

Policies & Procedures

What does IT Services Support?

Computer Workstation Support Policy

Last revision November, 14th 2014

Saint Mary's University of Minnesota (SMUMN) department of [Information Technology Services](http://techfaq.smumn.edu/) (ITS) HelpDesk provides hardware and software support services for SMUMN-owned Windows and Apple desktop and laptop computers used in both main campuses and affiliated sites and centers, plus limited support for personally owned computers. Service requests are made by contacting the IT Services HelpDesk or on the web at <http://techfaq.smumn.edu/>. Our support technicians provide free help with installations and problem solving for Macintosh or Windows PC desktop and laptop computers, software, and peripherals such as printers and webcams. Primary coverage goes to the main systems of faculty and staff and the school's system infrastructure. Secondary coverage extends to other SMUMN-owned computers in labs and classrooms. Only minimal help related to network connectivity, security, and system crashes is available for personally owned computers.

The remainder of this note describes in detail the specific services that our support technicians will provide, and lists the priority order and expected response time for various classes of problems.

Covered services for desktop and laptop support

Our technicians will always respond to general questions about university services such as email configurations. This list describes the types of on-site help they provide for your computer. Please note that items not on this list are generally not covered.

1. Full support is available for **SMUMN-owned** computers. Associated peripherals (printer, webcams, etc.) are also covered.

For any substantial problem, IT Services will simply re-image the PC using the appropriate system image.

To get hardware and software support as shown in the list below, your computer must run either the Mac OS X operating system or the Windows operating system. There is **no** software support for other operating systems such as Linux - only hardware installation and problem diagnosis.

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- Install hardware.
 - Install and configure the operating system, "essential SMUMN software", network software, backup software, basic office applications (for example, browser, and Microsoft Office), and other commonly used applications.
 - Encrypt the computer as required by new university security mandates.
 - Install hardware and software upgrades.
 - Configure network connectivity
 - Secure against viruses, worms, and hackers or recover from a compromise.
 - Debug hardware and operating system problems.
 - Debug problems and provide user consulting for the software categories listed above.
 - Optimize the system (for example, defragment disk).
 - Give advice for hardware/software purchases and improvements to meet needs (for example, printer options).
1. For **personally owned** computers and mobile devices of faculty, staff, students, and visitors for related work, limited assistance may be requested when the user is unable to resolve issues after following documented procedures. You are expected to try to resolve the problem yourself before entering an assistance request. Help is available for Mac OS X or later and Windows 7 or later in the following categories only:
- Configure network connectivity
 - Configure security settings and software to protect against viruses, worms, and hacker compromises.
 - Assist with cleanup and recovery from a security compromise.
 - Troubleshoot problems that make the computer unusable, such as frequent crashes and freezes.
 - Install, configure, or upgrade the operating system **only as needed** to resolve security or system usability issues.

Priority order and expected response times for support

For critical issues that effect the student academic experience, immediately call the ITS HelpDesk.

Winona Campus

Minneapolis Campus

(800) 635-5987, ask for "HelpDesk"

(866) 437-2788 ext 7800

(507) 457-6987

(612) 728-5100 option 4, or ext 7800

ITS HelpDesk technicians will try to fix critical problems within 1 business day. Critical problems may overrule and delay previously scheduled lower priority requests.

The technicians are notified when a new request is entered. If this is an urgent request, be sure to note that in the first sentence of a web-based submission: i.e. (Subject: URGENT: Projector in room 123).

For non-critical requests, the technician will attempt to contact you within one business day to schedule a time to help you. Non-critical problems are generally scheduled for the next available time slot, which is generally in a day or two but could be up to one week away during heavy workload periods.

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New computer or peripheral installations are handled differently. Installations can be scheduled well in advance to be completed within a few days of expected arrival.

All classroom systems and labs are imaged annually, usually between the end of the Summer and beginning of the Fall semesters when available.

The priority order for help requests, from highest to lowest:

1. Critical problems with a primary computer system or peripheral that prevent or hinder a faculty or staff member from doing his/her normal work; and problems that prevent use of the classrooms for teaching scheduled classes.
2. Other non-critical problems with the primary workstation computer or peripheral of a faculty or staff member; and non-critical problems in the classrooms, including preparation of the computers for new classes at the beginning of each quarter.
3. Installation of a new primary computer or peripheral for a faculty or staff member.
4. Problems with other (non-primary) SMUMN owned computers or peripherals in offices or laboratories, including student offices.
5. Installation of a new non-primary SMUMN owned computer or peripheral in offices or labs, including staff offices.
6. Problems affecting a personally owned computer that is used for SMUMN related work. Off-site computers must be brought to the office.

Unique solution ID: #1389

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Last update: 2016-02-17 20:53