



## University Systems Desktop Support Service Level Commitment

The Purpose of this Service Level Commitment (SLC) is to formally define the level of service University Systems will provide to UVic faculty, staff, and students, and the specific levels of support. This document is intended to provide details of the support services available to faculty, staff, and students. This SLC will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new applications and services into the services supported by University Systems.

### Scope of Commitment:

The following services are covered by this commitment:

- Incident and Service Request tracking and resolution
- Desktop, laptop, and mobile device setup and trouble shooting
- Software standards such as Microsoft Windows and Apple OS X operating system versions, Microsoft Office versions etc. as established by University Systems; Generally, the current version of a software title and one previous version are supported
- Active Directory, Group Policy, network file shares, and user group management for workstations owned by UVic
- Consultation for computer and software purchases
- Standardized desktop and laptop software installations as established by University Systems including operating system builds and a standard suite of software for both workstations owned by UVic and personal computers
- Printing support for individual printers or networked work group printers
- Networking support e.g. Connectivity to the internet, wireless network, and networked resources such as file shares
- Software installation, maintenance and troubleshooting
- Security for all computer systems including operating system updates, software updates, virus protection and TSM enterprise backup services (TSM is available for workstations owned by UVic only)
- Basic website troubleshooting
- Basic site administration and workflow troubleshooting for departmental Connect (SharePoint 2013) sites
- Identity management – resolve issues with NetLink IDs, access to resources, or access for affiliate members of the UVic community

- Point of contact for servers, databases, and enterprise applications that are managed by University Systems (such as email servers, departmental file shares, web servers, centrally-hosted databases, etc.)

### **Out of Scope:**

- Support and maintenance of servers, databases, and applications that are not managed by University Systems
- Support of non-standard software (supported by the software vendor)
- Support for workstations that are not using Microsoft Windows or Mac OS as an operating system
- Maintain an inventory of hardware owned by a department and develop a plan to retire and replace this hardware
- Maintain an inventory of software licenses and installation media
- Transportation of computer hardware to/from the Computer Help Desk for service
- On-site support for locations outside of the Gordon Head UVic campus

### **Hours of Support:**

The Computer Help Desk (CHD) is available to provide support Monday through Friday, 8:00 a.m. – 6:00 p.m. excluding statutory holidays. Outside of hours of support, call the CHD and leave a voice mail, submit a request for help on the CHD website <http://www.uvic.ca/systems> , or email the CHD at [helpdesk@uvic.ca](mailto:helpdesk@uvic.ca).

### **Method of Requesting Services:**

Under normal circumstances clients are requested to contact University Systems for support using the following methods:

- Submit a request for help on the Computer Help Desk website <http://www.uvic.ca/systems>
- Email to the Computer Help Desk at [helpdesk@uvic.ca](mailto:helpdesk@uvic.ca)
- Call the Computer Help Desk at 250-721-7687

### **Response Process:**

Once a client requests service, the Computer Help Desk staff will attempt to resolve the issue immediately. If the problem cannot be solved on the first interaction, the Computer Help Desk staff enters a trouble ticket into a tracking system called Homer. The system automatically generates a ticket number and sends the client an email acknowledging that a trouble ticket has been created. Clients can use the trouble ticket number to view progress on their trouble ticket at [www.uvic.ca/systems](http://www.uvic.ca/systems) .

## **University Systems Staff Responsibilities:**

- Provide client with trouble ticket number and estimate resolution time during initial contact
- Keep client informed of progress regarding service request/incident by making the trouble ticket available for viewing online at anytime
- Escalate all issues not resolved at the Computer Help Desk level (tier 1) to appropriate Subject Matter Experts (SME) in University Systems
- Service requests or incidents that require a site visit will be scheduled when convenient for the client and when staff is available
- Prior to closing a work order, verify with the client that the request/incident has been resolved to their satisfaction
- Provide client with an opportunity to submit feedback on the support interaction with the Computer Help Desk via online survey

## **Client Responsibilities:**

- Report all requests/incidents via the Computer Help Desk
- Provide a clear description of the request/incident
- Provide names of individual(s) to be contacted, their phone number(s) and office location
- Be available to assist with incident resolution
- Maintain knowledge of computer usernames and passwords
- Purchasing software licenses and having media available when required

## Terms and Conditions of the Commitment

### 1) Term of Commitment

This commitment shall be in effect until it is superseded by a revised commitment.

### 2) Supervision of University Systems Personnel

University Systems is solely responsible for the supervision of University Systems personnel, by providing guidance and advice in accordance with this agreement.

### 3) Prioritization of Issues

The Computer Help Desk is responsible for supporting several thousand faculty, staff, and students on campus. All requests and issue reports will be prioritized by the Computer Help Desk based on the scope and severity of the issue, then handled in priority sequence.

### 4) Standard Costs

For our supported products, there is no charge for information, advice, and initial problem resolution; however, extended services including site visits, are subject to the fees below.

Charging rates	Students	Faculty, Staff, and Others
Initial consultation	No charge. Maximum of 15 minutes.	No charge. Maximum of 15 minutes.
Configuration to access campus network resources including: <ul style="list-style-type: none"> <li>• UVic network</li> <li>• ResNet</li> <li>• Wireless</li> <li>• Public Access Network ports</li> </ul>	No charge.	No charge.
System rebuild: data will be backed up and scanned for viruses; hard drive will be formatted; Operating System will be reinstalled; security updates will be applied; data will be restored; and anti-virus software will be installed. <b>You will need your media, and proof of ownership. You may lose customization and preferences.</b>	\$50.00, flat rate.	\$75.00 per hour.
Cleaning a virus infected system by rebuild. This is the recommended method. For details, see above.	\$50.00, flat rate.	\$75.00 per hour.
Recovering lost or damaged data.	\$50.00 per hour.	\$75.00 per hour.
Installation of software applications.	\$50.00 per hour.	\$75.00 per hour.
User-installable hardware installation by a Hardware Certified Consultant.	\$50.00 per hour.	\$75.00 per hour.
General troubleshooting of hardware/software problems.	\$50.00 per hour.	\$75.00 per hour.

Prices include applicable taxes. Hourly rates will be pro-rated in \$25 increments.

## 5) Miscellaneous Costs

Costs for additional services not included in the support described above may be negotiated as required.