





# ITS Help Desk Response and Resolution Expectations

Response Expectations					
Priority	Description	Monday-Friday 8AM - 5PM	Monday-Thursday 5PM - 7PM	When ITS is Closed	Resolution Goals
	<ul style="list-style-type: none"> <li>A malfunction of an enterprise wide system impacting a significant group of clients.</li> <li>A malfunction of a mission critical system, service, or application.</li> <li>A malfunction that hinders a client from meeting a critical deadline or affects multiple students, employees, or departments.</li> </ul>	1 Hour	2 Hours	4 Hours	As Soon As Possible
	<ul style="list-style-type: none"> <li>A malfunction of an enterprise wide system affecting a small group of clients.</li> <li>An IT malfunction that keeps a user from completing a critical or immediate task.</li> </ul>	4 Hours	6 Hours	Next Business Day	Noon Next Business Day
	<ul style="list-style-type: none"> <li>Routine support requests that impact a single user or non-critical issue.</li> </ul>	6 Hours	Next Business Day	Next Business Day	6 Business Hours
	<ul style="list-style-type: none"> <li>Support requests which require an on-site visit, such as new computer set-ups, non-critical hardware problems, or on-site software installation.</li> </ul>	See Work Order <b>Resolution Expectations</b> Below			

## Resolution Expectations

**Please Note:** Every attempt is made to solve each issue on first contact. However, some issues require escalation to another support team. Campus closures or other emergencies may delay the time necessary to complete requests. While we strive to exceed our expectations, high call volume times, such as the start of the semester, may result in a delayed response.

Issue Type/Description	Expected Resolution Time	Notes
<b>Network Connectivity</b> For issues relating to connectivity via ethernet or ArgoAir	1 business day	<ul style="list-style-type: none"> <li>Wiring repairs may take longer than one business day, but ITS will attempt to make arrangements for alternate connectivity.</li> <li>For issues with wireless connectivity, troubleshooting may be provided at our walk-in counter (hours listed above).</li> </ul>
<b>Printer Connectivity</b> For issues connecting to a new printer or experiencing printing issues	1 - 2 weeks	<ul style="list-style-type: none"> <li>If hardware needs to be replaced, resolution time may vary based on hardware order and delivery times.</li> </ul>
<b>Computer Hardware Issues</b> For issues in which a computer does not power on or hardware is malfunctioning	1 - 2 weeks	<ul style="list-style-type: none"> <li>If a hard drive requires a backup, a data recovery process is necessary which may take longer.</li> <li>Loaner computers are available for emergency situations.               <ul style="list-style-type: none"> <li>Basic image only.</li> <li>No special software will be installed.</li> <li>Loaner computer must remain on campus.</li> </ul> </li> </ul>
<b>Hardware Installation/Computer Setup</b>	2 - 3 weeks	<ul style="list-style-type: none"> <li>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.</li> <li>At high volume purchasing times, such as the end of the fiscal year, the wait time may be longer for computer setups.</li> </ul>
<b>Computer Software Issues</b> For issues in which a locally installed application is not operating properly	Various	<ul style="list-style-type: none"> <li>When possible, ITS will attempt to resolve the issue over the phone in one business day.</li> <li>If software needs to be installed or re-installed, see <i>Software Installation</i>.</li> </ul>

<b>Software Installation</b>	1 - 2 weeks	<ul style="list-style-type: none"> <li>• If office visit is required, 1 - 2 weeks.</li> <li>• If completed via phone by an analyst between calls, possibly within a week.</li> </ul>
<b>Classroom Technology Issues</b> For issues related to the A/V equipment in ITS supported classrooms	Various	<ul style="list-style-type: none"> <li>• For issues that are preventing a scheduled class from proceeding, ITS will dispatch assistance as quickly as possible.</li> <li>• For issues that are not preventing a class from proceeding, ITS will dispatch assistance whenever the classroom is next available.</li> <li>• In some cases, issues may require vendor intervention which may result in longer resolution times.</li> </ul>