Stamford International University
IT Helpdesk Policy

Policy Statement

This IT Helpdesk Policy has been written for Stamford International University ("STIU"). It sets forth the service levels that the IT Help Desk will deliver to its customers, and describes the processes that are used when a request for information or assistance is submitted.

Scope

This policy applies to all employees of STIU in all locations including the temporary employees, part-time staff and contracted staff as well as students of Stamford International University. This IT Helpdesk Policy covers the Usage of IT Department Resources which includes computers, peripheral devices, and networks. IT Department provides and maintains this Helpdesk to support the mission of the institution and this policy applies to all users of or users connected to Stamford International University.

Entities Affected By This Policy

All entities under Stamford International University

Who Should Read This Policy

Individuals who wish to acquire services from the IT Helpdesk

Policy Information

Responsible Office: IT Department of STIU
Issued Date: 25 September, 2013
## Revision History

<table>
<thead>
<tr>
<th>Revision Number</th>
<th>Document Number</th>
<th>Description</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>00</td>
<td>IT-P-001</td>
<td>New Release</td>
<td>25 September, 2013</td>
</tr>
</tbody>
</table>
Contents
Stamford International University .......................................................... 2
IT Helpdesk Policy .................................................................................. 2
Policy Statement ................................................................................... 2
Scope ....................................................................................................... 2
Entities Affected By This Policy ............................................................ 2
Who Should Read This Policy ............................................................... 2
Policy Information ................................................................................ 2
Revision History ................................................................................... 3
Recommendation and Approvals ......................................................... 6
Prepared by: ......................................................................................... 6

1. Overview .......................................................................................... 7
2. Helpdesk .......................................................................................... 8
   Methods for Requesting Assistance/Service ........................................ 8
   Hours of Operation ........................................................................... 8
   Policy .................................................................................................. 9
      Official Use ...................................................................................... 9
      Personal Use ................................................................................... 9
      Confidentiality and Security ........................................................... 9
   IT Helpdesk Responsibilities ............................................................. 9

3. Priority Levels for Requests ............................................................... 10
4. Service Level for Requestors ............................................................. 12
5. IT Helpdesk Request Management Model .......................................... 13
   Support tiers and Support Groups ....................................................... 13
   IT Helpdesk team members Responsibilities ...................................... 14
   IT Helpdesk Request Management .................................................. 15

6. IT Helpdesk Service Statement ......................................................... 16
   IT Helpdesk Service Process ........................................................... 16
      Request Capture and Support Verification ....................................... 16
      Trouble Tracking: ......................................................................... 16
      Problem Resolution: ................................................................. 16

4
IT-P-001
IT Helpdesk

Escalate the Request, if necessary: ................................................................. 16
Log Resolution into Ticket: ............................................................................. 16
Ticket Closure: ................................................................................................. 16
Requestor Satisfaction: .................................................................................... 16
Service Measure .............................................................................................. 16
Day One Resolution Rate: ............................................................................... 16
Percentage of Requests Resolved: ................................................................. 16
Response Time: .............................................................................................. 16
Request Tracking and Escalation .................................................................... 17
Walk-In Service ............................................................................................... 17

7. IT Helpdesk Requestors Statement ............................................................. 17
    Requestors Focus ........................................................................................ 17
    Requestors Responsibilities ......................................................................... 18
Recommendation and Approvals

Prepared by:

[Signature]

Name: Stella Root  
Position: Information Architect  
Date: 25 September, 2013

Approved by:

[Signature]

Name: Sourjya Sankar Sen  
Position: Director, Information Technology  
Date: 25 September, 2013

[Signature]

Name: Gilles Mahe  
Position: CEO, Stamford International University  
Date: 25 September, 2013

[Signature]

Name: Dr. Boonmark Sirinaovakul  
Position: President, Stamford International University  
Date: 25 September, 2013
1. Overview

This document serves as a guideline for members of Stamford International University to better understand the support services provided by the IT Help desk. Creating these policies and channeling requests for assistance through the IT Helpdesk, will assist the IT Department in providing enhanced service, and assessing the suitable level of staff needed to handle the volume of requests. To ensure the best possible support, the Help Desk provides Stamford International University Faculty/schools and Staff with this Guideline outlining specific services, priorities, and responsibilities related to the support of technology.

The STIU IT Help Desk constitutes of a team of Support Analysts that provides prompt, knowledgeable, courteous IT support services in person, and via email or via phone. The IT Help desk receives client’s technology requests, logs and tracks those requests, and determines the best response necessary to fulfill the requests. One of the top priorities of the IT Helpdesk is to ensure a consistent response to service requests, status reporting, and notification of changes related to the information technology environment at Stamford International University.

Technology support services are provided through the Department of Information Technology Help Desk team. This support unit is committed to delivering quality customer service and technical solutions in support of campus wide technology.

This document represents a service agreement between the IT Department and all Stamford International University employees & students who use technology and computing resources managed by IT.

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

Methods for Requesting Assistance/Service

Help Desk services can be accessed in the following ways:

E-Mail: Send a message with a detailed description of the request for service to support@stamford.edu for Information System service requests. E-mails that have support@stamford.edu in the CC field will be rejected automatically. All e-mail communication to the helpdesk must be done by including support@stamford.edu in the “TO” field.

Via website: http://it.stamford.edu/ Click on the red button with a Log In sign under the section titled IT Helpdesk. You will be transferred to another page and will be required to enter your e-mail address in way of verification, following which, your helpdesk profile will be displayed. You can use this page for lodging new requests, viewing your previous requests: active and closed ones, updating requests with additional data and/or responses.

Via e-learning: http://elearning.stamford.edu/ Click on the red button with a Log In sign under the section titled IT Helpdesk. You will be transferred to another page and will be required to enter your e-mail address in way of verification, following which, your helpdesk profile will be displayed. You can use this page for lodging new requests, viewing your previous requests: active and closed ones, updating requests with additional data and/or responses.

A Request is created in the IT Helpdesk Application and forwarded to the appropriate Support Group for resolution with a notification sent to the requestor.

Hours of Operation

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

Monday to Friday: 8:30 a.m. to 6:30 p.m.
Saturday: 8:30 a.m. to 5:30 p.m.

Hours of operation are subject to change. Any modifications to this schedule will be announced through the University STAFF & STUDENT email lists 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 request via email to support@stamford.edu. All Requests will be processed in the order in which they are received.
Policy

Official Use

- The IT Help Desk services are Stamford International University resources and are intended to be used for teaching, research, service, and administration in support of the mission.
- Faculty, staff, students and other authorized persons who are affiliated with the Stamford International University may use IT Help Desk services when engaging in activities related to their roles in the University.
- Access to the IT Help Desk Resources is a valuable tool and is a privilege with certain accompanying responsibilities. The same standards of conduct that are expected of faculty, and staff regarding the use of facilities, services, and resources apply to the use of IT Help Desk services.

Personal Use

- IT Help Desk services may not be used for personal purposes.

Confidentiality and Security

- IT Helpdesk protects the security of all information. Any electronic information gathered in the attempt to meet customer support needs is protected by security practices.

IT Helpdesk Responsibilities

- The IT Help desk is expected to provide basic problem resolution according to the complexity of the problem, and their experience with the specific problem.
- Completing IT Helpdesk Logging ticket information as completely and as accurately as possible to capture all client contact and location information as well as the client’s request.
- Ensuring that IT Helpdesk Analysts are adequately updated in the technologies and applications used to conduct university business.
- Providing management reports from the IT Help desk to assist Site Support Engineers in gathering and analyzing the necessary information to effectively manage requests assigned to their groups, respectively.
3. Priority Levels for Requests

The IT 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. IT Helpdesk Analyst 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.

Priority field is used to rate issues by importance or impact. The priority level is set by the agent working on the case or could be set automatically by the system when receiving an incident with a high service level. There are 4 Priority levels in the IT Helpdesk System.

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Description</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td></td>
<td>15mins</td>
</tr>
<tr>
<td>• Issue of the highest importance—mission-critical systems with a direct impact on the organization&lt;br&gt;• (Examples: widespread network outage, ERP application, telecom system, multiple users, etc.)&lt;br&gt;• An incident that is categorized as critical is to be worked on immediately as the first priority.</td>
<td>15mins</td>
<td></td>
</tr>
<tr>
<td>Urgent</td>
<td>Single user or group outage that is preventing the affected user(s) from working&lt;br&gt;• (Examples: failed hard drive, faulty monitor, continuous OS lockups, etc.)&lt;br&gt;• An incident that is prioritized based on its requestors' service level of the requestor - &quot;Executive&quot;</td>
<td>30mins</td>
</tr>
<tr>
<td>Important</td>
<td>Single user or group outage that can be permanently or temporarily solved with a workaround&lt;br&gt;• (Examples: malfunctioning printer, handheld synchronization problem, PC sound problem, etc.).&lt;br&gt;• An incident that is prioritized based on its requestors service level of the requestor - &quot;Express&quot;</td>
<td>2 hours</td>
</tr>
</tbody>
</table>
| Routine | A standard routine incident that happens on day to day basis and the priority is linked to support group handling the case.  
(Examples: equipment loan, scheduled events new workstation installation, new equipment/software order, new hardware/software installation). | 4 Hours |

*These priority levels were derived from staffing levels and an average request volume per month*
4. Service Level for Requestors

The following table describes the Service levels assigned to requester for hardware/software problem resolution with associated response and completion time commitments, the priority levels of the tickets is primary focus of the tickets with the services levels being the user centered focus.

Service level is predefined in the helpdesk system based on the user hierarchy. These service level response objectives are intended to be a general guideline of expectations for providing service to our customers. Specific Service Level Agreements (SLAs) may take precedence over these guidelines.

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Criteria</th>
<th>Response Time (This applies to 90% of total cases received)</th>
<th>Resolution Time (this applies to 85% of total cases received)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Executive</strong></td>
<td>All users are part of STIU management</td>
<td>Response time within 15min</td>
<td>Resolution cycle within 4 days</td>
</tr>
<tr>
<td><strong>Express</strong></td>
<td>Users categorized as Heads in various campuses</td>
<td>Response time 4 hours</td>
<td>Resolution cycle within 6 days</td>
</tr>
<tr>
<td><strong>Standard</strong></td>
<td>All academic, admin and general users of STIU</td>
<td>Response time 7 hours</td>
<td>Resolution Cycle within 8 days</td>
</tr>
</tbody>
</table>
5. IT Helpdesk Request Management Model

Support tiers and Support Groups
IT Helpdesk is structured around 2 levels of Support Tiers, each with their own specific responsibilities. The tickets received are worked on and escalated in a sequence from Level 1 to Level 2 tier in the effort to resolve the received request.

Level 1: TRIAGE

L1 - Rapid Response: Members of the L1 - Rapid response team receive the Requests in the Helpdesk system and a notification via Emails. One team member troubleshoots the ticket and tries to solve the issue via email/phone call, if the issue cannot be solved the ticket will be escalated to the L2 - Site team of the respective campus to solve the issue.

Level 2: SITE

L2 - Site: L2 Support consist of groups of site support engineers at the respective campuses, whereby when an issue is escalated from L1 to the respective campus group, the team members go on site to resolve the issue.

L2 - Executive support: When an executive ticket is received, both L2 - Executive team and L1 - Rapid response team are notified. The L2 - Executive support team work on the executive request and works to resolve the issue immediately and the HD Management & L2 Executive Support group receives a notification every 15mins until the case is responded.
IT Helpdesk team members Responsibilities

- IT Helpdesk members are expected to utilize the IT Helpdesk application appropriately and to ensure all requests are handled in a consistent, repeatable, and predictable manner. The following actions are a must if an IT Helpdesk member is to be successful in fulfilling their professional responsibilities
  - Acknowledging a service request assigned to himself/herself
  - Completing the Ticket Description entries regarding the status level of a ticket.
  - An IT Helpdesk member should contact the next level of Helpdesk Support team member via escalation, if the Request requires assistance from the different level support tier
  - Updating the Helpdesk Incident upon completion of the request to reflect a complete resolution – this provides a knowledge base of information that can be utilized by all service providers and IT Helpdesk technicians.
  - Providing the IT Helpdesk with technical information and problem solving techniques, when requested. When the IT Helpdesk continuously receives requests on certain issues, they may request that additional training, FAQs, information websites, and/or documentation be developed or updated to reflect the solutions to the types of calls being received.
  - The IT Helpdesk Support Analyst at various levels is responsible for assessing the criticality of a given situation or user and appropriately escalating any special situation to an internal/external service provider.
  - The IT Helpdesk Supervisor should exercise discretion in the escalation of any situation – but should expect that the appropriate IT Support Analyst to follow through with any escalated tickets.
  - Forming emergency response teams to correct large/wide scale IT problems.
    - Notating any network configuration changes made in the service request for a particular Request Information concerning these changes must be shared with all Site Support Engineers and affected customers.

IT Helpdesk is not to be expected and is not responsible in assisting or servicing personal laptops, mobile phones, printers or any other personal assets for any STIU staff or students. IT Helpdesk staff members will not accede to requests of installing software licensed to the university on any personal laptops, workstations or mobile devices. IT Helpdesk staff members reserve the right to refuse service for all such requests.
# IT Helpdesk Request Management

All requests received /handled by the IT support analyst must be set to the respective *Status* based on the description as follows:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>All request received in the IT helpdesk application are automatically assigned “new” status</td>
</tr>
<tr>
<td>Work in Progress</td>
<td>A request is categorized as “work in Progress” when an IT support analyst has already contacted the Requestor and work is carried out to resolve the issue.</td>
</tr>
<tr>
<td>Need more Info</td>
<td>When a Request is awaiting additional information from the Requestor that is vital to resolving the issue, it must be set to the status “need more info”.</td>
</tr>
<tr>
<td>Escalated</td>
<td>“Escalated” status is set for request that is to be resolved/handled by the next level support group. <em>(Upon escalation the respective support group may change the status in process of working toward the request resolution)</em></td>
</tr>
<tr>
<td>Pending</td>
<td>For Request Awaiting transition from external parties (Warranty Claim, Vendor Undertaking etc.) are to be set as Pending, in which case the request will not affect the overall resolution time pertaining to the duration taken by the External parties.</td>
</tr>
<tr>
<td>Closed</td>
<td>Upon Completion of the Request, The status is to be set as closed and the resolution for the ticket is to be entered.</td>
</tr>
</tbody>
</table>
6. **IT Helpdesk Service Statement**

**IT Helpdesk Service Process**

**Request Capture and Support Verification:** An IT Help Desk Support Analyst will capture all requests via phone, email, end-user submitted Help Desk tickets and walk-in and verify the right to service based on the affiliation of the customer and the approved product support list. If the request relates to unsupported requests, the customer will be notified. Otherwise, the Help Desk Specialist will continue towards the Resolution.

**Trouble Tracking:** The IT Help Desk Support Analyst will submit an IT Help Desk ticket in Footprints that minimally will consist of the Customer's full name, username, phone number, e-mail, affiliation, and problem detail.

**Problem Resolution:** The IT Help Desk Support Analyst will attempt to resolve all problems and requests for supported operating systems and applications. If call volume prohibits the specialist from spending any more time on the call, or (s)he is unable to solve the problem, the ticket will be escalated.

**Escalate the Request, if necessary:** The IT Help Desk Support Analyst will update the ticket, escalate the request to the second level support.

**Log Resolution into Ticket:** The IT Help Desk Support Analyst who resolves or is assigned to the ticket is responsible for appropriately updating the ticket with the action taken.

**Ticket Closure:** All IT Help Desk tickets will be closed after the issue has been resolved. A notification email will be sent to the requestor with the resolution of the issue entered by the IT Support Analyst.

**Requestor Satisfaction:** The Resolution email sent to the Requestor will obtain the satisfaction level, i.e. if the requestor is not satisfied with the solution a response email can be sent back to the IT Helpdesk that will reopen the ticket and will automatically be assigned to the IT Support Analyst to further look into the issue to resolve it.

**Service Measure**

IT Help Desk service is determined by a number of measures including:

**Day One Resolution Rate:** The Help Desk consistently measures and reports on the number of requests for assistance that are resolved on the day that they were submitted. Our goal is for 50% of all requests to be resolved on day one.

**Percentage of Requests Resolved:** The target is based on the SLA in Section 4.

**Response Time:** Wait time refers to the amount of time a customer waits on the Queue for the next available Help Desk Specialist. The target is a wait time of less than 30 minute, to gain a response from an IT Help Desk Analyst. During high peak periods users may experience a longer wait time before a response is received.
Request Tracking and Escalation

The IT Help Desk’s goal is to create a ticket for each request for assistance. If the problem is not resolved on the initial contact, it is researched by the IT Support Analyst. If a resolution is found, the IT Support Analyst replies to the customer with the solution. If a solution cannot be found, the trouble ticket is immediately escalated to the next Support Tier. Active Tickets assigned to the IT Help Desk are reviewed daily. In this manner, the IT Help Desk can ensure that tickets do not become inactive.

Tickets for which suggestions have been offered but which require input from customers to confirm that a problem has been resolved may be set to a status of “Need More Info”. Tickets that are set to “Pending” when a transaction from either the IT Support Analyst or the end user is to be carried out for the issue to be resolved. A notification email will be sent to the customer when the status is changed, requesting that they contact the IT Help Desk if they need further assistance.

Walk-In Service

Although the IT Help Desk will assist customers who visit the IT Services Office in the Respective Campus with questions and requests for assistance, the submission of a ticket in the Helpdesk System at support@stamford.edu is still required.

All service requests will be handled according to order in which the tickets are received and their priority. Incidents lodged as tickets in the IT Helpdesk will be given priority over walk-in, or telephonic support requests.

The IT Services team is under no obligation to treat and/or service walk-in requests on an immediate & urgent basis. It is thus advised that an incident report be lodged in the helpdesk (and an appointment be setup with an IT personnel) prior dropping in with the service request.

7. IT Helpdesk Requestors Statement

Requestors Focus

The Help Desk Team of IT services are committed to delivering efficient and effective service to the Requestors by:

- Striving to ensure customer satisfaction in terms of IT Helpdesk.
- 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
Requestors Responsibilities

In order to facilitate the support process, members of the Stamford International University are requested to:

- Make every effort to be available to communicate with an IT Support Analyst if required.
- Provide consent for an IT Support Analyst to access the computer remotely when requested.
- Notify the IT Help Desk in advance of any pre-determined required assistance.
- Before contacting the IT Helpdesk users should explore help that is readily available in their departments. This help might come from the help utility that is built into each application and the operating system software, and/or peers in the department.
- When such local help has been exhausted and assistance is needed, then the users should contact the IT Helpdesk through one of the methods described in Section 2. In contacting the Helpdesk provide the following information:
  
  o Complete contact information on the email (first and last name, department, and phone number)
  o Type of computer on which they are experiencing the problem (Dell/Acer/HP/Macintosh, Desktop or Laptop), and operating system (Windows XP/7, Linux etc.). Support for Macintosh (Apple) computers may not be generally available.
  o A clear and specific description of the problem or request, including information regarding any error messages you may have received.

- Exercise patience by understanding the volume of requests the IT Help Desk receives each day and the rationale for assessing service priorities.