IT Service Center Support

Description:
This service provides a single point of contact for resolving incidents, fulfilling requests, providing multimedia support and dealing with a variety of service events.

Features:
- Provide first level call investigation and diagnosis of reporting incidents.
- Escalate incidents and requests that cannot be resolved within agreed timescales or with IT Service Center capabilities.
- Coordinate resolution of incidents when reported to the IT Service Center.
- Plan, install, configure, and maintain records of incident and categorize these for historical retrieval by others.
- Communicate incident and request status to others.
- Record, route and track service requests until they are fulfilled.
- Close incidents when resolved.
- Conduct customer satisfaction call-backs or surveys to assess quality of provided services.
- Maintain adequate levels of staffing skills to meet IT Service Center goals and objectives.

Service Administrator (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:
Call, email, work order, web request, referral from IT staff

Charges:
Services are provided at no charge to students, faculty, staff, and campus visitors

Deliver Channels:
- Telephone response
- Email response
- Web site helpdesk facility
- Formal Service Disruption Notice (IT Outages)
- Consulting support

Prerequisites:
Must be a member of the campus community, or a campus visitor.

Key Service Targets:

Help feedback 90%+ positive.

Start and complete times for various call types are listed below with respective reliability for SLA compliance

- User satisfaction as measured through samples surveys with 90%+ positive responses
- Contact on all calls within one business day
- Personal contact on all critical and urgent issues within 4 business hours
- Immediate escalation and notification on all calls that cannot be resolved at the IT Service Center

Estimated FTE:

Risks\Clarifications: