



ITS HELP DESK SUPPORT

Pace University and ITS Help Desk

Summary

This document covers the help desk support services offered from the ITS Help Desk for Pace University members.

User Services – ITS Help Desk

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1. General Overview

This Service Level Agreement (SLA) defines the services and service levels between the service provider, Pace ITS Help Desk Services, and the customers of that service (current Pace Faculty, Staff, and Students). The goal is to ensure the delivery of high quality customer service and technical support for the university.

2. Service Description

2.1 Scope

This Service Level Agreement applies to all Pace computer equipment (computers, monitors, printers, scanners, etc.) used for Pace business, research, instruction and owned by the University, self supported units, and auxiliaries. Level 1 and 2 support is provided by the most efficient method, primarily over the phone with remote access services but also via email. Retired Faculty and Staff, Alumni, any External Affiliates are not part of this agreement.

2.2 Services

The ITS Help Desk provides friendly and knowledgeable staff as the main

3. Roles and Responsibilities

3.1 ITS Responsibilities

ITS will provide the infrastructure, technology, personnel, processes and monitoring tools necessary to deliver the ITS Help Desk support 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 Services Catalog.

3.2 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
 - Wireless Network Policy
 - Technology Purchasing Policy
- Utilizing standard contact methods for incident reporting (See *Requesting Services* section)
- Providing access to supported computers via remote access tools

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