Service Level Agreement for Desktop Computer Support
Client Services - Information Services - TU

The Client Services Help Desk is staffed five days a week and eight hours a day (5x8): it-desk@utulsa.edu, 918.631.3500. The following desktop support level agreement applies to desktop hardware and desktop software that is in administrative units and managed by IS Client Services.

The only Client Services "*Supported Hardware*" is a University-owned Dell Optiplex, Precision Workstation, PowerEdge Server or Latitude Laptop. All other hardware is "*Unsupported Hardware*."

For "*Unsupported Hardware*", e.g., student or other personally owned computers, Client Services will only provide telephone, email, and web page support related to connection to the TU data network or to other configurations for standard TU services.

Supported Hardware is a prerequisite for "*Supported Software*."

There are three (3) categories of *Supported Software*:
(1) "*Fully Supported Software*", including the current MS operating system, some parts of the MS Office Suite, several utilities (McAfee virus protection, selected media players, Adobe Reader, etc.), and several browser and client configurations for interacting with central services.
(2) "*Installation Only Software*" software including, e.g., WordPerfect, MS Access, SPSS, and Mathemetica.
(3) "*Special Software*" requiring prearrangement.

All other software is "*Unsupported Software*."

There is no Client Services fee for assistance with *Supported Hardware* or *Supported Software* on *Supported Hardware* as long as the hardware is still under factory warranty. There will be an additional grace period of one year for all non-out-of-pocket expenses, as long as the hardware is still deployed for its same function, in its same location, and for the same University personnel position number.

There is a $150 Client Services fee to *repurpose* hardware and software that changes function, location, or personnel assignment, even within the same office. The VP for IS must approve any repurposing of hardware to another department.

All assistance with *Unsupported Software* is $65/hour at priority 4.

All hardware and software assistance associated with *out of warranty hardware* is $65/hour at priority 4 (defined below) regardless of whether the software is *Supported Software* or *Unsupported Software*. The department is responsible for any out-of-pocket hardware repair costs.

The granting of administrator rights or lesser special rights requires approval of the appropriate administrator and the VP for IS.

If administrator rights are granted, any hardware and software assistance is $65/hour at priority 4 regardless of whether the software is *Supported Software* or *Unsupported Software*.

Any hourly rate is subject to a one hour minimum.

Priority	Criteria	Target Response Time *
1	Affects more than five individuals; or is mission critical and there is no workaround available. Examples: E-Mail services are not functional; network printing is not available;	Will call or page technicians for immediate response during the hours of operation.
2	Affects one to five individuals, no workaround available. Example: Personal document located on user's hard drive must be printed, but user's monitor is not functional.	Initial response within 4 working hours.
3	Affects fewer than five people, workarounds available. Example: Can't check e-mail from one computer, but could use MyTU from another computer.	Same day, or within 8 working hours.
4	Unsupported software, or No affect on productivity Examples: Monitor showing b/w instead of color. CD player has no sound.	Best effort as time allows.

Requirements for Using Outside Vendors

1. Administrative departments will select one of the two outside vendors approved by Client Services to provide computer support for designated computers.

2. All technicians providing assistance will be required to successfully participate at least annually in a four hour system administrator training session, provided by Client Services, to become familiar with University guidelines, and with the specific support requirements for a department.

3. Upon successful completion of the training course, outsourced technicians will receive administrator access to designated departmental computers, appropriate access to University licensed software, and to all appropriate license keys

4. For each request for service, an outside technician will provide a 'Change/Work Done' log with an invoice to the Computer Store in Client Services.

5. The department requesting support from an outside vendor will be charged by the Campus Computer Store for all associated vendor costs.

6. Outside vendors must conduct all activities in compliance with the University Information Security Policy.

7. No University data will be stored on non-University equipment by approved vendors except temporarily for re-imaging of University equipment. All University hardware that is no longer useful to the department, must be returned to the department and declared surplus according to University policy for disposal of computer equipment.

8. The Director of Client Services can revoke approval of an outsourced vendor at any time with cause.

9. Once a computer is designated for outsourced support, the Client Services "Repurpose Fee" of will apply to return the equipment to the Client Services support structure.