



University Managed Desktop Program

Desktop Computing Support Framework

343-3362 or 875-6422

Overview

Commencing [**enter department-specific date**], desktop computing support will be provided for [**enter department name**] by the University Managed Desktop Program in ITS End User Services.

Obtaining Support Services

NORMAL BUSINESS HOURS: The primary means to obtain desktop computing support services is to phone ITS at **875-6422** or **343-3DOA** (343-3362). Users may also call the main ITS number 343-9999. Choosing option 6 will route the call to Desktop Support who will work with you to assess the problem and identify next steps. Online access options: Self-service – open a ticket online at <https://its.vanderbilt.edu/servicedesk/> or Chat with a technician online <https://its.vanderbilt.edu/doa/chat/>

Targeted response times for calls received Monday-Friday 7:30AM-6:00PM will vary depending on level of service assistance needed. Options include Priority 1, Priority 2, Priority 3 or Priority 4 (service request). See pages 2 and 3 for definitions.

AFTER HOURS: End User Services will provide 24/7 after-hours desktop support for emergencies. For example, a critical system is down and the work that must be completed on that system is of such an urgent nature that it cannot be completed the next business day. After hours, an on-call technician will be dispatched via the ITS Network Operations Center (NOC) at 2-2954. Users may also call the main ITS number 343-9999. Choosing option 7 will connect to the Network Operations Center (NOC). Users should provide information about the problem being encountered, the user's identity and location, and the nature of the emergency. **Please identify yourself as part of the DESKTOP SUPPORT program.** NOC staff will page the Desktop Support on call technician. Emergency on call response times will be "as soon as possible", understanding that the technician may require significant travel time to the service request location and that it may be necessary to coordinate access into buildings.

TICKETS: Initiation of any support request will result in the assignment of a "ticket" within the ITS ticket tracking system. A sample ticket system-generated communication is displayed in

Figure 1. This is a typical e-mail communication sent to a user at the initiation of a ticket. An email communication will also be generated at the time of the ticket “resolution.”

Sample Ticket Communication

THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY

Magic Ticket # 3900 has been assigned to University Managed Desktop Program

PROBLEM DETAILS:

Open Date: 8/31/2006 3:36:35 PM

Urgency:

Due Date:

VUnetID: custjm

Client Name: Joe M Customer

from Dept:UNSPECIFIED

Client Contact:

Client Alternate phone: (____)____-____

Subject: SOFTWARE & OS

Problem Description: Joe needs to be able to convert files to pdf. His hard drive was replaced recently and is no longer able to convert pdfs without an error.

It looks like Acrobat Pro should be reinstalled.

Joe is at 2-1111

Additional Notes:

THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY

Figure 1

Levels of Service

Prior to contacting Desktop Support, please consider the following in communicating the appropriate level of service assistance needed. Categories are Priority 1; Priority 2; Priority 3; and Priority 4.

Priority 1 - *Machine is non-operational because of a hardware or software problem and critical work cannot be performed.* Service response is targeted to be within 2 hours of report of problem during regular business hours (7:30 AM-6:00 PM M-F). If a workstation can not be restored to service in 2.5 hours, a “hot spare” with basic network connectivity and Office applications (Word, Excel, PowerPoint, Outlook), SharePoint, browsers, etc. will be provided.

Priority 2 – A component, application or critical feature is down and some work cannot be performed. Service response is targeted to be within 4 hours during normal business hours (7:30 AM-6:00 PM M-F).

Priority 3 - Minor or intermittent incident such that work can continue. Service response is targeted to be within 8 business hours during regular business hours (7:30 AM-6:00 PM M-F).

Priority 4 - Service Request - Routine request for software/hardware upgrade / maintenance or assistance. Service response is targeted to be within 12 business hours to perform work remotely or schedule appointment for on-site visit (7:30 AM-6:00 PM M-F).

Obtaining New Hardware

All hardware is purchased through the Desktop Support program. This will ensure the smoothest possible transition to new desktops. Desktop Support will work with each area to schedule installations and transfer data to the new system.

Obtaining Specialized Hardware and Software

For certain roles, specialized hardware and/or software are required. Examples of specialized hardware include scanners and video cameras. Examples of specialized software include non-standard screen-capture software used in developing training manuals, financial software, etc. For items such as these, each area likely already has its own internal approval process. This process should include a step to consult with Desktop Support prior to initiating actual purchases. This will help maintain compatibility with evolving hardware and software standards.

Trustee and Effective Date

For continued applicability and updating of this policy and procedure, the trustee is: **Taj Wolff**

Effective: July 1, 2011

ATTACHMENT A: What is a Desktop? What is included in desktop support?

What is a Desktop?

A desktop is defined as a collection of technology devices and standard applications needed to support a defined position within the Administrative areas of Vanderbilt. A desktop can be mobile or stationary. A desktop generally includes a monitor, keyboard, central processing unit, printer, and peripheral equipment such as hand held devices (smart phones and tablets)

What services are included in desktop support? At initial deployment, the services included in desktop support are those described below under each stage of a desktop's lifecycle.

1. In the ACQUISITION phase, End User Services:
 - a. Recommends and procures standard desktop configurations.
 - b. Facilitates supplier contracts for hardware and software purchases.
2. In the DEPLOYMENT or setup phase, End User Services deploys desktops:
 - a. Per UMDP standard desktop and standard application guidelines.
 - b. Per VU security and procurement policy.
 - c. Using factory installed images of standard software applications with appropriate configuration and testing.
3. In the maintenance and SUPPORT phase, the Desktop Support Team:
 - a. Works with areas to establish the most effective data backup and recovery practices.
 - b. Acts to correct break/fix situations where users are unable to do their jobs. As necessary, "hot spares" are provided for desktop outages lasting longer than two hours.
 - c. Provides customary and usual support for a standard suite of desktop applications.

Standard desktop applications include:

Basic Software - These are the standard applications supplied with all desktops.

- MS Windows 7 with latest Service Pack and updates
- MS Internet Explorer, Firefox or Chrome
- Anti-virus/Anti-Spyware software
- MS Office Professional
- Adobe Acrobat Reader
- Laptop systems – VPN software
- Note: MS Outlook (a part of the MS Office package) E-mail and Calendar will be configured to access the University's Exchange server. The Exchange calendar system is intended for institution-wide use for scheduling meetings, appointments, etc.

Additional Software - These are optional applications installed based on user needs.

- MS Project Professional
- MS Visio Professional
- (others likely to be identified over time)

- d. Supports software applicable to the hardware implemented (e.g., CD- or DVD-Rom “burner” programming if a CD or DVD read/write device is installed).
- e. Ensures vendor security updates and patches are installed.
- f. Provides an issue resolution/escalation path (tiered support model).

4. In the DISPOSAL/RETIREMENT phase:

- a. Desktop Support Team performs a secure “wipe” of all VU data on hard drives
- b. Department may donate machines to Virtual School or send them to VU Surplus

5. OTHER - GENERAL/BACK OFFICE

- a. Equipment and software lifecycle management to include maintaining an inventory of desktops, peripherals, and standard software licenses.
- b. Volume purchasing/leasing.
- c. Testing of software upgrades.

6. OTHER - QUALITY/SERVICE LEVELS

- a. Service level objectives (targeted response time for each category of problem) are established and published.
- b. Emergency on call outside regular business hours.
- c. Staff training, certification in A+, Network+, Microsoft Certified Desktop Support Technical and Microsoft Certified Professional.