in system downtime:

- **Planned Maintenance:**
This is scheduled maintenance work that is required for system maintenance or upgrade. These are generally scheduled at least one week in advance whenever possible and posted and emailed to the appropriate methods of communication.
- **Unplanned Outage:**
This is an unplanned service outage that is due to an unforeseen event, or an urgent repair needed to prevent a potential system failure. These will be posted to the appropriate methods of communication immediately upon ITS becoming alerted to the outage, or the need for immediate downtime. When possible, ITS will attempt to estimate an expected time of resolution. All updates will be posted to IT System Status.

7. Pricing

At this time, ITS does not charge for ITS Help Desk support services. However, the university reserves the option to reconsider such policies in the future.

8. SLA Review

This document will be annually reviewed. Based on needs, it may be amended provided mutual agreement is obtained from the primary stakeholders and communicated to all areas.

9. Approvals

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