

Employee Service Level Agreement- PCC

IT Hours of Support and Availability

TechSupport supports faculty, staff, and students. We 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 the TechSupport through the following methods:

Phone: External - **(909) 469-5432** Internal- **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 forgotten type issues will be responded to during standard Help Desk hours.

Heat tickets

Heat is a ticketing system that IT uses for handling and routing requests. All IT related issue and requests need to be sent to TechSupport so that they are routed to the correct group. You should receive a Heat ticket within 10 minutes of submitting your request via email. If you do not receive a Heat ticket within 10 minutes, contact TechSupport for status, and to get a Heat ticket number for your records. Be sure to save your Heat ticket number, as we will need it to review your issue should you require an update.

When asking for a request, makes sure to have as much information as possible so that we can complete the ticket promptly. Make sure a detailed description of the problem is stated, what building you are located, and where in the building you are located (Floor and room number). It is also helpful to have second persons contact information in case the original ticket opener is not available.

Support Response Levels

Type of Call	First Contact	At User's Desk	Task Complete
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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 receipt of goods	Within 16 business hours after receipt of goods	Within 16 business hours after receipt of goods
Priority 3 – Purchased laptops/desktops (delays may occur on large orders)	Within 4 business hours after receipt of goods	Within 16 business hours receipt of goods (Computer configuration within 8 business hours)	Within 16 business hours after computer configuration

First contact: Amount of time allotted for technician to call to set up an appointment

At user’s desk: Amount of time allotted for technician to be at user’s desk to look at issue

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

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 staff 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 completions might be delayed due to scheduling conflicts between technician and user.

Computer Security

Share drives

Password complexity

No admin rights

Supported Operating Systems

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

* While Mac computers are not officially supported at Western University, we will work on them on a best effort basis.

Moving Computer and Phone Equipment

All computer and phone equipment move requests (ex. Computers, monitors, printers, 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 placement must be touching a wall so that cables can be safely run without exposed wires. If the move request does not meet these minimum standards, the move will be stopped and rescheduled. If you need assistance in determining moving needs, contact TechSupport.

Purchasing Computer and Phone Equipment

All computer and telecom equipment request, including new hires, must be made by contacting TechSupport within a minimum of 5 business days before start date. Laptops and specialty orders order can take up to 2 week to complete. Be aware of these lead times when ordering computer and phone equipment. Visit our Purchasing page for more details on Western University Standards. Location: **[intranet/offices-it-purchasing-home.html](#)**

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 not within our designated computer minimum standards will receive limited support. For more information on Western University minimum computer requirements or for a list of the current supported computers, go to the following link: **[intranet/offices-it-purchasing-home.html](#)**

Printer Standards

We have 3 printer models we recommend for purchase. Visit our purchasing page for more details. **[intranet/offices-it-purchasing-home.html](#)**

Desk Phone Standards

We have a few choices for VOIP phones (Voice Over IP). Visit our purchasing page for more details. **[intranet/offices-it-purchasing-home.html](#)**

Cell Phone Policy

Western University IT department does not offer support for personal cell phones, including one's being reimbursed by the University. The IT department does however offer documentation for some phone types on how to sync email, contacts, and calendars. For troubleshooting or

further support, you will be direct 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.

Software Standards and IT Purchasing Page

For a full list of campus site licensed software and software that needs to be purchased, go to **[intranet/offices-it-purchasing-home.html](#)**

Monthly Server Maintenance

Western University IT department performs monthly server maintenance every month on the 3rd Friday after 6:00 PM. During this time some or all of the universities 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.

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