

Employee Service Level Agreement

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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.

2.0 Term and Scope of Agreement

IT and the Western University community agree to work together with mutual respect and courtesy.

IT clients should contact [TechSupport](#) with requests for software, hardware, network and telecommunications services. TechSupport requests for assistance will be handled according to assigned priority and staff availability.

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](#).

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

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.

IT provides technical support for network and internet access.

IT provides installation, maintenance, training and troubleshooting for supported software.

3.2 Local Computer Administrative Privileges

Local computer administrator privileges are not given to western University Faculty and Staff. Because of the risks of virus, security, and software licensing infringement, Western University staff is not allowed administrative rights to their computers. If University approved software needs to be installed on your computer, please contact [TechSupport](#) and they will install the software for you. If the software is Not University supported, we will need business justification emailed to TechSupport from your manager/supervisor why the software is needed before we can proceed.

In the situation that administrative rights are needed to conduct business, we will need

Manager/Supervisor approval and business justification emailed to TechSupport. If approved, the requester and manager will need to sign a waiver stating that TechSupport is not responsible for data loss, viruses, or system corruption due to administrative rights. It will also state that it is the users/departments responsibility to make sure all software installed on the computer is for business use only and does not violate licensing or copyright infringement guidelines.

4.0 Support Response Levels

| Type of Call | First Contact | At User's Desk | Task Complete |
|---|--|--|--|
| Priority 1 – User down/mission critical | Within 10 minutes | Within 30 minutes | Within 4 business hours |
| Priority 2 – General tickets | Within 2 business hours | Within 8 business hours | Within 16 business hours |
| Priority 3 – Scheduled tickets/moves | Within 4 business hours | Scheduled date (require 5 days notice) | Within 8 business hours of date (depending on number of moves) |
| Priority 3 – Purchased equipment – ex. Printers, scanners, etc. (delays may occur on large orders) | Within 4 business hours after check in | Within 16 business hours after checking | Within 16 business hours after check in |
| Priority 3 – Purchased laptops/desktops (delays may occur on large orders) | Within 4 business hours after check in | Within 16 business hours after check in (Computer configuration within 8 business hours) | Within 16 business hours after computer configuration |
| Medical center – Off campus | Within 2 business hours | Within 12 business hours | Within 16 business hours |

First contact: Amount of time allotted for technician to call to schedule an appointment.

At user's desk: Response time allocated for a technician to be present at users desk.

Task complete: Amount of time allotted for task to be resolved and completed.

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

TechSupport supports faculty, staff and students. We are located in the basement of the Library Resource Center. A second location is scheduled to open in June 2010 and is located on the first floor of the HEC building, Room 1031, near the loading dock.

TechSupport is open:

Monday – Friday 7:30am - 5:30pm

Support requests can be submitted to TechSupport through any of the following channels:

Phone: External (909) 469-5432 Internal ext. 5432

E-mail : techsupport@westernu.edu

Web Requests: <https://wsprod.westernu.edu/itforms/login.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, not individual user issues.

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

5.0 Hardware

Due to issues of maintenance, troubleshooting, and system stability, unsupported hardware will not be installed on Western University systems, unless specifically authorized by the IT Department. The IT Department does not guarantee service on any non-IT authorized or out of warranty equipment. This equipment will be worked on a best-efforts basis.

6.0 Supported Operating Systems

| | |
|-------------------|-------------------------------|
| Microsoft Windows | Windows XP Pro, Windows 7 Pro |
|-------------------|-------------------------------|

7.0 Software

7.1 Supported Standard Software

| | |
|----------------------|----------------------|
| Microsoft Word | Windows Media Player |
| Microsoft Excel | Norton Anti-virus |
| Microsoft PowerPoint | Adobe Acrobat Reader |
| Microsoft Access | Internet Explorer 7 |
| Microsoft Publisher | Banner |
| Microsoft Visio | Banweb |
| Microsoft Outlook | SPSS |
| Blackboard | Endnote |

7.2 Other Software (Non Western University Standard Software)

Due to issues of maintenance, troubleshooting, and system stability, unsupported software will not be installed on Western University systems, unless specifically authorized by the IT Department. For exceptions, the department will need to demonstrate a business need (that cannot be satisfied by currently approved software) to [TechSupport](#) in writing and also sign a [non-support software agreement](#). The department is also responsible for having contact information and/or service agreement with vendor. IT is not responsible for the loss of data or productivity due to installation of unsupported software. Unsupported software will be handled on a best-efforts basis and will not be addressed within normal SLA time frames.

7.3 Software Licensing

All software purchased for Western University use must have a valid license on record for each installation instance. Any unlicensed or unapproved software is subject to removal. All Western University software will be stored with the IT Department in accordance with software licensing agreements.

7.4 Software Standards and IT Purchasing Page

For a complete list of campus site-licensed software and purchased software, please click on the link. [Purchasing Software](#).

8.0 User Responsibility

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

8.1 Reporting Problems

Report service problems promptly through proper channels. This means contacting the [TechSupport](#) via phone, e-mail, or online form (see Section 4.2). Calling individuals directly may delay your request or be missed due to illness or unforeseen circumstances.

8.2 Room Availability

Provide IT with access to offices and computer equipment as needed. IT does not have access to individual office so please make sure if you are not available at the time of service to let us know of someone in your department to assist us.

8.3 Maintenance Tasks

- Ensure antivirus software is current and regularly updating virus definitions.

- Run Windows updates (Mac updates) on a regular basis to insure a secure and stable system
- Store Western University files on a network storage space or to appropriate backup media.
- Consult IT Department before installing any software on laptops and workstations.

8.4 Data Safeguarding

- Maintain confidentiality of Western University data.
- Use strong passwords. Minimum of 8 characters, with at least 1 character and 1 capital letter
- Do not write down or share your password with anyone else. No one should ever ask for your password.
- Review data security responsibilities annually by completing Basic Computer Security Course.

8.5 Communication

- Consult with IT before purchasing software or hardware (computers, printers, monitor, etc.).
- All moves of, or changes to, equipment/software must be reported and approved by IT.
- Departments should relay to the TechSupport any personnel changes, so that equipment and accounts can be properly maintained and secured.

9.0 Moving Computer and Phone Equipment

All computer and phone equipment move requests (computers, printers, monitor, etc.). need to be made within a minimum of 5 business days by contacting [TechSupport](#) .

It is the responsibility of the department moving to make sure that adequate power, network, and phones jacks are available before any move is requested. All desks must be touching a wall so that cables can be safely run without exposing the wires. If the move request does not meet these standards, the move will be stopped and rescheduled. If you need assistance in determining moving needs, please contact [TechSupport](#).

10.0 Purchasing Computer and Phone Equipment

All computer and phone equipment requests, **including new hires**, must be made by contacting [TechSupport](#) within a minimum of 5 business days before start date. Laptops and specialty-order Orders can take up to 2 week to complete. Please be aware of these lead times when ordering computer and phone equipment. Please visit our [Purchasing Page](#) for more details on Western University standards.

10.1 Computer Standards

We have 2 desktops and 6 laptops available as Western University's authorized computers to be used on campus. All equipment purchased outside the IT department or does not meet our minimum standards will receive [Limited Support](#). Only equipment purchased by IT Purchasing with a valid asset tag will be eligible for support. Personal laptops and desktops will not be supported by the IT

Department. For more information on Western University [Minimum Computer Requirements](#) or for a list of the [Current Support Computers](#), please click on the links.

Laptops that are no longer under warranty (typically 3 years) are not support by Western University's IT Department. Departments are responsible to make sure that laptops being used within a department are currently supported. If you have questions on a laptop warranty's or is a particular laptop is supported, please contact [TechSupport](#).

10.2 Printer Standards

We have 3 printer models we recommend for purchase. Please click on the [Printer Purchasing](#) link for more details.

10.3 Phone Standards

We have a few choices for VOIP phones (Voice Over IP). Click on the link for a full list of [Support Phones](#) and prices.

10.4 Cell Phone Policy

The IT Department does not offer support for personal cell phones, including those being reimbursed by the University. The IT Department does however offer documentation for a limited selection on how to sync e-mail, contacts, and calendars. For troubleshooting or further support, you will be directed back to your current cell phone provider. If you would like the documentation, contact [TechSupport](#) with your phone type. Due to the way Blackberry's sync via an application that needs to be installed, we offer no support for them on campus.

11.0 Wireless Access

Wireless access is available in most places on campus. Faculty and staff can access the internet by connecting to the WU-Employee access point. When prompted, the SSID will be **westernu**. Once connected, open Internet Explorer and use your current WesternU e-mail credentials to access the internet.

12.0 Monthly Server Maintenance

Western University IT Department performs monthly server maintenance on the 3rd Friday of every month after 6:00 PM. During this time some or all of the University services will be down for a limited amount of time. If this disruption will adversely affect your department in a given month, please contact [TechSupport](#) a minimum of 5 business days before the maintenance window.

