

**Service Level Agreement**  
**Desktop Support**  
**Computing and Informational**  
**Technology**

## 1 Executive Summary

The agreement documents:

- The levels of response, availability, and maintenance associated with the service level agreement.
- The responsibilities of Desktop Technology Services (herein “DeskTech”) as a provider of desktop support and of clients receiving this service.

## 2 Service Overview

### 2.1 Service Description

The DeskTech will provide support for hardware, operating system, and selected applications on supported platforms. Systems in this agreement will be maintained such that these services are available and operate properly.

Specific services include:

- Serve as the single technical team through which participating administrative units will: order PC's (in this document, “PC”, which stands for “personal computer”, will sometimes be used interchangeably with “desktop” and/or “laptop” computers), have them maintained, and have them replaced on a scheduled lifecycle basis.
- Coordinate the development of specifications for standard configuration PC's each year, and maximize volume discounts on them.
- **Ensure that the overall percentage of standard configuration PC's purchased is >80% for participating DeskTech customers. This will be achieved by ensuring that a sufficient number of standard configurations are available to meet demand; and by adherence to new computer procurement processes that will be managed by the DeskTech group.**
- Implement and maintain a one business week delivery standard for new PC's ordered by participating units, and a next business day replacement standard for defective machines.
- Maintain a central inventory of standard PC's sufficient to support ongoing lifecycle replacements, break/fix replacements, temporary loaners and new orders.
- Accurately track inventory of PC's and associated devices and link inventory with specific departmental positions and employee incumbents.
- Replace desktop computers proactively on a 4 year lifecycle for PCs and 5 year lifecycle for Apple products in a “desktop as a service” delivery model, without the need for end user ordering.
- Develop a core software configuration standard for desktops (also known as a “desktop image”), and manage a model through which specialized departmental software applications will be installed on the base desktop image.
- Administer a single Active Directory/file/print service infrastructure for departments and individual employees, as appropriate.

- Provide first level helpdesk services via standard WSU C&IT helpdesk modalities (phone, chat, web and email); provide second level helpdesk services using remote PC access technology tools; and provide third level onsite desktop computer support.
- Annually review the enterprise program operations - including customer feedback, business and technical processes, staffing and budget model - and suggest any necessary modifications to the executive IT Steering Committee.
- Meet with supported unit VP's at least annually in a customer feedback session to:
  - a. Review quality of services and discuss potential enhancements.
  - b. Reconcile computer inventory/supported staff and adjust annual operating budget if necessary.

Response to incidents and requests will be provided in accordance with the timeframes outlined in this Service Level Agreement.

### **2.1.1 Support Pre-Requisites**

Support is available for departments with a current signed Memo of Understanding for full-time staff, departmental labs, and student employees.

## **2.2 Service Offerings**

### **2.2.1 Standard Offering**

- Troubleshooting and incident resolution for standard operating systems and standard applications.
- Planning and purchasing computers that will be supported by DeskTech.
- Installing and configuring desktops and laptops with an operating system and standard software applications as defined on the C&IT Web "Supported Software and Hardware" pages.
- During deployment, installing add-on software packages when requested by clients or identified during the interview process. Upgrade and replacement work will be completed remotely when possible. Software requests will be handled via the "Software Request Form".
- Provision of physical security devices, such as cable locks, if necessary.
- Assurance that supported desktops comply with DeskTech security policies. This includes, when required, the cleaning and re-installation of a standard desktop image when a desktop has been compromised or is reallocated to another resource.
- Assurance that supported desktops comply with DOE energy efficiency settings.
- Limited installation, configuration, and troubleshooting support for standard, smart-phone devices.

- Support for printing functions of standard networked and locally attached printers and scanners, including deployment and configuration of printer settings, registration and printing.
- Arrangement, coordination, and tracking desktop and laptop warranty repairs. This includes equipment pickup, shipping, tracking, and return.

## 2.3 Service Context: Lifecycle Management

### Plan

- C&IT publishes supported hardware and software standards to inform software purchasing and support at:  
<https://tech.wayne.edu/help/supported-software>
- C&IT will consult with departmental IT liaisons to make sure that computer equipment, software, and printers meet the business needs of the unit.
- C&IT will manage assets through the entire lifecycle, from forecasting and acquisition to retirement, including purchasing, maintenance, inventory, disposal, warranty, contract management, and cost allocation.

### Purchase

- All computer hardware and software is purchased by DeskTech including cables, peripherals, and lock-down devices (if necessary). DeskTech will not be responsible for supporting any hardware or software that has not been centrally approved or purchased.
- C&IT will pay for Microsoft software that is available via the Microsoft Campus Agreement, which will be included in the standard desktop image.

### Deploy

- DeskTech maintains a list of software that is included in its base image for all customers on the DeskTech website.
- The customer will be responsible to provide appropriate documentation (including licensing) prior to installing any 3<sup>rd</sup> party applications.
- DeskTech will be responsible for the re-location of computers during office moves and other facilities work. The customer IT liaison should notify C&IT via a support request of the pending moves at least one week before the move date.
- A computer deployed under this SLA includes:
  - Migration of client preferences,
  - Mapping of networked file shares,
  - Configuration of standard locally attached and networked printers,
  - Keeping cables and cords organized and tidy,
  - Configuration to connect to wired and wireless Wayne State University networks, and added to the campus Active Directory.

- If requested a loaner system will be provided with temporary access to the web and web-enabled tools such as Academica, Wayne Connect Mail, Banner, and Microsoft Office while a computer is being replaced or repaired.
- Personal data (i.e. music, picture, movies, etc.) stored on university owned equipment will be backed up and restored on the newly deployed computer.

### **Manage**

- Desktop support assistance is provided via:
  - Deskside dispatch as a result of a submitting an incident
  - On the phone
  - Remotely using central configuration tools
  - Scheduled automated processes
  - Scheduled, on-site visits
- Following established processes, DeskTech will install and upgrade applications. Software upgrades will be provided in response to changes to enterprise/departmental application standards, security requirements, problem resolution, or where required by vendors for continued support.
- Administrative Control: Computer privileges will be granted based on industry standards following the “least privilege” model. Additional privileges to individual computers may be requested via a support request with Director and DeskTech approval.

### **Retire/Replace**

- DeskTech ensures destruction of data on storage devices prior to disposal.
- The re-deployment/disposal of computers is the sole discretion of DeskTech.

## 3 Responsibilities

### 3.1 Customer & User Responsibilities

#### 3.1.1 Customer Responsibilities

Formally designate one liaison to act on behalf of the organization.

Liaison responsibilities include:

- Convey pertinent information to and from the users about the content of this service agreement, usually quarterly,
- Participate in SLA reviews, typically annually in a meeting of approximately two hours,
- Provide representation for Continual Service Improvement activities as needed.

#### 3.1.2 User Responsibilities

Customers of the SLA agree to:

- Adhere to the Wayne State University Acceptable Use of Information Technology policy.
- Be responsible for the security of their passwords. Passwords will follow the university strong password standard. Accounts cannot be shared with anyone for any reason.
- Use personal and departmental storage space for work related materials only. No storage of personal files (i.e. music, videos, photos).
- Provide access to desktop equipment.
- Be available to support staff to answer questions and facilitate service delivery, whether it be during regular support hours or pre-scheduled off hours support.
- Allow installation of required support tools.
- Validate the resolution of an incident in a timely fashion when requested. Once an Incident has been closed, it will not be re-opened, and a recurrence of the incident will require a new request for service.
- Submit requests for service (including hardware and software changes) using standard methods; Help Desk phone, Help Desk website, and Help Desk ticketing software.
- Validate data transfers to new computers within 1 week after delivery.

### 3.2 Desktop Support Responsibilities

DeskTech staff agrees to:

*General Responsibilities:*

- Provide all services documented in this agreement.
- Meet response times to incidents as outlined in the Section 5: Services Support.

*Maintenance:*

- Maintenance downtimes are staggered according to requirements; when patches are validated and tested, they will be installed. Should additional downtime be required,

the Desktop Support managers will notify customers via email at least 1 week in advance of the outage.

- Update and maintain any 3<sup>rd</sup> party support services to ensure the delivery of the service.
- Conduct maintenance activities (i.e. system inventories, disk defragmentation, etc.).

*Reporting:*

- Provide support statistics via the web
- Review and report to the customer IT liaison any service level breaches or improvement plans

## 4 Service Support Procedure

### 4.1 Standard On-Hours Support

#### 4.1.1 Support Process

Customers will request service in one of the following ways:

- Calling the C&IT Help Desk at (313) 577-HELP (4357). The C&IT Help Desk will either try to solve the incident directly, or document the incident and escalate the ticket to the appropriate tier-two support representative.
- Submitting an online request for service. C&IT has an Incident Management system that allows users to submit their own incidents directly into the system. These tickets will automatically be submitted to the appropriate tier-two support representative.

#### 4.1.2 Standard Support Hours

The C&IT Help Desk standard hours of operation can be found at the site below:

<https://tech.wayne.edu/helpdesk>

### 4.2 Standard Off-Hours Support

#### 4.2.1 Hours

**24x7** Every day, all of the time and must be initiated by a phone call to the Enterprise Operations and Service Assurance phone center (313-577-4750).

#### 4.2.2 Support Details

Support includes critical incidents. That is, the incident MUST affect a large number of users (>10) and there is no acceptable workaround for the solution. The workflow for off-hours support is as follows:

1. EOSA personnel take call from user and gather as much detail as possible
2. EOSA personnel will contact DeskTech if they deem the incident as critical and the fault is within the scope of the SLA.
3. DeskTech will determine the best course of action to quickly restore the affected services. This may require contact (phone) with the user who reported the problem.
4. If the incident falls outside of the scope of this SLA, DeskTech will contact the EOSA personnel, provide the results of his/her findings, and have the ticket re-assigned as appropriate, on the next business day.
4. EOSA will contact the originator of the incident (user) and update them on the situation.

### 5 Service Target Response Priorities and Response Times

The C&IT Help Desk, or tier-two support representative will respond to the Customer's incident (submitted through the current ticketing system or by initiating a call to the C&IT Help Desk) based upon the priority table outlined below.

The support representative will acknowledge\* the issue in person, remotely, via telephone or email:

- Issues classified as URGENT (an issue affecting the entire business unit, or work that would affect business for a larger portion of the University) within one business hour
- Issues classified as MEDIUM priority (an issue affecting the entire business unit, or work that would affect business for a small portion of the University) within four business hours
- Issues classified as LOW priority (issues directly affecting the individual's business) within 1 business day

*\*Acknowledgement of the issue means starting the support process. Issues that cannot be resolved in this timeline, will be communicated to the customer.*

### 6 Service Measures and Reporting

Report Name	Reporting interval	Delivery Method	Responsible Party
Desktop Support Statistics	Monthly	Email/Monthly support meeting	Director, Desktop Support

