



DESKTOP SUPPORT SERVICE LEVEL AGREEMENT

Pace University and Client Support Offices

Summary

This document covers the desktop support services offered from the Client Support Office for Pace University members.

User Services – Client Support Office, ITS

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1. General Overview

This Service Level Agreement (SLA) defines the services and service levels between the service provider, Pace ITS Client Support Services, and the customers of that service (current Pace Faculty, Staff, Students, and departments). The goal is to ensure the delivery of high quality services and reliable desktop computing environment for the university while controlling costs and adhering to security protocols.

2. Service Description

2.1 Scope

This Service Level Agreement applies to all computer equipment (computers, monitors, printers, scanners, etc.) used for Pace business, research, instruction and owned by the University, self-supported units, and auxiliaries. The agreement applies to computers in all offices, labs, classrooms, and public spaces. This agreement does not include iOS devices (i.e. iPhones, iPads) and Pforzheimer Honors College Laptops (refer to Pforzheimer Honors College Laptop Repair Policy).

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

Retired Faculty and Staff, Alumni, any External Affiliates are not part of this agreement.

2.2 Services

Desktop services are supported throughout the lifecycle of a supported computer equipment and include:

Plan and Purchasing

- ITS will assist users and departments with all computer, printer, and software purchases. Contact your IT lead, IMO, or Desktop Specialist for assistance with specifications and obtaining IT Quotes.
- All computer and printer purchases must conform to a list of standardize models that have been selected for performance, reliability, cost, and security.
- Computer and printer standards are established and/or updated each year through negotiations with hardware vendors based on model availabilities. This process also includes collaboration and consultation with IT Leads, IMOs, and other IT representatives who work closely with staff and faculty across all areas and campuses to determine the requirements for technology needs in their respective areas. Warranties for new computers are on an average 4 year cycle.
- If advanced models or components are needed, ITS will work with the IT Liaisons to determine the specific needs to match the specialized or higher-level technology needs.
- Operating system and application software configuration are based on user needs, security standards, and the requirements of Pace-related systems.

Deployment

- New computers are configured with standard Pace image and the approved operating system, office applications, anti-virus software, and remote administration tools. Users can request additional software installations, see the **Installation** section.
 - Computers are configured to connect to the Pace network and in compliance with campus security policies

- Software not included in standard images are installed upon request, provided that the software is properly licensed. Users may be asked to provide proof of license in addition to the installation media or web location for software download.
- For computer replacement, the user's data will be transferred from the old computer to the new one. Data will be retained on the old hard drive for 7 business days. After the 7 business days, the old hard drive will be securely erased and disposed of so that all data will be permanently deleted.

Management

- Software Support
 - Installation
 - Support technicians will install and upgrade software upon user requests, changes to campus standards or security requirements.
 - Support technicians will install client-provided driver software for peripherals such as printers, scanners, external storage devices, and input devices.
 - Supported software is installed on University-owned computers used for research, instruction, and other University business, ITS is not permitted to install software on equipment not owned by the University.
 - Proof of license must be provided if requested.
 - Some software requires special customization. Desktop Support staff can configure software if documentation is provided by the user.
 - Only software that is being actively updated/patched by the vendor will be installed. Exceptions 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. These server updates are communicated and posted to users via the ITS listserv and the ITS System Status page. Microsoft out-of-band and third-party updates such as Java, Flash Player, and Adobe Reader are deployed as they become available.
 - Function/Usage Support
 - Desktop Support staff will provide assistance for software that does not launch or function properly.
 - Diagnosis will be performed by Desktop Support staff to determine if the issue is related to the network or system.
 - Desktop Support staff does 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.
 - Problems with specific business systems and specialized software may be referred to functional resources for those systems or applications. ITS Desktop Support staff is not guaranteed to know the functionality or operation of software outside of the University supported standards.

- Hardware Support
 - 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. These 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.
 - Printers must be connected to the network 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 Pace-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.
- 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 Buildings and Grounds on following the e-waste programs.

Boundaries of Services and Functions

The Standard Desktop Support is available for computers that meet the following criteria:

- Supported equipment is University-owned, not personally-owned
- The computer is compatible with and running supported operating systems and does not exceed an average of 5 years of age
- Administrative access exists for Desktop Specialist technicians
- Desktop Support staff can remotely control the computer with the user's permission
- Desktop Support staff can re-image a computer when necessary to resolve an incident or complete a service request. The user will be notified prior to the re-imaging and their data will be transferred to the new image if recoverable. Data and/or program applications may not be recoverable in the cases of severe hard drive failure.

3. Roles and Responsibilities

3.1 ITS Responsibilities

ITS will provide the infrastructure, technology, personnel, processes and monitoring tools necessary to deliver the Standard Desktop 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 Service Catalog.

3.2 User Responsibilities

User responsibilities in support of this Agreement include:

- Reading and adhering to ITS policies which include but is not limited to:
 - Appropriate Use Policy
 - Administrative System User Statement
 - Wireless Network Policy
 - Access Control Policy
 - Technology Purchasing Policy
- Contacting their IT Lead, IMO, or Client Support office prior to ordering hardware (computers, printers, tablets, etc.) or software. ITS will not support new hardware or software that does not meet computer and printer purchasing standards. ITS negotiates discount prices with vendors for both hardware and software, and in some cases may already have site licenses available for use on campus.
- Paying all costs associated with planned and unplanned computer hardware replacement and software
- Utilizing standard contact methods for incident reporting (See *Requesting Services* section)
- Providing access to supported computers either in-person or via remote access tools
- 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
- Backing up data unless prior arrangements have been made with ITS to provide backup services
- Ensuring data transfers have been made correctly to new computers within the 7 business days of deployment
- Notifying ITS of computer equipment (includes but is not limited to desktops, laptops, printers, tablets, cell phones, etc.) for proper disposal.

4. Requesting Service

4.1 Desktop 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 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.

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 better specify the category and ensure the ticket gets placed in the appropriate group without having to be manually moved. 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 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

4.2 Software and Hardware Purchasing

Prior to purchasing computer equipment (i.e. computers, printers, tablets, etc.) or software, users must contact their IT Lead, IMO, or the Client Support office for assistance with specifications and ordering. ITS will provide an IT Quote based on the consultation. ITS will not support new hardware or software that does not follow ITS standards and guidelines for computer and printer purchases. See [IT Purchases and Recommendations](#). ITS negotiates discount prices with vendors for both hardware and software, and in some cases may already have site licenses available for use on campus.

5. Hours of Operation, Responses Times and Complaint Resolution

5.1 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](#).

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 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 at the Walk In Center at the Computer Resource Center. |
| High | <p style="text-align: center;">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> | <p>First response acknowledging that the request has been received will occur within 1-2 business days.</p> <p>Work towards a solution will occur within 2-3 business days.</p> |
| Medium | <p style="text-align: center;">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> | <p>First response acknowledging that the request has been received will occur within 1-3 business days.</p> <p>Work towards a solution will occur within 2-4 business days.</p> |
| Normal | <p style="text-align: center;">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.</p> <p>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 to the IT System Status page 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 urgent repair need in order to prevent system failure. These will be posted to the appropriate methods of communication immediately upon ITS becoming alerted to the need for the outage. 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 Desktop 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.