



*Policy & Procedures*

# Help Desk Service Level Agreement (SLA)

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## SCOPE

Technology support services are provided through the Department of Information Technology Help Desk unit. This support unit is committed to delivering quality customer service and technical solutions in support of campus wide technology. To ensure the best possible support, the Help Desk provides NJCU Faculty and Staff with this Service Level Agreement outlining specific services, priorities, and responsibilities related to the support of technology.

This document represents a service agreement between the Department of Information Technology (IT) and all New Jersey City University (NJCU) employees who use technology and computing resources managed by IT.

Note: This service level agreement is subject to modifications in response to changes in technology services and support needs.

## CUSTOMER SERVICE STATEMENT

The Help Desk unit of IT is committed to delivering quality customer service by:

- Striving to ensure customer satisfaction
- Responding to requests for support within published time frames
- Interacting with faculty and staff in a respectful and courteous manner
- Requesting feedback for opportunities for improvement

- Continuously working to improve the quality of service
- Regularly reviewing and monitoring established performance indicators

#### HELP DESK SERVICES

The Help Desk provides support to all University faculty, staff, and administrative personnel who require assistance in the following areas, but not limited to:

- Computer Disposal
- Data Network/Infrastructure
- Database Management
- Desktop Hardware/Software
- E-Mail Accounts and Access
- Hardware/Software Installation
- Hardware/Software Inventory
- Information Systems – Application Development and Reporting
- Internet access
- Network Storage
- Printer Setup/Maintenance
- Remote Access (VPN)
- Scanning Services
- Security
- Smart Classrooms
- Technology Consultation
- Technology Replacement and installations
- Telephone/PA System
- Web Development Services

#### HOURS OF OPERATION

Help Desk services are available during the following hours of operation:

Monday to Friday	8:30 a.m. to 6:00 p.m.
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Hours of operation are subject to change. Any modifications to this schedule will be announced through the University STAFF email list ahead of time. For issues that arise when the Help Desk staff is unavailable or if all representatives are busy assisting others, please leave a request for service via voice mail at x4357 or send email to [helpdesk@njcu.edu](mailto:helpdesk@njcu.edu). Requests will be processed in the order in which they are received.

#### METHODS FOR REQUESTING ASSISTANCE/SERVICE

Help Desk services can be accessed in the following ways:

- Phone: Call the Help Desk (**X4357**)
- Voice Mail: Leave a message on the Help Desk Voice Mail (x4357)
- E-Mail: Send a message with a detailed description of the request for service to [helpdesk@njcu.edu](mailto:helpdesk@njcu.edu).

*Information Systems Application Development and Reporting Services*

Please use the following specific email addresses for Information System service requests, as described:

- Send email to [sa\\_support@njcu.edu](mailto:sa_support@njcu.edu) for student administration system support
- Send email to [fin\\_support@njcu.edu](mailto:fin_support@njcu.edu) for financial information system support
- Submit e-mail to [hr\\_support@njcu.edu](mailto:hr_support@njcu.edu) for Faculty/Staff listings, reports, labels

An official record is kept of all requests for assistance and forwarded to the appropriate Application Developer for completion with a copy sent to the requestor.

#### SETTING PRIORITY LEVELS FOR REQUESTS

The Help Desk will make every effort to resolve issues at the time of the service call. This will be the initial method for resolving issues before assigning a priority level. Help Desk staff will log and assign priorities for all requests not resolved at the time of the call, based on specific definitions. Requests will be handled according to the priority assigned to them.

The following table describes the priority levels assigned to requests for hardware/software problem resolution with associated response and completion time commitments:

Priority*	Definition	Response Time	Completion Time
V.High	A problem that affects the entire University community or a group of users.	Within 1 hour	Within 4 hours
High	A problem with no known workaround that affects a single user.	Within 2 hours	Within 1 working day
Medium	A general service request or problem with workaround solution.	Within 8 hours	Within 2 working days
Low	A service request that does not require immediate attention or involves long range planning.	Within 3 working days	Within 5 working days

\* These priority levels were derived from staffing levels and an average call volume per month.

The Help Desk will provide an estimate of the timing for the provision of assistance and/or services. Requests for Information Systems support will be completed within one week of the request.

#### REMOTE DESKTOP ACCESS & MANAGEMENT

Depending on the availability of the technical resources, Help Desk staff will make every effort to resolve issues at the time of the service call by using remote access tools. This will allow a Support Analyst to access the caller's desktop remotely for the purpose of expediting the resolution of the call. The caller can view the activity on the local monitor as it occurs. The Support Analyst will request and receive the caller's consent before accessing the machine remotely. If consent is not given, the call will be assigned the appropriate level of priority.

Periodically, software patches and security updates will be installed remotely through an automated system to all University supported desktop and laptop computers to ensure the integrity of campus computers. The update/patch may be applied in the background during

the local computer's boot process or at any time the computer is running and connected to the University network.

#### HARDWARE & SOFTWARE STANDARDS

The Help Desk will provide support for standardized, campus-wide hardware and software. The list of approved hardware and software is updated regularly and can be found at the IT website, Documents page at, <http://www.njcu.edu/dept/it/documents.html>.

- To ensure software license compliance, the IT Help Desk will not install any software without proof of purchase or a copy of a license agreement.
- When purchasing computer hardware, please refer to the current hardware standards document and select from the pre-approved list whenever possible.
- All non-standard hardware and software purchase requests must be accompanied by a letter of justification and must be approved by the Division Steward.
- Limited support for non-standard equipment and software is also available, depending on the availability of technical resources.
- The Help Desk offers consultation and assistance with hardware/software purchases.

#### TECHNOLOGY INVENTORY

The IT Help Desk is responsible for maintaining a current technology inventory, including the software loaded, on all University-owned computers. As a result of this ongoing inventory, you may be requested to provide a copy of a license and/or proof of purchase for software *not* covered under campus-wide agreements. *If a license or receipt cannot be produced, the software should be removed from the computer until a license is purchased to ensure license compliance.*

#### CUSTOMER RESPONSIBILITIES

In order to facilitate the support process, members of the University Community are requested to:

- Provide detailed information regarding service requests.
- Make every effort to be available to communicate with a Support Analyst if required.
- Provide consent for a Support Analyst to access the computer remotely when requested.
- Leave the computer on for the time period specified when a campus-wide remote update is announced and follow instructions provided.
- Notify the Help Desk in advance of any pre-determined required assistance.
- Check the IT website frequently for information and many links to self-help assistance.

- Exercise patience by understanding the volume of requests the IT Help Desk receives each day and the rationale for assessing service priorities.

#### FEEDBACK

The IT Help Desk will be proactive in seeking feedback through follow-up calls after a service request has been completed and through periodic online surveys. The University community is encouraged to provide feedback regarding the Help Desk services at any time by sending email to [helpdesk@njcu.edu](mailto:helpdesk@njcu.edu).

*The IT Help Desk thanks you for the opportunity to be of service.*