
Service Level Description: Departmental Desktop Support

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1. Service Aims

- To procure, set up, support and dispose of College-owned computers in staff and research student offices on campus.

2. Operational Framework

- ITS announces the schedules of its co-ordinated purchasing of computer hardware by email to gcinfo and on the College website.
- Requests for help and support should be reported to and tracked through the Help Desk unless otherwise directed.

3. Service Elements

3.1 Planning and Procurement

- ITS procures computer desktop systems centrally for the College through bulk purchases and a managed, rolling replacement strategy. The resultant standardisation enables us to obtain better quality computers and improved support and maintenance.
- **User responsibilities:**
 - To keep ITS informed about any departmental computing issues which may affect their service requirements.

3.2 Computer Setup and Installation

- ITS will install and pre-configure new computers for customers. Setups may include:
 - Unpacking and connecting components.
 - Configuring operating systems for network connectivity.
 - Installation and management of operating system patches or updates.
 - Pre-installation of core supported applications.
 - Transfer of data from an existing machine to the new computer. Basic data conversion may also be included. Complex conversions may require an hourly contract.
- Computer monitors may be delivered directly from Central Stores due to limited storage space within ITS.
- **User responsibilities:**
 - To consult ITS before making any specialist computer purchases not covered by the ITS central purchasing policy and to obtain the prior written authorisation of a Pro-Warden.
 - To give ITS as much advance notice as possible to arrange the configuration of

computers not purchased centrally and to advise ITS of the usernames of all users who will have access to the computer system, for setup purposes.

- To ensure departmental staff are aware of realistic time frames for the receipt of new computer equipment.

3.3 Managed Desktop Service

- ITS will provide a Managed Desktop Service for all supported desktop hardware (beginning in the 09-10 session). This will include the testing and automatic rollout of security updates and the provision of automatically updated anti-virus software.
- ITS staff will be able to remotely connect to managed computers (ie they will use the network) in order to provide support. This will be done with the permission of the user.

3.4 File Sharing

- ITS manages file servers, which provide backed-up file space for personal and shared departmental data. ITS administers departmental user groups and inter-departmental groups requiring shared file space (see the separate SLD on User Accounts)
- ITS does not allow peer-to-peer file sharing for good technical reasons.

3.5 Technical Liaison with IT Vendors

- Departments or individuals wishing to purchase new software for a specific business requirement should consult ITS in advance. ITS can discuss with the vendor the technical ramifications of using the software within the College environment and advise on the suitability of the product for use in the College environment. ITS cannot provide guidance on the suitability of the product for a particular business need.

3.6 Hardware Support

- ITS provides basic hardware diagnosis for supported machines and is also able to perform basic hardware upgrades such as memory and hard disk upgrades. ITS will refer more complex hardware repair or upgrade tasks to external vendors. All supported machines are supplied with a standard four-year on-site warranty.
- ***User responsibilities:***
 - To contact the Help Desk if they suspect a hardware problem or require an upgrade.

3.7 Decommissioning of old computer equipment

- ITS operates a streamlined disposals process to ensure we comply with two sets of regulations the College is bound by when we dispose of IT equipment. The College is also obliged to maintain records of disposed equipment for audit and budgetary purposes.
- This co-ordinated process happens every six months or so.

3.8 Other Services

- Please see the separate SLDs for Networks, Applications Support and IT Training for other services.

4. Exclusions

In addition to the exclusions articulated above ITS cannot support:

- Departmental servers.
- Departmental software installed on servers or workstations, other than the initial installation.
- Unsupported software and services: ITS cannot offer help with software that is not on the list of supported products (see the separate SLD: Application Support), or with externally managed services
- User interfaces other than those designated for supported platforms.
- Personal computer equipment: this includes, but is not limited to, hardware problems with users' own equipment, software installations or connections to Internet Service Providers.
- ITS will not move computers from one location to another or clear the desk space required for a new computer.

5. Service Targets

ITS aims to respond to requests for service as quickly as possible. Requests are prioritised as they come in assessed using the following criteria:

- **Critical:** multiple users are affected or the network is inaccessible.
 - Request by telephone (x 7555); response time target – 30 minutes.
- **High priority:** must be done now or in the very near future to prevent a problem from developing or promised on this date.
 - Request by telephone (x 7555); response time target – 4 hours.
- **Medium priority:** needs to be done but the implications are not serious if the problem is not dealt with immediately or the request is specified as non-urgent by the user.
 - Request by email; response time target – 3 working days. Escalated to High priority if not dealt with in 2 ½ business days
- **Low priority:** little or no impact on the user's current work and can be accommodated between more urgent tasks.
 - Request by email; response time target – 5 working days.

The boundaries among categories are not absolute. For example, there are times when a request that would normally fall into the Medium priority category might in fact be urgent.

6. Charges

- The supply of bulk-purchased computer hardware
- The supply of software not available under a site licence.
- Migrating complex data to a new computer.

7. Contacts

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