HELP DESK SERVICE LEVEL EXPECTATIONS

1 INTRODUCTION

This document provides guidance to faculty, staff, and students in understanding the quality of service; character, availability, and professional manner they should expect by interacting with the DTS Help Desk. This document describes the nature of the Service Level Expectation for the Help Desk, the manner services are provided and the means by which the services are rendered. Additionally, this document notes a variety of potential assessment events and tools that may be employed to assure administrators that the Help Desk is meeting or exceeding listed expectations.

The purpose of this Service Level Expectation for the Help Desk is intended to reflect a strong commitment by the Wentworth Division of Technology Services and its staff to achieve the highest standards of quality, professional customer service, ease of accessibility, effective event resolution, and an elevation of status to a highly valued asset for Wentworth Institute of Technology.

The Wentworth Institute of Technology Help Desk is located in Beatty Hall room 320. All walk-in service request(s) are welcomed at our physical location during hours of operation. Help Desk service is also available via telephone number (617) 989-4500 during hours of operations. After hours calls are facilitated via a voice mail system and are addressed during the first hour of the next business day. Help Desk service is also available via e-mail at helpdesk@wit.edu.

2 TYPES OF SERVICES

Help Desk services are organized into service categories to reflect the type of issue(s) a patron may be find themselves in need of the Wentworth Help Desk.

2.1 SUPPORTED SERVICES

2.1.1 LAPTOP SERVICES

• Distribution/Retrieval
• Software Image(s)/Package(s) Distribution
• Break/Fixes (Repair Services)
• Loaner Program Maintenance
• Accessories Upgrades/Procurement
• Problem Analysis/Resolution

2.1.2 DESKTOP SERVICES

• Systems Upgrades/Procurement
• Break/Fixes (Repair Services)
• Accessories Upgrade(s)/Procurement
• Problem Analysis/Resolution
2.1.3 HARDWARE SERVICES
- Systems Upgrades/Procurement
- Break/Fixes
- Accessories Upgrade(s)/Procurement
- Problem Analysis/Resolution

2.1.4 SOFTWARE SERVICES
- Installation Support
- Software Image(s)/Package(s) Distribution
- Problem Analysis/Resolution
- Software Reimaging as Required

2.1.5 NETWORK SERVICES
- Account Creation
- Access Problem Identification/Resolution
- On-Campus Wireless Access Problem Identification/Resolution
- Secure Administrative Access
- Wentworth Printing Problem Analysis/Resolution

2.1.6 TELECOMMUNICATIONS SERVICES
- Telephone Moves/Adds/Changes
- Telephony Event Facilitation
- Telephony Problem Analysis/Resolution
- Cellular Phone Requests
- Cable Television Signal Problem Analysis/Resolution

2.1.7 ENTERPRISE APPLICATIONS SUPPORT SERVICES
- ERP System Problem Analysis/Resolution
- ERP Account Creation/Maintenance
- ERP Access Problem Analysis/Resolution
- Report Creation/Generation/Problem Analysis/Resolution
- System(s) Patch Management/Change Request
- ERP System Functional Support

2.1.8 WEB SUPPORT SERVICES
- Creation/Maintenance of LConnect Groups
- Technical Support of Institute Website
- Web Asset(s) Problem Analysis/Resolution
- Blackboard Access Problem Analysis/Resolution

2.1.9 AUDIO/VISUAL SUPPORT SERVICES
2.2 SERVICES NOT SUPPORTED

2.2.1 PERSONALLY OWNED EQUIPMENT
- Computers
- Monitors
- Printers
- Cell Phones (Including Personally Owned Blackberry Phones)

2.2.2 SOFTWARE NOT APPROVED FOR USE BY DTS
- All Operating Systems that are not the “Wentworth Image”
- All Personal Software
- All Microsoft Non Windows 7 Operating Systems
- All Apple Non Snow Leopard Operating Systems
- All UNIX/Linux Operating Systems

2.2.3 MISCELLANEOUS
- Personal Televisions Including HDTV
- Game Consoles/Servers
- Radios/Electronic Music Devices

3 SERVICE LEVEL GUIDELINES

3.1 NORMAL HOURS

3.1.1 IN SESSION HOURS
Normal hours of operation for the Help Desk are Monday – Thursday from 7:30 AM until 6:30 PM. Fridays, the Help Desk hours of operations are from 7:30 AM until 5:30 PM. No weekend hours are scheduled.

3.1.2 NOT IN SESSION HOURS
Normal hours of operations for the Help Desk are Monday – Friday from 7:30 AM until 5 PM. No weekend hours are scheduled.

3.1.3 HOLIDAYS
The Help Desk follows the same holiday schedule approved for the staff of Wentworth Institute of Technology.

3.2 SERVICE GUIDELINES
The Wentworth Help Desk is the first level of support for [faculty, staff and student] support calls and web submissions made for technology support. The Help Desk makes every attempt to resolve issues at this first level of support. If an issue is identified that requires escalation or triage to the next level of support, the Triaged Response Metrics outlines our standard service level commitments for communicating the status to the client.

### 3.2.1 Help Desk Metrics

**Help Desk Metrics**

<table>
<thead>
<tr>
<th>Category</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Calls</td>
<td>Answered by “Live” Service Technician or Trained Student</td>
</tr>
<tr>
<td>Average Response to E-Mail</td>
<td>During the Business Hours: Acknowledged within 60 minutes After Business Hours: Acknowledged during the first hour of the next business day</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>Average of “Good” or above rating</td>
</tr>
<tr>
<td>Help Desk Availability</td>
<td>As advertised with 100% compliance on monthly basis, excluding scheduled system maintenance and “acts of God”</td>
</tr>
</tbody>
</table>

### 3.2.2 Triaged Response Metrics

If an issue is identified that requires escalation to the next level of support, the table below outlines our standard service level commitments.

Triaged Response Metrics listed in this document reflect targets and should not be construed as contractual obligations. Response time commitments do not promise a complete resolution within the stated time frames. Rather, the time commitment is intended to indicate the maximum time interval in which the customer will be contacted by the Help Desk Representative after triaging and routing the issue to either the Client’s onsite representative or third party vendor that will be responsible for resolving the issue. Service requests received by the Help Desk after normal hours of operation will be responded to during the next business day.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
<th>Service Response to Customer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Critical [Emergency]</strong> – A problem or issue impacting a significant group of customers or any mission critical IT issue affecting a single customer.</td>
<td>30 Minutes</td>
</tr>
<tr>
<td>2</td>
<td><strong>High</strong> – Non critical but significant issue affecting a single user; or an issue that is degrading the performance and reliability of supported IT Services; however, the services are still operational. Support issues that could escalate to Emergency if not addressed quickly.</td>
<td>60 Minutes</td>
</tr>
<tr>
<td>3</td>
<td><strong>Normal</strong> – Routine support requests that impact a single user or non-critical software or hardware error.</td>
<td>4 Hours</td>
</tr>
<tr>
<td>4</td>
<td><strong>Low</strong> – A minor service issue or general inquiry.</td>
<td>8 Hours</td>
</tr>
</tbody>
</table>

Service Response to Customer is defined as the maximum period of time in normal operations where a qualified technician should respond to the customer.
3.2.3 PRIORITY DESCRIPTIONS

Service Requests that are made to the Wentworth Help Desk are prioritized based on the nature, severity and time of request. The following descriptions have been developed in order to service Clients in the most efficient manner possible.

**Priority 1 – Critical [Emergency]** – This resulting priority is caused by a problem, or issue, impacting a significant group of customers and/or any mission critical IT issue affecting a single customer.

Examples: (but not limited to)

- Critical network server is down.
- A portion of the wired/wireless network is down (connectivity lost).
- Wentworth’s Student Administrative Application system is down.
- Wentworth’s access to their Course Management System is down.
- L-Connect portal system is down.
- Wentworth’s E-mail system is not functioning.
- Primary Campus Internet connection is lost or slows enough to drop connections.
- Unable to access shared data resulting in work stoppage.

**Priority 2 - High** – Non critical but significant issue affecting a single user; or an issue that is degrading the performance and reliability of supported IT Services; however, the services are still operational. Support issues that could escalate to Emergency if not addressed quickly.

Examples: (but not limited to):

- Setting up new user accounts which have been properly submitted.
- Single user unable to use other workstations to remain productive.
- Printing issues for multiple users.
- Locked or restricted staff or faculty user accounts.

**Priority 3 - Normal**– Routine support requests that impact a single user or non-critical software or hardware error.

Examples: (but not limited to):

- Single user may be able to use other workstations to remain productive.
- Printing issues for single users.
- User productivity affected but not completely halted.
- Frequently used software corrupted and needing re-installation.
- Software and hardware installs, upgrades, and other similar requests.

**Priority 4 - Low**– A Priority resulting from a minor service issue or general inquiry from the customer that does not affect the customer’s ability to meet their academic and/or professional requirements.

Examples: (but not limited to):
3.2.4 Matrix Assessment/Reporting
The Director of User Services is responsible to provide assessment reporting to Wentworth senior IT leadership. Assessment reporting should include, but not be limited to:

- Number of job tickets received during the period by priority.
- Number of job tickets closed during the period by priority.
- Number of job tickets assigned by technician that were closed during the period.
- Number of Job tickets assigned by technician that remain open during the period.
- Quantitative assessment of effectiveness in achieving noted response rates.
- Qualitative assessment of overall customer service rating by constituent.

3.2.5 Emergency Ticket Processing
- Emergency requests made to the Help Desk will be triaged and tracked by the Help Desk representative taking the call and routed appropriately, if not resolved by the Help Desk Representative.
- The Help Desk representative will notify the Help Desk Coordinator and the Director of User Services of the emergency issue and the ticket number.
- The Help Desk will notify the Client liaison of the ticket, scope of outage and number customers affected.
- The Help Desk group will be responsible for updating the Help Desk ticket regarding the status of the emergency ticket.
- The Help Desk Representative and/or Escalation Technician will keep the customer apprised of the Emergency actions and status as warranted to insure that the customer is continuously informed until the issue is resolved.

4.0 Service Expectations
The following service expectations are intended to be representative in nature and not all inclusive. The focus of the expectations are customer orientated and should be viewed a guidelines.

4.1.1 Help Desk Staff
- Help Desk should be adequately staffed during regularly scheduled hours of operation by full-time professional staff augmented by technically competent student assistants.
- Staff should provide professional assistance and strive to show empathy for respective customer issues. Staff should always explain in an understandable language all known options in a courteous and professional manner.
- Staff is expected to ensure that the Help Desk adheres to reported hours of operation.
- Staff is expected to be professionally dressed in business casual attire unless otherwise approved by the Director of User Services.
4.1.2 Problem Resolution Expectations

- Customers should expect Help Desk personnel and supporting staff to thoroughly investigate reported issues with analysis and problem resolution reported to the customer in novice understandable language within afore mentioned timetables.
- Customer should expect that job tickets will be closed in a timely manner with an option to provide assessment feedback via an event survey upon closure of the assigned job ticket.
- Customers should expect electronic and/or voice notification of all significant status changes of the job ticket to include technician assignment, problem escalation, priority change, problem analysis update, technician request for more information, and problem resolution.
- Customers should expect exhaustive problem resolution before having to face a total reimage. It is important to note that there are situations where a reimage of the machine is necessary. However, the customer should expect a professional explanation of the cause to hopefully avoid a reimage situation in the future. Customers also have the right to ask Help Desk personnel to forego problem detection in favor of reimagining to expedite resolution.

4.1.3 Equipment Expectations

- Customers should expect that all equipment returned to the Help Desk will be handled in a professional and confidential manner to include tracking, physical security, and expedited return.
- Laptops returned to the Help Desk for reimagining purposes should be ready for customer pick-up within one full business day.
- Computers that have to be returned to the hardware provider should professional tracked throughout its routing process to ensure that the machine is returned to the customer in a timely manner as reflected in the Service Level Agreement with the provider. These customers should also expect an applicable loaner machine while the equipment is being serviced.
- Help Desk personnel are forbidden to upgrade customer computers, switch manufactures, or exercise hardware distribution actions without the express permission of Wentworth Institute of Technology.
- Help Desk personnel are expressly forbidden to work on personal computers not assigned by Wentworth due to liability and data integrity issues.

4.1.4 Software Expectations

- Customers should expect that all software received from the Help Desk is adequately licensed by Wentworth.
- Customers should expect to receive a base software image on their computers that has been approved by applicable department heads or is accessible through the on-line software distribution system.
- Customers should expect technical and functional assistance with all Institute approved administrative software applications. All academic software application support is to be provided within each respective academic department.
- Help Desk personnel are forbidden to make available or distribute software that is not properly licensed by the institute and is not on the list of department Head approved software for respective departmental patrons.