Ohio University Office of Information Technology

Standard Desktop Support

General Overview
Standard Desktop Support service level of the Office of Information Technology (OIT) is comprised of:

- The Standard Desktop Support (SDS) Service
- The general levels of response, availability, and maintenance associated with this service
- The responsibilities of OIT as a provider of this service
- The responsibilities of the clients receiving this service
- Any enhancements or customizations of this standard service level will be documented separately for each department in a separate service level agreement

This offering will be reviewed annually or as otherwise needed.

Service Description
OIT documents services supported in the OIT Service Catalog.

Service Scope
Standard Desktop Support (SDS) is a set of support services for campus faculty and staff university-owned Windows and Mac computers. The Standard Desktop Support service uses OIT SCCM, WebEx Support Center, or similar remote control tools when available to provide assistance and service support.

Technical support is provided by the most efficient method available primarily over the phone, with remote control assistance, via email, and in person at the Bobcat Depot in Baker Center.

SDS features are organized around the lifecycle of a supported computer and include:

Plan / Purchase
- Departmental and personal new business class computer hardware can be purchased via the Bobcat Depot Order Form.
- OIT provides a list of selected standard software applications and coordinates software license purchases for university-owned computers. The licensed software list is available at Software.

Deploy
- New computers are configured with a baseline standard set of software including a current operating system, licensed common software applications, anti-virus/anti-spyware software, and remote administration tools.
- Computers are configured in compliance with campus security policies, and other configurations that may be specific to divisions of Ohio University.
Ohio University Office of Information Technology

• Computers are configured to use campus services such as email, calendar, VPN, and connections to the campus wired and wireless networks.
• Software not included in the baseline standard is installed when requested and properly licensed. Clients may be asked to provide installation media for non-standard software.
• Computer setup includes:
  o Migration of client documents and preferences from locations identified by the user or department.
  o Configuration of standard networked printers.
  o Retention of client data for two weeks to ensure complete data transfer.
  o Physical relocation of computers is supported on a case-by-case basis as determined by OIT Desktop Support staff and may be referred to University Moving for larger moves.

Manage

• Software Support
  o Desktop Support technicians will install and upgrade software in response to client requests, changes to campus standards, security requirements, or to resolve problems. Software may be installed with remote tools.
  o Supported software is installed on University-owned Windows and Mac computers used to support research, instruction, public service and internal business purposes.
  o Proof of license must be provided. OIT has installers for most common applications.
  o If OIT does not have installation media, the person requesting the installation must provide the media.
  o Some software requires specialized configuration. OIT Desktop Support staff will make a best effort to configure software if documentation is available.
  o In accordance with security policy, only software that is being actively updated/patched by the vendor will be installed. Exceptions may be made for university business or business systems which are not compatible with current software versions.
• Software Troubleshooting Support
  o OIT Service Desk and OIT Desktop Support staff will provide assistance for standard software listed in the OIT Service Catalog that is not launching or functioning properly.
  o Initial investigation is always provided to determine if the software issue is system or network-related.
  o Problems with some business systems or specialized software may be referred to system specialists or the application vendor.
• Software & Services Usage Support
  o OIT Service Desk and OIT Desktop Support staff will assist clients with common application-use questions and further support may be through referring to help systems, vendor documentation, OITECH Knowledgebase articles, and other online resources.
  o When problems are beyond common issues, Service Desk and Desktop Support staff will work with end users to find solutions regarding documented features and functions of
Ohio University Office of Information Technology

supported software or IT services used on supported computers. OIT will escalate software problems for supported applications to software vendors as appropriate.

- Clients are responsible for the support of software not on the standard software list, however OIT Desktop Support will make a best effort toward installation and identification of functional errors using standard or common support methods to work and will with users to identify and resolve the problem.

- **Computer Repairs**
  - OIT provides a quick and on-demand initial diagnosis (15 minutes limit) for computer hardware and software issues. Experience has shown the majority of minor problems are resolved quickly and efficiently during the initial diagnosis. For severe hardware failure, OIT offers a “repair depot drop-off/pick-up.” [Service and Support](#).
  - Support for computer warranty repairs includes equipment pickup, shipping, tracking, and return. Completion of repairs is verified through follow up correspondence from OIT.
  - OIT works on "business-class" machines of the following listed brands. Contact the Service Desk or visit the Bobcat Depot, Baker University Center 112 for further assistance. Repair of non-business class machines is the responsibility of the department.
  - OIT may request that departments purchase a new computer if the computer is more than five year old and suffers a hardware failure.

- **Printing functions of standard networked printers are supported including deployment and configuration of printer settings, registration, and printing from business systems (PeopleSoft, HRMS, FMS, etc.) Printer equipment issues should be directed to ComDoc.**

- **Installation of client-provided driver software for peripherals such as printers, scanners, external storage devices, and input devices**

**Retire/Replace**

- **OIT coordinates computer disposal with University Surplus. Data is securely destroyed on storage devices prior to disposal.**

**Client Requirements**

The following requirements apply to clients receiving this service.

- Clients will provide support staff with access to supported computers either in-person, via [OIT SCCM](#), WebEx Support Center, or similar remote control tools for remote assistance.
- Clients will be available to support staff to answer questions that facilitate service delivery.
- Clients will submit requests for OIT service using standard methods (e.g. calls to 3-1222, web tickets via [www.ohio.edu/oitech](http://www.ohio.edu/oitech), Footprints tickets, and other supported methods).
- New installations of client-purchased equipment may need to be stored by client until scheduled time of deployment.
Ohio University Office of Information Technology

- Clients must provide proof of license when requesting software installation. OIT maintains the required documentation for software covered under University site licenses.
- Clients will work with ComDoc for installation media for printer or peripheral device driver installation if needed.
- Clients will validate data transfers to new computers within two weeks.
- Clients will submit requests to initiate data destruction and surplus/disposal of old equipment within two weeks.

Boundaries of Service Features and Functions
Standard Desktop Support (SDS) is available for computers that meet the following criteria:

- The supported equipment is university property, not personally owned. Support for personally owned equipment is outside this agreement and is supported by the OIT Service Desk on a limited basis.
- Computer is compatible with standard operating system requirements.
- Computer is running a Standard Operating System as listed on the Operating Systems List. Operating systems that are no longer supported by the vendor are not supported by OIT. OIT will assist with upgrading to a supported operating system as needed.
- The support technician has administrative access or can be given administrative access on the computer. This can be a local SDS admin account or a domain account with admin access.
- Desktop Support staff can re-image a computer when necessary to resolve an incident or complete a service request.
- Desktop Support staff has the ability to remotely control the computer with the client’s authorization.
- Computers in labs may be eligible for support on a per-lab basis if the lab configuration meets all other requirements for service support. Clients should request an evaluation via a work request for lab support.

Service Level Performance

General Support
OIT’s goal is to be actively working to resolve routine issues within 8 hours or by next business day (EST). A routine service failure causes the client to be unable to perform some portion of their job, but they are still able to complete most other tasks. Routine issues may also include questions and requests for information.

Incident Support
An incident is an unanticipated event that occurs in environments supported by OIT (either directly or indirectly) that interrupts or in any other way negatively impacts the availability or security of systems or users of those systems.
Ohio University Office of Information Technology

Incidents are classified and categorized based on service, redundancy, security, and other factors. Each combination of classification and categorization has specific documentation, coordination, escalation, and notification requirements.

### Standard Incident Response Timetable

<table>
<thead>
<tr>
<th>Severity 1 (Emergency)</th>
<th>Severity 2 (Urgent)</th>
<th>Severity 3 (Routine)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The IT service failure creates a serious disruption to instructional/research, business process, or financial exposure.</td>
<td>The service failure creates a serious business and financial exposure.</td>
<td>The service failure creates a minimal business and financial exposure.</td>
</tr>
<tr>
<td>The service failure causes the customer to be unable to work or perform some significant portion of their job.</td>
<td>The service failure causes the customer to be unable to work or perform some significant portion of their job.</td>
<td>The service failure causes the client to be unable to perform some portion of their job, but they are still able to complete most other tasks. May also include questions and requests for information.</td>
</tr>
<tr>
<td>The service failure affects a large number of customers.</td>
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</tr>
<tr>
<td>There is no acceptable workaround to the problem (i.e., the job cannot be performed in any other way)</td>
<td>There is an acceptable and implemented workaround to the problem (i.e., the job can be performed in some other way).</td>
<td>There is likely an acceptable workaround to the problem.</td>
</tr>
<tr>
<td>Response within 15 minutes.</td>
<td>Response within four hours.</td>
<td>Within eight hours or by next business day (EST).</td>
</tr>
<tr>
<td>The maximum acceptable resolution time is 24 continuous hours, after initial</td>
<td>The maximum acceptable resolution time is five business days.</td>
<td>The maximum acceptable resolution time is 60 calendar days. Would this become a project.</td>
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Ohio University Office of Information Technology

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Classroom Support
The Office of Information Technology installs, maintains and supports classroom technology packages in all centrally scheduled classrooms on the Athens campus. Technicians are available 7:30 am - 7:00pm Monday through Friday when classes are in session Fall and Spring terms and during the summer from 8 am to 5 pm, Monday through Friday to assist instructors, repair equipment, and fulfill requests for additional equipment. Specific equipment varies from room to room.

Hours and Pricing

Service Hours
Service requests are taken by the OIT Service Desk as follows:

<table>
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<th>Hours</th>
<th>Contact</th>
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</table>
| During Official Ohio University Academic Year for Fall & Spring Semesters:  
7:30 A.M.- 8:00 P.M. EST, Monday through Thursday,  
7:30 A.M.- 6:00 P.M. EST, Friday  
12:00P.M.-6:00 P.M. EST, Saturday and Sunday | (740) 593-1222  
www.ohio.edu/oitech 24/7 non-emergency requests |
| During Ohio University Non-Academic Year:  
8:00 A.M.- 6:00 P.M. EST, Monday through Friday, Closed-- Saturday and Sunday | |
For 24 hours a day, 7 days a week, to report service outages, security issues, and routine support items (i.e., password resets and non-critical work orders. Select option to speak with After Hours Support staff, or leave a voice message for a return call the following business day.) 

Service call charges may apply in situations where Level 2 or 3 staff call-ins are required to resolve a departmental service outage not covered under departmental MOU or where the service call was determined to be “routine” in nature.

Pricing

Departmental desktop support is provided with no direct charges for services. Equipment, hardware, software and parts are not included. OIT will review costs and service levels annually within the context of the University budget and planning process.

Divisions and units are responsible for all planned and unplanned computer hardware replacement and software costs including shipping, cables, peripherals, and lock-down devices. Software, department-specific applications, and vendor/hosting/maintenance contracts are the responsibility of the department.