

McGill University Information Technology Services

Network and Desktop Services Service Level Agreement

For the provision of network and desktop services
by IT Services (ITS) 2017-2018

8-1-2017

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1 Duration of SLA

This agreement shall be in place for one year, May 1 thru April 30, and subject to [annual review](#). Applies to current SLA customers [Hardware and Software Support](#)

2 Summary of services provided

2.1 Hardware Support

- Install new PCs and ensure connectivity to the campus network.
- Support the use of McGill owned mobile devices for faculty and staff.
- Troubleshoot issues with desktop hardware and attached standard peripherals.
Note: standard peripherals are computer (I/O) devices that are not part of the main computer, such as keyboards, mice, monitors and scanners.

2.2 Software Support

- Install, upgrade, and verify supported software. [Licensed software products and eligible users](#) . See the [Software Licensing Service](#) description for a list of available software. If you don't see the software you need on the [Software Licensing web site](#) referred to in the description, contact the [McGill Computer Store](#) for availability and pricing.

2.3 Computer Disk Imaging Support

- Maintain base images (i.e. the operating system and software that comes pre-loaded with the computer from the manufacturer) that respond to the needs of administrative staff and faculties.

2.4 Network Administration Support

- Create and maintain access groups.
- Secure data stored on department file shares.
- Automate software deployment.
- Manage desktop security (firewalls, antivirus, computer access).

3 Scope of the Agreement

- Personal computer (desktop and laptop) support for faculty and administrative staff in a faculty or unit (or sub-division of either) that has a support agreement with ITS.
- All [Fully Supported](#) public access computers in classrooms, libraries / hallway kiosks, and non-research computer labs.

- All [Fully Supported](#) end-point technology allocated to a customer.
- [Partially Supported](#) end-point technology will be supported on a best-effort basis.
- On-site 2nd level audio-visual support for centrally supported classrooms.
- On-site 2nd level audio-visual support for private meeting rooms.

4 Description of Services Provided

4.1 1st Tier Service Desk

- Primary entry point for end-user support on all centrally provided IT Services, including Network and Desktop support.
- Records and monitors all IT incidents, such as unscheduled service interruptions.
- Receives inquiries and service requests from end-users, and records all pertinent information on the first contact.
- Performs initial assessment (determines urgency and impact, prioritize incidents), and attempts to resolve users' issues.
- Escalates issues to appropriate second or third tier support if necessary; refers users to appropriate departments within McGill, if applicable.
- Broadcasts emergency messages on the IT website and Service Desk phone system to advise users of unscheduled IT service interruptions.
- Informs users of maintenance schedules and expected downtimes via the IT Services web-site.
- Maintains the [IT Knowledge Base](#) to help users find solutions and workarounds to common problems.
- Service Catalogue Entry: [IT Service Desk](#)

4.2 2nd Tier Network and Desktop Support

- Management, maintenance, and life-cycle management of all [Fully Supported](#) customer computers (defined below), and associated standard peripherals (refer to 2.1)
- Computer installation, replacement, and upgrades
- Software installation and deployment
- Support for connectivity to the wired and wireless networks and communication with other computers on the network
- On-site end-user support for all enterprise applications where required
- Service Catalogue Entry: [Hardware and Software Support](#)

4.2.1 LAN Administration services

- File share permissions
- Group Policy Object (GPO) deployment
- Active Directory (AD) group management
- Antivirus configuration dep
- Software update deployment
- IP address management (VLAN/DHCP)

4.2.2 Hardware support for end-point computers

- Physical installation of new computers
- Minor hardware upgrades (RAM, video card, etc.)
- Replacement of old hardware and data transfer to new hardware
- Data wiping of decommissioned hardware
- Installation and configuration of supported peripheral equipment (trackballs, webcams, USB headsets, etc.)
- Coordinate warranty and non-warranty break fix (parts for non-warranty break fix may be billable depending on the funding source of the machine)

4.2.3 Software / OS support for end-point computers

- Installation, configuration, and ongoing management of centrally supported desktop software
 - OS, MS Office, enterprise system client software, site licensed software packages, anti-virus
 - Patch management for all centrally managed software
 - Software packaging and remote deployment for new centrally managed software
 - Hard disk image creation and maintenance for recommended hardware models
 - Hard disk re-imaging when required

4.2.4 Network services support

- Structure and quota management of departmental / user file-share spaces
- Coordination of file recovery on network file shares
- IP space / VLAN management & coordination
- Email distribution list creation
- Centralized configuration and management of anti-virus policies
- Key server license management (for computer labs)

5 Hours of Support

5.1 Regular Support Hours:

IT Service Desk regular telephone support hours	
Monday to Thursday	8:00 am to 6:30 pm (8:00 am to 5:00 pm when classes not in session)
Friday	8:00 am to 5:00 pm
Walk-in service regular hours	
Monday to Friday 9:00 am to 5:00 pm (Closed on Summer Fridays)	Downtown campus location: 688 Sherbrooke West, Room 285 Macdonald campus location:

	Macdonald Stewart Building, Room MS2-025
Network and Desktop Services	
Monday to Friday	9:00 am to 5:00 pm

5.2 Outside Business Hours:

- Note: Outside business hours, requests that require ITS support staff onsite will be chargeable at a blended rate of \$30.00 per hour. X1.5 or x2.0 as applicable.

6 Maintenance Window for Desktop Computers:

- One regularly scheduled maintenance window to be available to ITS per month for supported desktops. Advance notice will be published.
 - Apply updates or patches to endpoint devices, or other software deployments.
 - Users will be logged off during this window. **Any unsaved work will be lost.**
 - Devices will be restarted at least one time during this window.

7 Requesting Support

- To receive the support defined in this document, requestors must do one of the following:
 - Self-serve support via the IT Knowledgebase at www.mcgill.ca/it
 - Contact the IT Services Service Desk at 514-398-3398
 - Send an email to ITSupport@mcgill.ca
 - Submit a webform request (<http://www.mcgill.ca/it/forms>)
 - Visit the ITS Walk-in Service Desk
 - **Downtown campus location:** 688 Sherbrooke West, Room 285
 - **Macdonald campus location:** Macdonald Stewart Building, Room MS2-025
- When making the help request, include the following:
 - Clearly define the problem
 - The exact text of any error message
 - Who is experiencing the problem
 - On what computer
 - How it impacts the person's work

8 Support Tickets

- New help requests will be recorded as Support Tickets in the ITS ticketing system.
- Support Tickets remain open until the request is completed, or incident resolved.
- The ITS Service Desk will provide regular status updates throughout the ticket life-cycle.
- Customers can check on the status of a Support Ticket by calling the ITS Service Desk during its open hours.

9 Priority Level

- When a help request comes to the attention of ITS support personnel, it is assigned a priority level, as follows:
 - **P1 Critical:** An IT service is functionally unavailable to most, if not all users, OR one or more users cannot perform a critical business function. No acceptable workaround is available. Major business impact to the University. Immediate response and sustained effort (24x7) is required to restore service.
 - **P2 High:** Significant degradation of a service reducing users' ability to perform core business functions. Workaround may be available, but only provides partial relief. Significant business impact to the University. Immediate response and expedited service restoration required.
 - **P3 Medium:** Moderate degradation to non-core business functions for one or more users, OR significant degradation with a temporary, but acceptable workaround that significantly reduces business impact; OR moderate to significant impact to a single user, but with only minor impact to the University. Resolution required in less than 2 business days and/or can be scheduled.
 - **P4 Low:** Very low business impact and no service degradation. Resolution required in less than 5 business days and/or can be scheduled. Mostly minor impact or inconvenience to the user.

10 Response Time

- Once a help request is received and prioritized, it is assigned to the ITS representative(s) whose expertise, availability, or proximity best matches the nature of the request. This may be a student worker or a full-time staff member, depending on the nature of the request.
- The maximum time a requestor should expect to wait for a response on a help request is based on the priority level of the issue. Response times do not include times and dates where the IT Service Desk is closed (after hours, weekends, holidays), except for P1 incidents. For instance, if a P3 request (response time: 4 working hours) comes in one hour before close of the Service Desk, a response should be expected no later than three hours after the start of business on the following work day. Our goal is to respond to 90% of help requests (80% for etickets) within the following times:
 - **P1 Critical:** 15 minutes
 - **P2 High:** 15 minutes
 - **P3 Medium:** 4 business hours
 - **P4 Low:** 4 business hours
- *P1/P2 requests should generally be made in person or by phone.

11 Time to Resolution

- The time it takes to fix a problem cannot always be predicted or guaranteed. Our goal, however, is for 90% of help requests to be resolved within the following time frames, based on their priority level:
 - **P1 Critical:** 4 hours
 - **P2 High:** 8 hours
 - **P3 Medium:** 2 business days
 - **P4 Low:** 5 business days

12 Advance Service Requests

- These are requests where requestors know in advance when ITS service will be needed. Requestors are encouraged to make these requests as far in advance as possible. ITS will attempt to set an appointment date and time within 1 business day after receiving an advance service request. Advance service requests include:
 - Basic training by ITS staff on using ITS [Fully Supported](#) technology
 - Reconnecting a computer after a move within an office or from one office to another. (ITS is generally not responsible for the actual moving of technology)
- Please be aware of the following caveats that affect the timing of advance service request appointments:
 - Adding software to ITS managed computer labs / classrooms: The base hard-drive image on public use computers is generally refreshed once per term. Requests to add new software should be received 6 weeks in advance of the start of a term
 - Setting up new employees: A new employee cannot be set up until the appointment form has been processed, and the McGill credentials have been created

13 Support Levels

13.1 Fully Supported:

This is technology that has been recommended and sanctioned by IT Services. It is also the minimum requirement for receiving the Network and Desktop Support Services described in this document. Normal use of this technology, for academic or administrative purposes, is supported as described above. Fully Supported technologies include:

- Equipment / software owned by McGill (except for affiliates with ITS agreements)
- Windows and Mac computers (and peripherals), issued by, purchased through, or recommended by IT Services, less than 5 years old (preferably with a standard hard-drive image, but not required)
- Windows and Mac computers running an operating system that is still supported by the manufacturer, for which security updates are still available

- Windows and Mac computers that run a centrally supported up to date anti-virus package
- Software that receives regular security updates
- Equipment that has a clearly defined system administrator with local administrator access (IT Services for SLA customers)
- Equipment that has a clearly defined Technical Steward and Asset Steward as per the [IT Asset Management Regulation](#)
- Equipment that is tracked in a centrally managed and audited asset tracking system
- Computers that authenticate to McGill's data network using Active Directory (except for Apple computers)
- Meets equipment purchasing standards: [Minimum standard requirements for the purchase of IT equipment at McGill](#)
- All centrally provided and managed software packages [Licensed software products and eligible users](#)
- Approved non uPrint printers:
<https://www.mcgill.ca/procurement/regulation/policies/printingdevices>

13.2 Partially Supported:

These are technologies / use cases that IT Services accepts, according to the particular needs of individuals in the University, but that are not supported at the same level as [Fully Supported](#) technologies. ITS staff are not fully trained, nor have the resources to become fully trained, in the use or troubleshooting of these technologies. ITS will always make an attempt to help users resolve problems with Partially Supported technologies, but cannot guarantee a successful resolution to problems, and reserves the right to stop working on resolving a problem if an ITS supervisor determines the work is taking enough time as to be a detriment to the support of Fully Supported technologies. Users of Partially Supported technologies may be responsible for contacting vendor technical support directly to resolve problems. In the case of older Partially Supported technologies, that no longer work in the supported environment (e.g. scientific instrumentation software that only works with Windows XP), purchasing brand new technology may be the only option available to users to resolve a problem. Partially Supported technologies include:

- Equipment owned by McGill (except for affiliate customer computers with an ITS agreement)
- Plus any of the following:
 - Non-standard Windows and Mac computers (custom built, fall below minimum standards for reuse): [Reuse eligibility criteria for McGill-owned computers and IT equipment](#)
 - Computers with dedicated scientific instrumentation or clinical equipment
 - Foreign language versions of supported operating systems or software, other than English and French
 - The system running server-like services (ex: SSH, HTTP, MySQL)
 - Systems that do not authenticate to McGill's central Active Directory
 - Systems with dual boot operating systems (ex: Mac hardware running Windows OS)
 - Equipment not maintained or managed by ITS

- No remote management / access is available to ITS support staff
- Third party administrator is required by non ITS system administrators
- Any software package not provided / supported by ITS, but for which purchasing and installation has been approved by ITS (customer must demonstrate adequate licensing)
- Non uPrint printers installed prior to the launch of the uPrint services
- End-of-life equipment (5+ years for computers, 7+ years for printers)

13.3 Not supported under this agreement:

These are technologies that may be permitted for use at McGill, but not supported by IT Services Network and Desktop Services staff:

- Any of the following:
 - Equipment not owned by McGill (except for affiliate customer computers with ITS agreements)
 - File sharing programs (ex: BitTorrent, LimeWire, eMule)
 - Servers not hosted in a central McGill data center (some exceptions apply)
 - Non approved, non uPrint printers
 - Any operating system other than Windows Professional / Enterprise or Mac OS (ex: LINUX, UNIX, Windows Server)
 - Software that does not run on the latest operating systems supported by IT Services
 - Note: Use of end-of-life operation systems, such as Windows XP, which are no longer eligible for security updates from the vendor, may be denied access to the campus network
 - Any end-of-life equipment / software deemed unsupportable by ITS

14 Where is support provided?

- On both of McGill's campuses.
- The first point of contact should always be the ITS Service Desk (**standard methods** are via phone, email, or web form). The majority of support requests can be resolved at the first level. Tickets will be escalated to 2nd tier on-site support when required.
- Network and Desktop Services support staff are strategically located in satellite offices across both McGill campuses to provide timely on-site support for tickets escalated by the Service Desk.
- Although these satellite offices are often located in faculty space, the IT staff in these locations will not be dedicated to supporting the faculties in which they reside. Staff will be assigned tickets based on their expertise, availability, and proximity.

15 Customer Obligations

- Provide a thorough and detailed account of the problem/service request they are seeking help for.

- Be available to IT support staff to answer questions that facilitate service delivery.
- Submit requests for service using **standard methods**.
- Provide installation media and valid license keys for non-centrally acquired software when required.
- Provide installation media for peripheral device driver installation if needed.
- Validate data transfers to new computers within two weeks before requesting disposal of old computers.
- Submit requests to initiate data destruction and surplus/disposal of old equipment.
- Comply with university and campus IT policy and guidelines including the [Responsible Use Policy](#).
- Contact the IT Service Desk and not a member of ITS directly when requiring technical assistance. Response times cannot be guaranteed for requests that do not follow this process.
- Required to go through the troubleshooting process with the IT Service Desk before the problem can be elevated to the Network and Desktop Services Team.
- Responsible for the storage of important data on centrally managed and backed-up file servers. IT Services is not responsible for backing up data stored on local personal computers / storage.
- Responsible for installing unsupported software and peripherals.
- Responsible for attending any necessary training.
- Consult the Service Desk or Network and Desktop Services Team prior to purchasing any new hardware or software. Some hardware or software may not be supported by the Network and Desktop Services Team.
- Consent to allow a technician access to their equipment, especially for security issues, and for the technician to temporarily remove the equipment for further troubleshooting if deemed necessary.
- Responsible for responding to contact from IT Services (email, voicemail, etc) regarding any open tickets they have within 3 days. After 3 days of attempted contact and no response from the customer, the ticket will be closed by IT Services.

16 Escalation

- If a user is not satisfied with respect to any of the services provided under this agreement, that faculty or staff member will contact the ICS Network and Desktop Services Quadrant Supervisor:

North East Quadrant Supervisor	Kieran.McGreevy@McGill.Ca	514-398-8420
South East Quadrant Supervisor	Henry.MacDonald@McGill.Ca	514-398-3269
North West Quadrant Supervisor	Gerry.Spataro@McGill.Ca	514-398-0435
South West Quadrant Supervisor	Marc-Andre.Venne@McGill.Ca	514-398-4577
Macdonald Campus Quadrant Supervisor	Gary.Murch@McGill.Ca	514-398-7763
Manager, ICS Desktop Support Services	Jean-Francois.Lachance@McGill.Ca	514-398-3359
Manager, ICS Enterprise Desktop Solutions	Brian.Arsenault@McGill.Ca	514-398-7498
Manager, IT Service Desk	Kim.Huynh@McGill.Ca	514-398-3013
Director, IT Customer Services	Ryan.Ortiz@McGill.Ca	514-398-2750

17 Service Level Performance Reporting

- ITS will submit a quarterly report to the primary customer stakeholders, identified in this agreement, showing the degree to which ITS meets or exceeds the response and resolution time targets stated in this Service Level Agreement, as well as other performance and customer satisfaction indicators as they are available. Typically provided indicators are:
 - Tickets by Category (Service Request, Incident, How To, etc..)
 - Most Served Customers
 - Top 5 Ticket Categories (Hardware and Software Support, Classroom Support, Information Security, etc..)
 - For Faculties, Classroom Support Tickets
 - Tickets Serviced by ICS Onsite Staff
 - % of Tickets Resolved by Duration (Calendar Days)
 - Survey Response Customer Satisfaction Results

18 Service Review Meetings

- ITS will coordinate regular meetings, at least annually, with its primary customer stakeholders to:
 - Review performance of services outlined in this agreement
 - Discuss changes in the customer area that may impact the services. (changes in staffing, renovations, major moves or new requirements)

- Review any proposed changes to this agreement
- Ensure customer needs are being met