

## **Desktop IT Support Service Level Framework – Faculty/Staff**

This document is a framework of Carlson IT Department service levels and service expectations with respect to Faculty, Staff, and Ph.D. Student Desktop support. It is important to note the following as a background to the service levels listed below:

- **Response/Diagnosis Time** - The time between when the problem is reported and when the IT Staff responds. At this time, the problem is diagnosed and an estimate of completion time. This is to give the customer an idea of the relative time for problem resolution. At the time of response/diagnosis, a completion time will be discussed which takes into consideration the request's service level category, the workload of the IT Staff, and extenuating circumstances of the problem i.e. a project deadline, someone leaving the country in a day versus not being in a big hurry.
- IT staff will continue to work with customers and the appropriate committees to review and adjust these estimates for accuracy over time.
- **Primary Computer(s)** – The main computer(s) or “primary” computer(s) that are used by faculty, staff and Ph.D. students. These computers will be designated by serial number in the Carlson School Computer Inventory. The IT department will send an inventory list to each Faculty identifying which 1 to 2 computers are designated as their “Primary” computers. Faculty will need to notify IT if they wish to make a change.
  - Faculty can designate up to 2 of their computers as “Primary.” Primary computers must meet the following requirements:
    - Current computers must be a Dell or Lenovo system and have a current service warranty. This does not include “Virtual PCs”.
    - Future computers must meet the standards set in the Carlson School IT Hardware Standards Document (pending approval)
  - Staff have 1 primary machine.
  - Ph.D. Students have 1 primary machine.
- Additional supporting documentation – See Carlson School Policy and Procedures on RATS, Section 3.3b (Personal Computer Hardware) - <https://www.carlsonschool.umn.edu/Page5208.aspx>
- The following supporting documentation will be reviewed and appended upon approval by the Dean's Executive Committee (DEC):
  - Policies and Process Improvements Document
  - The Carlson School IT Hardware Standards Document

Each of the 4 Service Levels below and their associated description are part of the central University Service Center – incident tracking system. The Carlson School has been able to assign our related Response/Diagnosis time. Each has associated examples, but they are illustrative so the lists are not comprehensive.

**Service Levels and Response/Diagnosis Times**

Level 1	Critical	ASAP
Level 2	High	8 Hours or 1 Business Day
Level 3	Average or Normal	3 Business Days
Level 4	Low	5 Business Days for supported items, otherwise the request will be responded to As Time Permits

**Response/Diagnosis:** The time between when the problem is reported and when the IT Staff responds. At this time, the problem is diagnosed and an estimate of completion time is given to the customer (see details on page 1 above).

**Level 1= Critical**

**Definition:** Any issue that affects multiple people or prevents Faculty/Staff/Ph.D. students from doing their work; Applies only to 2 primary computers\*.

**Expectation:** If completion will extend beyond 1 day, alternate computer access will be evaluated.

**EXAMPLES of Critical Requests:**

• Damaged or failed hard drive
• No network access in office
• No email including web access to email
• No printing at all
• Virus/worm infection warnings from OIT Security
• Machines unpatched with known exploits
• Primary NTS jack shutoffs for Virus/Worm infections
• Dept Server failure
• Critical file lost
• Initial setup tweaks after new user starts
• Planned items when due date has arrived

\* See Definition of Primary computer

**Level 2= High**

**Definition:** Any issue that REDUCES Faculty/Staff/PhD students’ ability to do their work.  
**Expectation:** If completion will extend beyond 2 business days, alternate computer access will be evaluated.

**EXAMPLES of HIGH Requests:**

• No email access via the client but web access works
• No network printing but able to print to office printer, or vice versa
• NTS jack shutoffs for P2P software

**Level 3= Average (Normal)**

**Definition:** Any issue that is both work related and important but not seriously impairing the customer’s ability to get their work done. (Most things should be here.)  
**Expectation:** Issues in this category should be scheduled in advance whenever possible.

**EXAMPLES of Normal Requests:**

• **Specifications for a new computer order
• Super Tuesday Patches for workstations
• Upgrades to new versions of already installed software
• Research data acquisition and loading
• **New <b>primary</b> computer setup- Please specify date needed (A standard computer is available in 3 days. With custom configurations, please notify IT <b>1 month</b> in advance so they have time to work with you and still meet delivery needs.)
• Configuration issues, questions, software “training”
• Planned items that need to be done by a known date in the future.
• University owned Home computers (if not designated as a primary machine)
• Non-primary computers if one computer is working

\*\* indicates things that users should plan ahead for, to prevent unnecessary emergencies

**Level 4= Low (Long Term or Discretionary)**

**Definition:** Any issue that is work related but not impairing functionality or issues that are related to non-standard user choices made against the advice of IT which may be identified as non-supported (in which case IT will make suggestions for alternate support options).  
**Expectation:** As time permits at the discretion of IT

**EXAMPLES of Long Term or Discretionary Requests:**

• **Non Standard machines; machines not ordered according to IT Dept specs
• Gadgets needed for remote connectivity
• **Non standard CSOM software (need to define)
• Repeat visits for same issues (user training issues)
• Sound problems not related to job i.e. fixing iTunes or Music Players
• Repairs on hardware if suitable replacement is found
• **Out of warranty computer hardware fixes (or more than 4 years)

\*\* indicates things that users should plan ahead for, to prevent unnecessary emergencies