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# IT SERVICE LEVEL AGREEMENT FOR THE SCHOOL OF ELECTRICAL, COMPUTER AND ENERGY ENGINEERING

## SECTION 1 – GENERAL INFORMATION

### I. Purpose of this Document

This document outlines the general conditions and expectations of information technology (henceforth called IT) support within the School of Electrical, Computer and Energy Engineering (henceforth called ECEE), as negotiated by client and IT representatives. The department, where such actions and activities are department-specific, will provide funding for support of the actions and activities laid out in this service level agreement.

### II. Departmental Structure

IT reporting lines are generally as follows (an org chart is available on the IT Intranet website):

- A. ECEE technicians report to the System Support Analyst (henceforth called SSA)
- B. The SSA reports to the Director of ECEE or her/his delegate, who will carry out performance reviews

### III. Support Overview

The ASU ECEE department of IT (henceforth called ECEE IT) is a technical support team that provides prompt, knowledgeable, courteous desktop computing support services over the phone, in person, and via email to those Faculty, Staff, and Students associated with ASU's school of Energy, Computer and Electrical Engineering. ECEE IT supports both Macintosh and Windows based computers using supported software and accessing central services, which are ASU owned and ECEE employee affiliated (classroom software excluded). Central services include ASU network access, computing accounts and passwords, Exchange email/calendaring, file, and print services.

### IV. Customer Responsibilities

- Submit a request or incident ticket (henceforth called a ticket) for all issues (see Section 2.II)
  - A request is defined as asking for a service (such as support or installation)
  - An incident is defined as reporting something that is broken (such as loss of network)
- Supply all pertinent information on issues
- Abide by all applicable university computing policies located at <http://getprotected.asu.edu/governance>
- Abide by all applicable ECEE policies and procedures

## SECTION 2 – REQUESTING SERVICE

### I. Staff Availability

ECEE IT is professionally staffed from 8:00 AM to 6:00 PM (except on university holidays), Monday through Friday.

### II. Methods of Requesting Service

*This document is based on and superseded by ASU security policies and procedures found at <http://getprotected.asu.edu>*

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ECEE IT will assist customers who call, email, or visit offices of staff members directly with questions and requests for assistance at their (ECEE IT) discretion. Priority is given to tickets over all other forms of contact, to create a ticket for priority service submit a request through <http://links.asu.edu/ECEEIT-REQ> or an incident through <http://links.asu.edu/ECEEIT-INC>. Other forms of communication (email, phone, walk-in, etc.) will be handled depending on staff availability. Non-ticket communications will be acknowledged by the technician they were directed at when they are available to do so.

### III. Response Time

ECEE IT consistently measures and reports on the number of requests for assistance that are resolved on the day that they were submitted. Our goal is to have a ticket for 90% of all original requests, 80% of all incidents and requests to be resolved within 5 business days of the initial contact, and 50% of all requests resolved on day one. Responses are made on a first-come-first-serve basis, with critical business functions taking precedence. Initial contact for a ticket during regular business hours may vary due to workload. Tickets placed after 3PM may not be responded to on the same day.

If a problem is not resolved on the initial contact, it is researched or replacement parts are ordered. When a resolution is found, ECEE IT will apply the solution as promptly as possible. Tickets that have solutions but require input from customers, to confirm that a problem has been resolved, may be closed after two days of waiting and not receiving a return confirmation. A notification email will be sent to the customer after the ticket is closed, requesting that (s)he contact ECEE IT if further assistance is needed.

Tickets are escalated to other units within ETS or UTO if ECEE IT cannot resolve them. If an issue concerns an unsupported operating system, hardware, software, or service, ECEE IT will do its best, given volume of tickets, to suggest other avenues of support.

Customers should also check the system health website at <http://systemhealth.asu.edu/> for information on current campus wide computing issues.

### IV. Quality of Service Measures

Quality of service rendered by ECEE IT is measured by the following:

- A. **Customer responses to individual requests**
- B. **Face-to-face meetings with customers and their representatives**
- C. **Service Now survey results**
- D. **SUN Awards (<http://recognition.west.asu.edu/SUN/index.cfm>)**

## SECTION 3 – PRODUCTS AND SERVICES

### I. General Services

ECEE manages a number of services to aid in providing IT support to all areas. These include:

- A. ECEE Public Access domains
  - i. Managed workstation security policy
  - ii. ECEE-wide authentication
  - iii. Automated patching for Windows systems
- B. Managed antivirus with multiple updates daily

- C. Security scanning (routine and upon request)
- D. Training
- E. Business continuity planning and risk assessment
- F. Computer Equipment and Software Quotes
- G. Acting as a liaison with ETS, UTO & Computer Equipment and Software Vendors

## II. Supported Systems

Equipment and software supported under this Service Level Agreement must meet the following criteria:

### A. Computers and Peripherals

- i. Owned by Arizona State University, School of Electrical, Computer and Energy Engineering
- ii. Computers that contain Pentium Dual Core Processors or above (Produced after June 2007)
- iii. Purchase of equipment must have the approval of ECEE IT and acknowledged by an Administrative Assistant.

### B. Software

- i. Operating system versions that are fully supported by their vendors. As of December, 2015, this includes:
  - a. Windows Vista Enterprise 32/64 bit, 7 Enterprise 32/64 bit, 8 Enterprise 32/64 bit, and above (On October 10, 2017 this will change to Windows 7 32/64 bit and above only)
  - b. Mac OSX 10.8 (Mountain Lion) and above
- ii. Application support is provided for programs used for Arizona State, School of Electrical, Computer and Energy Engineering business, depending upon the knowledge of the IT staff and the amount of resources required to carry out the request. Such support will be provided with the aim of empowering and/or training the client.
- iii. Operating systems or applications installed or configured without the knowledge and oversight of ECEE IT or in violation of ASU security policy will not be supported.
- iv. All software must be properly licensed
- v. ECEE IT tracks and is responsible for approved ASU software licensing and distribution.
- vi. Non-standard software, such as email clients other than Outlook/Entourage, will not be supported.

### C. Equipment located off-campus

- i. Support staff will attempt to resolve minor issues with Arizona State-owned computer equipment located off-campus by phone and/or remote access.
- ii. Problems that are more substantial will be resolved by the user bringing the computer to campus.
- iii. IT staff will not go to non-Arizona State-owned locations to provide support.

### D. Networking

In order to avoid potential widespread network problems:

- i. ECEE IT team members will be tasked with planning, purchasing, installing, and managing network equipment not managed by ETS or UTO. Recommendations will meet industry standards. Decisions to utilize other solutions will be the sole responsibility of the department/individual involved.
- ii. All networking projects will meet building codes and campus policies.
- iii. Team members assign and track IP addresses as needed.

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**E. Secure computing**

In order to protect university systems, networks and data, it is critical that secure computing practices be followed. A breach on one person's computer can affect many people, causing loss of time and resources, and possibly loss of confidential data with widespread ramifications.

- i. Arizona State has an extensive "Get Protected" site that covers best security practices and spells out what is and is not permitted on university-owned equipment located at <http://getprotected.asu.edu/>. Faculty, Staff, and Students in ECEE should familiarize themselves with the information on this site.
- ii. Support of systems by service areas is contingent upon compliance with the above-mentioned policies.

**F. Business Continuity**

- i. Professors who choose to run their own servers are responsible for backing them up
- ii. ECEE IT will have an identified fallback service area that will be able to provide support in an emergency

**G. Beyond the Scope of ECEE IT**

ECEE IT does not support:

- local print sharing
- personal/home networks and PCs
- replacing a customer's printer consumables (paper, toner cartridges)
- local file sharing
- partitioning hard drives for purposes other than dual booting Windows/Linux
- servers