



## *Policy & Procedures*

# **Help Desk Service Level Agreement (SLA)**

Department of Information Technology, 1 Public Square, Room 210

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## **SCOPE**

Technology support services are provided through the Department of Information Technology Help Desk unit. This support unit is committed to delivering quality customer service and technical solutions in support of county wide technology. To ensure the best possible support, the Help Desk provides Darlington County Staff with this Service Level Agreement outlining specific services, priorities, and responsibilities related to the support of technology.

This document represents a service agreement between the Department of Information Technology (IT) and all County departments and employees who use technology and computing resources managed by IT.

Note: This service level agreement is subject to modifications in response to changes in technology and support needs.

## CUSTOMER SERVICE STATEMENT

The Help Desk is committed to delivering quality customer service by:

- Striving to ensure customer satisfaction
- Responding to requests for support within published time frames
- Interacting with faculty and staff in a respectful and courteous manner
- Requesting feedback for opportunities for improvement
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring established performance indicators

## HELP DESK SERVICES

The Help Desk provides support to all faculty, staff, and administrative personnel who require assistance in the following areas, but not limited to:

- Computer Disposal
- Data Network/Infrastructure
- Database Management
- Desktop Hardware/Software
- E-Mail Accounts and Access
- Hardware/Software Installation
- Hardware/Software Inventory
- Information Systems- Application Development and Reporting
- Internet Access
- Network Storage
- Printer Setup/Maintenance
- Remote Access (VPN)
- Scanning Services
- Security
- Technology Consultation
- Technology Replacement and installations
- Telephone
- Web Development Services

## HOURS OF OPERATION

Help Desk services are available during the following hours of operation:

Hours of Operation	
Monday-Friday	8:30 a.m. to 5:00 p.m.
After hours and Weekends	As needed

Hours of Operation are subject to change. Any modifications to this schedule will be announced through staff email list ahead of time. For issues that arise when the Help Desk staff is unavailable or if all representatives are busy assisting others, please leave a request for service via email to help@darco.on.spiceworks.com. Requests will be processed in the order in which they are received.

## METHODS FOR REQUESTING ASSISTANCE/SERVICE

Help Desk services can be accessed in following ways:

- **Phone:** Call the County Administrator's Office 1-843-398-4100
- **E-Mail:** Send a message with a detailed description of request for service to [help@darco.on.spiceworks.com](mailto:help@darco.on.spiceworks.com)

An official record is kept of all requests for assistance

## SETTING PRIORITY LEVELS FOR REQUESTS

The Help Desk will make every effort to resolve issues at the time of the service call. This will be the initial method for resolving issues before assigning a priority level. Help Desk staff will log and assign priorities for all requests not resolved at the time of the call, based on specific definitions. Requests will be handled according to the priority assigned to them.

The following table describes the priority levels assigned to requests for hardware/software problem resolution with associated response and completion time commitments:

Priority	Definition	Response Time
Critical	A problem that affects the entire floor or a department of users.	Within 2 hours
High	A problem that affects multiple users within a single floor or department.	Within 4 hours
Medium	A general service request or problem that affects a single user.	Within 1 working day
Low	A service request that does not require immediate attention or involves long range planning.	Within 1 working week

The Help Desk will provide an estimate of the timing for the provision of assistance and/or services.

## REMOTE DESKTOP ACCESS & MANAGEMENT

Depending on the availability of the technical resources, Help Desk staff will make every effort to resolve issues at the time of service call by using remote tools. This will allow the helpdesk staff to access the caller's desktop remotely for the purpose of expediting the resolution of the call. The caller can view the activity on the local monitor as it occurs.

Periodically, software patches and security updates will be installed remotely through an automated system to all county supported desktop and laptop computers to ensure the integrity of campus computers. The update/patch may be applied in the background during the local computer's boot process or at any time the computer is running and connected to the county's network.

## **HARDWARE & SOFTWARE STANDARDS**

The IT Help Desk will provide support for standardized, county-wide hardware and software.

- To ensure software license compliance, the IT Help Desk will not install any software without proof of purchase or a copy of a license agreement.
- When purchasing computer hardware, it's strongly recommended County Departments not purchase any computer hardware without authorization from the IT Manager.
- All non-standard hardware and software purchase requests must be accompanied by a letter of justification and must be approved by the County Administrator.
- Limited support for non-standard equipment and software is also available, depending on the availability of technical resources.
- The IT Manager can provide consultation assistance with hardware/software purchases.

## **TECHNOLOGY INVENTORY**

The IT Help Desk is responsible for maintaining a current technology inventory, including the software loaded, on all County-owned computers. As a result of this ongoing inventory, you may be requested to provide a copy of a license and /or proof of purchase for software not covered under County-wide agreements. *If a license or receipt cannot be produced, the software should be removed from the computer until a license is purchased to ensure license compliance.*

## **CUSTOMER RESPONSIBILITIES**

In order to facilitate the support process, employees of Darlington County are requested to:

- Provide detailed information regarding service requests.
- Make every effort to be available to communicate with Helpdesk if required.
- Leave the computer on for the time period specified when a campus-wide remote update is announced and follow the instructions provided.
- Notify the Help Desk in advance of any pre-determined required assistance.
- Check the internet for information for self-help assistance.
- Exercise patience by understanding the volume of requests the IT Help Desk receives each day and the rationale for assessing service priorities.