**University of Louisville
Information Technology**

Desktop Support Program
Service Level Expectations

University of Louisville Information Technology

Service Description

Desktop support services provides installation and updates of desktop, laptop or tablet computers and enterprise software. This service is a cost recovery service and a fee is charged per computer. The following plans are offered and their costs via a Service Level agreement that begins in July and ends in June of each year:

Warranty Plan - computers still under vendor warranty - $ 295.00 per workstation support

Non-Warranty Plan - computers no longer under vendor warranty - $ 365.00 per workstation support

Time and Material – computers not under a Service Level agreement - $95.00 an hour

The Service Level agreement cannot be terminated and no refunds are given during the contract period.

These plans provide:

- Consulting support

- Workstation configuration

- Enterprise software installation

- General operating system and IT supported applications support

- Windows operating system upgrades, including service packs and patches

- IT supported application updates, including virus protection

- Inventory of equipment covered under the support plan

- Management and tracking of PC components

This service also provides best effort support at a time and material cost on:

- Phones

- Ipads

- Printers and other peripheral devices

Requesting a Service Level Agreement

Complete the Desktop Request form

Intended users

This service is intended for university departments.

Scope

Desktop support services provides installation and updates of desktop, laptop or tablet computers and enterprise software. Departments signing up for a plan will take precedence over customers not covered under a support plan.

Desktop Support Services may process service requests on a first come, first serve basis during a declared disaster.

Out-of-Scope

This service does not provide data backups and these services do not address the full range of Tier I responsibilities and should not be considered an alternative to full Tier I support. The cost for parts needed for repairs not covered under PC warranty will be billed separately.

Service Details

The following outlines the timings that the customer can expect for delivery of Services. These timings are contingent on the priority of the request and will be impacted by the number of competing requests. The projections reflect the anticipated time spent once the Desktop support technician engages with the Client:

- Consulting support   1-2 hours

- Workstation configuration   2-3 days

- Enterprise software installation   1-3 hours

- General operating system and IT supported applications support   1-4 hours

- Windows operating system upgrades, including service   1-2 days
  packs and patches

- IT supported application updates, including virus protection   1-4 hours

- Inventory of equipment covered under the support plan   5-8 days

- Management and tracking of PC components   1-2 weeks

Customer and User Responsibilities

Service Level agreements are managed and administered by fiscal year (July through June). This agreement is for an initial term of 12 months starting on the commencement data noted above and ending on June 30 of each year. SLA agreements will renew at the beginning of a fiscal year. This Agreement can be automatically renewed for additional one-year terms by mutual agreement of both parties. Either party may propose changes to scope, nature, and time schedule of the Services being performed under this agreement. The parties will mutually agree to any proposed changes, including adjustments to fees and expenses as a result of any changes. All changes must be in writing and approved by both parties

This agreement will be monitored to ensure that the agreement remains mutually beneficial to both parties. Meetings between the parties can be arranged on request or can be set on a regular basis to review problems and resolutions

Payments are due within 30 days. Information Technology has the right to terminate services provided under this agreement as described under "Termination" if Client fails to pay his bills by the date due. For university departments receiving services, billing will commence on a monthly basis if the SLA is not signed by July 1st.

Service Availability

Regular Hours of Service

Service Desk Hours of Operation
Monday through Thursday 6am until 10pm

- Friday 6am until 5pm

- Saturday 7am until 5pm

- Sunday 10am until 10pm

- University Holidays 7am until 5pm

- Closed Thanksgiving and Christmas Day

Desktop Support Hours of Operation
- Monday through Friday 8am until 5pm

- Closed on Holidays and weekends

Service Requests
- Calls can be placed to the Helpdesk at 852-7997. If the Service Desk auto-answer recording is encountered, the caller should press 8# to expedite the call in the queue.
  If the Service Desk agent is unable to resolve the issue, they will assign the HEAT ticket to the appropriate IT area for resolution. If the assigned group fails to respond to the HEAT ticket within the designated time frame, the issue will be escalated.

- E-mail can be sent to servicedesk@louisville.edu. All e-mails to this service account automatically trigger the creation of a HEAT ticket for the problem.

- A web request can be submitted by going to http://www.louisville.edu/it/servicedesk/ and selecting either "HEAT for the web: customers" or "HEAT for the web: Tier 1/Tier 2".

- Service Desk staff will determine the severity of the issue and assign a call priority according to the following criteria:

Critical Priority Incidents – Priority 1

Incidents are classified as critical priority when there is a major, immediate risk to the university's ability to conduct its mission, because of disruption to users' ability to perform a function related to that mission.

The target to have technical support personnel respond to a critical priority incidents is within 15 minutes.

High Priority Incidents – Priority 2

Incidents are classified as high priority when there is an elevated risk to the university's ability to conduct its mission, because of disruption to users' ability to perform a function related to that mission.

The target to have technical support personnel respond to a high priority incidents is within 2 hours.

Medium Priority Incidents – Priority 3

Incidents are classified as medium priority when users' ability to perform a function is impaired, and a risk to the university's ability to conduct its mission is present, but the university can manage around that risk over a short period of time.

The target to have technical support personnel respond to a medium priority incidents is within 4 hours on a business day.

Low Priority Incidents – Priority 4

Incidents are classified as low priority when users' ability to perform a function is impaired, but there is minimal risk to the university's ability to perform its mission.

The target to have technical support personnel respond to a low priority incidents is within 24 hours on a business day.

Key Metrics

Service Reports

The Service Level Administrative Manager will run the following reports on a monthly basis:

- **Customer Request Report**: Daily Report listing all Customer requests related to Desktop Support. This report will include Customer contact information, a description of the request, the date and time the request was entered, a priority assignment and Status (e.g. Active, Pending, and Complete).

- **Past Due Report:** This report will highlight requests that, based on service performance criteria and priority, are past due.

Responses to Missed Service Levels

It will be the responsibility of the Service Level Administrative Manager to review these reports on a daily basis. In the event that a deliverable is past due, the Service Level Administrative Manager will proactively contact the requestor and agree on a plan of action to complete the request.