

## Overview

This contract constitutes the entire agreement of services to be provided by Desktop Support Services to our customers.

- Services to be provided:
- Hardware and Operating System support
- Backup and restoration of critical data stored on file servers
- Planning for disaster recovery
- Consultation services in support of any departmental relocation
- Hardware and Operating System support on client machines
- Setup and configuration of new computers
- Software license compliance
- Setup and configuration of network printers/copiers
- Arrange for maintenance on networked printers
- Identification and resolution of computer problems such as system lockups, hardware failures, and connectivity problems with the network
- Training end customers on logging onto and off the network
- Assisting with Gmail migration and synchronization to wireless devices.
- Liaison for arranging repair or replacement of nonfunctional personal computers and printers<sup>1</sup>
- Liaison for problem solving network connectivity problems

<sup>1</sup>*Note: Desktop printers will be supported on a limited basis. Desktop Support Services will assist in arranging for repair of printers if it is deemed cost effective.*

## Exclusions to services provided:

- Application software training will not be provided by Desktop Support Services. Each service group is responsible for arranging customer training on all application software including proprietary applications (i.e., ARMS, T1, TMA, CashNET, PeopleSoft, etc.), as well as office applications such as Microsoft Office.
- Day-to-day maintenance on desktop printers<sup>2</sup>, scanners and plotters will be the responsibility of the end customer. Departments will be responsible for ensuring that customers are trained to resolve minor problems on these printers (i.e., replacement of toner or ink-jet cartridges or clearing paper jams). If a printer is determined to be non-functional, the problem will be escalated to Desktop Support Services.

<sup>2</sup>*Note: Desktop printers, desktop scanners, and desktop plotters are those not directly attached to the network.*

## Hours of Service Availability:

Service will be available Monday–Friday, from 8:00 am–5:00 pm, excluding campus holidays.

## Priority of service:

- During periods of multiple simultaneous problems, the following is the priority in which Desktop Support Services resources will be allocated:
  1. Server problems and Network issues will be the highest priority due to the breadth of impact caused by problems with these components.
  2. Network attached printers will have a high priority, second only to server and network issues.
  3. Individual workstation problems will be handled on a first-come, first-served basis unless superseded by network server, infrastructure or network printer problems.
  4. Desktop printers will be handled on a time available basis.

## Customer responsibilities:

- Data backup and protection of the security of information housed on the workstation is the responsibility of the customer. Desktop Support Services personnel can provide recommendations and advice on external hard drives that can be purchased to perform regular data backups.
- All customers agree to adhere to San José State University computer usage policies. All departmental customers agree not to install or use illegal copies of software on San José State University owned computers or network file servers. If such software is found on any of these machines, Desktop Support Services is authorized to uninstall it, after notifying the customer (when possible) and giving him/her the opportunity to remove it.
- Customers agree to be available when a technician is working on their computers.
- Customer departments are responsible for communicating calendars of critical time periods to Desktop Support Services in advance to ensure that priority can be given to departments during these critical periods (this may only apply to certain departments).
- Departments must provide a one week notice if they are hiring a new employee and require a new standard configuration computer or want an existing computer re-imaged. If you need non-standard hardware or software you will need to allow additional time to order these through Procurement. Desktop Support Services can assist in obtaining price quotes.
- Calendars of recurring events that require IT support and that occur every semester will be provided to Desktop Support Services as soon as scheduling is finalized.
- Notification of unanticipated special needs will be communicated to Desktop Support Services as soon as possible before the critical time period occurs.
- Departments are responsible for providing Desktop Support Services with at least 24-hour notice of employee moves that require Desktop Support Services staff to disconnect and reconnect computers.

*Note: If you are in a building whose network is controlled by Network Services, Desktop Support Services will need to work with Network Services to turn off port security temporarily*

*in order for moved computers to connect to the network. This task requires coordination with the Network Services staff and requires 24-hour notification.*

- Departmental customers are not to undertake the task of trying to completely reconfigure a problem machine under any circumstances.
- Departments will be responsible for stocking consumable supplies for printers (toner, paper, etc.).

## **Desktop Support Services Responsibilities:**

- Desktop Support Services will respond to emergencies within two hours (when possible) of the first notification of such an emergency (during normal business hours).
- Desktop Support Services will bring services back up within four hours to any backbone-connected department when possible, or attempt to arrange to provide alternative methods of allowing customers to work, while components are getting repaired. Should the problem lie in an area controlled by Network Services, Desktop Support Services will serve as the point-of-contact with Network Services staff to restore services as quickly as possible.
- Desktop Support Services will be responsible for bringing in outside hardware vendors when necessary to repair or replace defective or nonfunctional components, where cost effective. Replacements will be made with 'like' equipment. Departments that are either non-CSU Operating Fund or that are not supported by the Division of Administration and Finance computer refresh funds with need to provide funding for these services.
- Desktop Support Services staff will respond to all calls within two hours with a verbal confirmation of receipt of the call and a status and a timeline for the technical support person to visit the problem area.
- Desktop Support Services personnel will assume responsibility for keeping operating systems updated with current patches and service packs (both server and workstation) in collaboration with customers.

## **Desktop Support Contacts**

- Gerald Crawford (Lead)–Ph. 924-1953
- Nancy Ashley–Ph. 924-1716
- Chris Bradford–Ph. 924-1545
- Kane Imai–Ph. 924-1664
- Paul Leung–Ph. 924-1573

## **Software Standards:**

### **Supported Desktop Operating Systems:**

Windows XP Professional/Vista Business/Windows 7/Windows 8

### **Recommended Standard Applications:**

Office Suites: Microsoft Office 2007/2010/2012 Professional/Premium

PDF Reader: Adobe Acrobat Reader 9.x, 10.x, 11.x

*Note: Additional software not listed above will be negotiated with various service groups to accommodate special purpose software required for performing job functions.*