

IT Service Center

Computer Hardware Support – Desktop / Laptop

Description:

This service provides a single point of contact for all College-owned desktop and laptop computers supported by the IT department. This service addresses hardware related issues only.

Features:

- Provide troubleshooting, diagnostics and repair support for hardware issues.
- Provide necessary parts needed to make repairs – ordering when necessary.
- Provide necessary replacement hardware to repair system.

Service Owner:

Helpdesk Manager

Availability:

8:00am -4:00pm M-F except for holidays and shutdowns. Potentially reduced hours for summer.

How to Request Service:

IT Help Desk - 518.327.6465, itteam@paulsmiths.edu, or ticket entered into helpdesk.paulsmiths.edu.

Initiated:

Escalated Incidents or Problems from the Service Desk

Charges:

When repair is made outside of IT covered repairs/replacements, referrals may be made to fee based service agencies.

Delivery Channels:

- Personal Interaction
- Remote Access
- Phone call/email

Prerequisites:

Covered system must be owned and must have been approved by Paul Smith's College and the IT department, and the specific equipment/issue not covered by proprietary turnkey contacts with an external vendor. Funding for replacements must be available.

Key Service Targets:

- First Response on all incidents within 1 business day
- User satisfaction as measured through samples surveys with 90%+ positive responses
- Work requests satisfied within defined performance targets 100% of the time
- Troubleshooting and report parts orders within 3 business days for machines under warranty
- 100% of system requiring repair to be replaced if cost exceeds current residual value and funding available

Estimated FTE:

Client:

Paul Smith's College campus community.

Current Status:

Active

Risks\Clarifications:

We do not provide support for personal and faculty/staff owned equipment. There is currently no service in place to formally service those technology items. There is very minimal service for Apple computers, limited to internet connectivity and an initial setup of printer connectivity.