



Desktop Support Service Level Agreement

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For computers deployed under the [University Replacement Program](#) be transferred from the old computer to the new computer. Data will be retained on the old hard drive for 1 week. If no data is reported as missed after the data transfer, the old hard drive will be securely erased, and all data is permanently deleted.

Software Support

Installation

- Support technicians will install and upgrade software upon user requests, changes to campus standards, or security requirements.
- Support technicians will install driver packages for peripherals such as printers, scanners, and input devices.
- Due to licensing restrictions, some supported software can only be installed on University-owned computers used for research, instruction, and other University business. Therefore, ITS may not be permitted to install software on equipment not ow-8(ed)5(o)-9(mp -7(w-8(ed)5(o)-9(mp -7(w-8(ed)5(o)-9(mp -7(w-8(ed)5(o)-9(mp -7(w-8(ed)5(o)-9



- The computer is compatible with and running supported and current Operating Systems and does not exceed an average of 5 years of age.
- Administrative access exists for the support technician.
- Computer is remotely accessible.
- If necessary, a computer may need to be reimaged (returned to condition when purchased) to resolve an incident or complete a service request. In these cases, all efforts will be taken to notify the User and data will be transferred to the new image, if recoverable. In the case of severe hard drive failure, it is likely that data and/or applications may not be recoverable.

04. Roles and Responsibilities

ITS Responsibilities:

ITS will provide the infrastructure, technology, personnel, processes and monitor tools necessary to deliver the Service Level Agreement as described in this document, in addition to:

Meet response times associated with the priority assigned to individual incidents and service requests.

Appropriately notify users of all scheduled maintenance via ITS System Status and ITS Notices Listserv notifications.

Document the services provided in the [ITS Service Catalog](#).

User Responsibilities:

User responsibilities in support of this Agreement include:

Reading and adhering to ITS policies which include but are not limited to:

- [Appropriate Use Policy](#)
- [Administrative System User Statement](#)
- [Information Security Policies](#)
- [Technology Purchase Policy](#)

Paying all costs associated with planned and unplanned computer hardware replacement and software not covered under manufacturer warranty.

Utilizing standard contact methods for incident reporting (See *Requesting Services* section).

Providing access to support computers via remote access tools or in-person.

Making themselves available to Desktop Support technicians during the resolution of a service-related incident or request.



07. Response Time

The Client Support Office uses the following guidelines to prioritize support requests. The Client Support Office makes its best efforts to respond to requests within the times outlined below. Depending on the issue, the time to resolve problems will vary; factors such as vendor hardware or software support are not always within ITS control. Where suitable, and based on available inventory, ITS will take steps to provide temporary workarounds or equipment while a solution is being worked on.

Level	Description	Response Time
Urgent	<p>TIME SENSITIVE – requires immediate resolution</p> <p>The loss of a service, including classroom activities, without a workaround available and where a degraded level of operation is not available or acceptable. Example: Required Instructional software will not launch.</p>	

