## ITS Help Desk Response and Resolution Expectations

### Overview

There are different designated response behaviors based upon the time of day and the priority of the service.

### Response Expectations

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description</th>
<th>Monday-Friday 8AM - 5PM Response</th>
<th>Monday-Thursday 5PM - 9PM Response</th>
<th>UWF Holidays and Weekends Response</th>
<th>Resolution Goals</th>
</tr>
</thead>
</table>
| 1        | • A malfunction of an enterprise wide system impacting a significant group of customers.  
           • A malfunction of a mission critical system, service, or application.  
           • A malfunction that hinders a client from meeting a critical deadline or affects multiple students, employees, or departments. | 1 Hour | 2 Hours | 4 Hours | As Soon As Possible |
| 2        | • A malfunction of an enterprise wide system affecting a small group of customers.  
           • An IT malfunction that keeps a user from completing a critical or immediate task. | 4 Hours | 6 Hours | Next Business Day | Noon Next Business Day |
| 3        | • Routine support requests that impact a single user or non-critical issue. | 6 Hours | Next Business Day | Next Business Day | 6 Business Hours |
| 4        | • Support requests which require an on-site visit, such as new computer set-ups, non-critical hardware problems, or on-site software installation. | | | | See Work Order Resolution Expectations Below |
Resolution Expectations

*Please Note:* Every attempt is made to solve each issue on first contact. However, some issues require escalation to an advanced support team. Campus closures, virus outbreaks, or other emergencies may delay the time necessary to complete requests. ITS reserves the right to "black out" certain times during the key, busiest time of the semester for certain request types due to the increased demand for ITS Help Desk services.

- **Network Connectivity Problem:** 1 business day
  - Wiring repairs will take longer, but ITS will attempt to make arrangements for alternate connectivity

- **Printer Problem:** Varies
  - ITS will attempt to resolve problems with multi-user network printers within 1 - 2 weeks.
  - If printer requires a setup: 1-3 weeks
  - If hardware needs to be replaced, resolution time may vary based on hardware order and delivery times.
  - Goes into work order queue.

- **Computer Hardware Repair:** Varies
  - Diagnose and resolve problem: 2 weeks
    - If hardware needs to be replaced, analyst will order necessary parts.
    - Goes into work order queue.
    - If machine requires a revamp: 2 - 3 weeks (please see Revamp/Setup above).
    - If hard drive requires setup, a data recovery process is necessary which can take longer.
  - A few loaner computers are available for emergency situations.
    - Basic image only.
    - No special software will be installed.
    - Loaner computer must remain on campus.

- **Classroom Technology Issues**
  - For issues that are preventing a class from proceeding, ITS will dispatch assistance within 5 minutes.
  - For issues that are not preventing a class from proceeding, ITS will dispatch assistance within 2 hours (depending on classroom usage).

- **Software Problem:** Varies
  - When possible, ITS will attempt to resolve the issue over the phone in one business day.
  - If software needs to be installed or re-installed, see *Software Install - Workstation*.

- **Software Install - Workstation:** 1 - 2 weeks
  - If office visit is required, 1 - 2 weeks.
  - If completed via phone by an analyst between calls, possibly within a week.

- **Telecommunications/Telephones:** Varies
  - If the phone extension or handset is not working, ITS will attempt to repair within one business day.
  - All other service resolution times vary. Call Ext. 6003 for details.

- **Add Data to Banner ODS:** 1 week

- **Google Calendar Location/Resource Request:** Approximately 1 business day

- **Hardware Installation/Setup:** 2 - 3 weeks from opening of work order
  - Clients should not submit work order until the new computer is in their possession and they are ready for an analyst to pick up the computer.
  - After picking up the existing computer: 2 - 3 weeks to finish and close the work order.
  - During Summer and Fall semesters, when many departments make new computer purchases, the wait time may be longer.
    - ITS reserves the option to impose a “blackout” time on revamps when the ITS Help Desk work load is significantly higher than normal.

- **IP Request:** Approximately 1 business day

- **Software Requests - eDesktop and ITS Computer Labs:** Varies
• You will be contacted by ITS staff within 2 business days.

  ArgoNet Account Request: 1 business day

  Banner Access Request: Approximately 2 -3 weeks

  Banner ODS Access Request: 3 business days

  Possible Virus/Spyware:

  • Machine should be taken off the network immediately for investigation.
  • Analyst determines if there is a virus or spyware:
    • Virus/Spyware cleaning: 2 - 3 weeks (analyst will investigate for Rootkit and other problems).
    • If client is a repeat offender, security team may make image before cleaning machine and investigate cause of infection.

  Cell Phone/Mobile Device UWF Data Setups:

  • Immediate set up for walk-ins (hours listed above).

  Wireless Setup:

  • Can be set up via phone in some cases.
  • Immediate set up for walk-ins (hours listed above).

**ITS Help Desk**

(850) 474-2075
helpdesk@uwf.edu