

Employee Service Level Agreement- Research

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1.0 Purpose

Western University Information and Technology department (IT) provides services and support to the Western University (WU) community. The purpose of this document is to clarify roles, expectations, and provide mechanisms for resolving issues. This agreement covers employees designated as Research Faculty (Principal Investigator, PI) and Staff, as determined by the University Vice President for Research. Such designations are re-evaluated annually.

2.0 Term and Scope of Agreement

IT and the WU user community agree to work together with mutual respect and courtesy.

IT clients should contact the Help Desk with requests for software, hardware, network and telecommunications services. Help Desk requests for assistance will be handled according to assigned priority and staff availability. IT acknowledges that research-related services are often urgent, due to grant application timelines and experimental schedules. (See “Support Levels” on page 2). The Research Support Specialist (as designated by IT) has as his/her primary responsibility the resolution of such research-related issues.

IT will not be responsible for loss of data on laptops or workstations. All university data should be stored on University servers. See the Data Backups Policy and the Storage of Confidential Information Policy. Exceptions: The IT Research Support Specialist is available to assist researchers in setting up individual backup solutions in those cases where network backup is not possible (e.g non-standard configuration) or desired for experimental reasons (e.g. when experiments are not running; many users on one machine precludes individual backups, computer is not networked, etc). In such cases the PI or their designated staff member will be responsible to routinely run the backups.

IT is not responsible for loss of productivity due to hardware or software issues. IT and the Research

Support Specialist acknowledge that individuals performing research and research-related work (e.g. grant and scientific publication preparation) often work under strict schedules and severe time constraints, and thus will make every attempt to avoid disruptions of research due to computer and network problems.

3.0 Scope of Service

3.1 Support Environment

IT provides technical support for all IT approved computers, telephone equipment, software, printers, and other peripherals owned by the University. In addition, the Research Support Specialist provides support for equipment used by researchers if the equipment was brought to the University as part of the researcher’s move to the University or is the personal property of the researcher but is used for research-related purposes. Such support will be delivered on a best effort only and can only be provided to the extent that warranties on software or hardware will not be invalidated.

IT provides technical support for network and internet access.

IT provides installation, maintenance, training and troubleshooting for supported software. The Research Support Specialist provides support for all research-related software in use in laboratories at the University. Support will be delivered on a best effort basis. In the event specialized expertise is required to assist with a specific researcher’s need, such as application programming, that need will be communicated to the PI and University Vice President for Research by IT.

4.0 Support Levels

Type of Call	First Contact	Assistance Begins	Task Complete	Example
Priority 1 – User down/mission critical	Within 10 minutes	Within 30 minutes	Within 4 business hours	<i>Example:</i> Loss of network, computer, or server functionality. Complete loss of printing capability during the preparation of a grant application just prior to its submission deadline
Priority 2 – General tickets	Within 2 business hours	Within 8 business hours	Within 16 business hours	Example: Loss of normal printing capability. Research-related hardware and software installation are generally considered medium impact, unless the VP for Research determines that the resource is of critical importance to the research enterprise.
Priority 3 – Scheduled	Within 4 business	Scheduled date (require 5	Within 8 business	Example: Software or hardware installation, moves,

tickets/moves	hours	days notice)	hours of date (depending on number of moves)	or new hires. The VP for Research may make a determination that installation and/or moving services for new hires are considered medium impact-level requests.
Priority 3 – Purchased equipment – ex. Printers, scanners, etc. (delays may occur on large orders)	Within 4 business hours after assignment to technician.	Within 16 business hours after assignment to technician.	Within 24 business hours after assignment to technician.	
Priority 3 – Purchased laptops/desktops (delays may occur on large orders)	Within 4 business hours after assignment to technician.	Within 16 business hours after assignment to technician.	Within 24 business hours after computer configuration.	

First contact: Amount of time allotted for technician to either resolve the problem remotely or call to schedule an appointment.

Assistance Begins: Response time allotted for technician to be at user’s desk or provide remote service to look at the issue.

Task complete: Time allotted for task to be resolved and completed.

Critical research-related issues (as determined by the VP for Research in consultation with the PI) may require resolution by the Research Support Specialist according to the listed response time. In some cases resolution may not be feasible in the listed response time, for example if external resources or additional hardware are required.

4.1 Exceptions

Due to the high volume of calls during the opening weeks of school, finals and other peak volume weeks, response times may be longer than normal. IT Department will inform end users if such an exception is necessary. Due to the nature of some issues such as but not limited to OS corruptions, virus removals, and hardware failure, task completion times might take longer than posted to complete. Some task completion times might be delayed due to scheduling conflicts between technician and user.

4.2 Hours of Support and Availability

The IT Help Desk supports faculty, staff and students. IT Help Desks are located in the basement of the Library Resource Center (employee only) and the first floor of HEC.

The Help Desk is open:

Monday – Friday 7:30am-5:30pm (excluding University holidays)

Walk in Hours are:

Monday – Friday 7:30am-5:30pm in LRC basement (excluding University holidays)

Monday – Friday 8:00am-5:00pm in HEC 1st Floor (excluding University holidays)

Support requests can be submitted to the IT Help Desk through the following methods:

Phone: (909) 469-5432

E-mail : techsupport@westernu.edu

Web Requests: <http://webrun.westernu.edu/itforms/itforms.jsp>

Emergency Support is available during non-business hours by calling Technical Support at (909) 469-5432 and selecting the emergency option. University defined technical support emergencies are system-related emergencies or research-stopping issues not individual user issues.

Example: Server down or website down is an emergency. User account locked or password forgotten type issues will be responded to during standard Help Desk hours.

Exceptions: IT acknowledges that researchers may work non-standard hours (e.g. evenings and weekends) according to specific experimental schedules. The Research Support Specialist will assume the primary responsibility for non-business hour support for research-related issues only, excluding individual user issues.

5.0 Hardware

Due to issues of maintenance, troubleshooting, and system stability, unsupported hardware will not be installed unless specifically authorized by the VP for Research or his designee and the Director of Network Operations. Although the IT Department does not guarantee service on any non-IT authorized or out of warranty equipment. IT acknowledges that research often involves the use of non-standard hardware configurations. The IT department and Research Support Specialist will be responsible for repair of all such research-related systems, in accordance with the standard Support Levels (above). Such support will be delivered on a best effort only, case by case, and can only be provided to the extent that warranties on software or hardware will not be invalidated.

6.0 Supported Operating Systems

Microsoft Windows	Windows XP Pro, Windows 7 Pro
Macintosh	OS 10.4 or higher

IT acknowledges that research may involve the use of older Macintosh systems, Linux systems, DOS, OS/2 etc. IT, via the Research Support Specialist, will assume responsibility for maintaining such systems according to the standard Support Levels. Such support will be delivered on a best effort only and can only be provided to the extent that warranties on software or hardware will not be invalidated.

7.0 Software

Since conducting research often requires frequent hardware and/or software changes during installation and/or troubleshooting, researchers may be granted Power User or Local Administrator rights to individual machines upon approval by the Research VP and IT. Each request will be reviewed on an as

needed basis. Rights may be revoked if user does not comply with University computer use policies.

7.1 Supported Desktop Software

Microsoft Word	Windows Media Player
Microsoft Excel	Norton Anti-virus
Microsoft PowerPoint	Adobe Acrobat Reader
Microsoft Access	Internet Explorer
Microsoft Publisher	Banner
Microsoft Visio	Banweb
Microsoft Outlook	SPSS
Blackboard	Research-related software programs

7.2 Other Software

IT is not responsible for the loss of data or productivity due to installation on unsupported software. Unsupported software will be handled on a best-efforts basis.

7.3 Software Licensing

All software purchased for University use must have a valid license on record with IT for each installation instance; unless licenses are not necessary (e.g. open source software). Any unlicensed software is subject to removal only after consultation with the VP for Research. All researchers must comply with the University Software Policy.

8.0 User Responsibility

Users can help keep their computers running smoothly and can make it easier for IT to assist them by doing a few simple things. The end user responsibilities include the following:

Reporting Problems

- Report service problems promptly through proper channels. This means contacting the Help Desk via phone, e-mail, or online form.

Availability

- Provide IT with access to offices and computer equipment as needed.

Maintenance Tasks

- Make sure antivirus software is current and regularly updating virus definitions.
- Run Windows updates (or Mac updates) on a regular basis to insure a secure and stable system.
- Store University files on a network storage space or to appropriate backup media.

Data Safeguarding

- Maintain confidentiality of University data.
- Use strong passwords or pass phrase.

- Do not write down or share your password/pass phrase.
- Review data security responsibilities annually by taking Basic Computer Security Course.

Communication

- Consult with IT before purchasing software or hardware, in accordance with the Information Technology Purchasing Support Policy.
- All moves of, or changes to, equipment/software must be reported to IT for inventory tracking purposes.
- Departments should report to the Help Desk any personnel changes, so that equipment and accounts can be properly maintained and security holes narrowed.
- IT will provide advance notice of scheduled services
- IT, via the Research Support Specialist, will have a basic understanding of functionality of non-standard software and hardware.
- Researchers to follow University software policy and notify IT of new software installations.