POLICY:
AHC-IS goals for Workstation Support are to:
• Make exchanging information efficient.
• Provide services to properly secure, store, and backup critical data.
• Ensure a secure computing environment by applying necessary security measures.
• Minimize the amount of time and effort required to resolve computer problems.
In order to achieve these goals, AHC-IS offers formal workstation support services to offices / areas within the Academic Health Center. AHC-IS believes that this action makes it simpler for individuals and offices to share information across the organization and results in a reliable level of computer support.

AHC-IS Desktop Support Services Summary

Standard Software Supported
• Operating Systems - Windows 7 and Macintosh OSX
• Microsoft Office software (Word, Excel, PowerPoint, Access)
• Network Data Management / Microsoft and file storage / sharing
• Electronic Mail Clients. (Outlook, Thunderbird, Mac Mail, Web based)
• Scheduling & Calendaring (Google Calendar)
• Internet Browser (Internet Explorer, Firefox, Chrome and Safari)
• Virus Management Software (Microsoft Endpoint Protection)
• Microsoft SCCM (remote patch & security management)
• JAMF(Casper) Mac management tool
• Adobe Acrobat
• SPSS Analytical Software
• PointSec/Checkpoint encryption – required for all Windows and Macintosh Laptops supported by AHC-IS
• Other software packages, as required by the customer

AHC-IS Servers
• Three AHC Data Centers, (WBOB, Children's Rehab Center & St. Paul campuses)
• Hardware provided includes file servers, database servers, & web servers
• 24 / 7 support of AHC servers
• Scheduled nightly off-site data backup
• 24 / 7 security intrusion monitoring of critical servers
• Security and anti-virus management on all servers
• Customers receive initial disk space on file server, additional space available at no cost
• Oracle DBA support available for databases and application development
• Management & oversight for AHC FileNet disk space that’s provided by OIT
AHC-IS Desktop Support Service

- Help desk services, over the phone troubleshooting, Tech Center walk-ups, or technician dispatch
- Workstation / hardware purchase & ordering services
- Workstation / hardware setup & installation
- Real-time security management of all workstations
- On-site workstation support, both on campus and off campus locations
- Help to facilitate migration to AHC-IS servers

Security Requirements

- All new Windows and Mac Workstations adhere to University Standards and AHC-IS configuration profile, see policy 3xxxE

AHC Service Levels

AHC-IS Helpdesk

- The AHC-IS Helpdesk is staffed from 7:30am - 6:00PM Monday through Friday (612-626-5100). The telephone number has voicemail for after hour calls. When leaving a voice message, include person’s name, device ID number, and a description of the problem or request. All requests or problems should be routed through the Help Desk for tracking purposes. Software and hardware questions will then be forwarded on to the appropriate support person.

Weekend Support

- The AHC-IS office provides weekend support for customers needing technical assistance over the weekend hours with an AHC supported device
- The weekend support line is staffed from 9:00am-4:00pm on Saturday and 10:00am-4:00pm on Sunday. No weekend support is provided over holiday weekends.
- The technician on call is not located on-site at the University and will handle all calls remotely.
- Customers can initiate a call to the weekend support line by calling our helpline at 612-626-5100 and following the prompts.

*Outside of AHC-IS supported hours listed above, phone calls will be answered by University 1-Help. An issue will be created that AHC-IS will respond to the next working day.

Issues

- The Helpdesk can only accept calls regarding hardware with an AHC-IS Device ID tag or end-users connected to AHC-IS servers or usage of AHC-wide computer applications.
- Before ending the phone call, the technician answering the help line will tell the customer the following things before ending the call:
  - The status of the issue
  - The issue number
  - The technician who the issue is assigned to
  - When they should expect a call or visit
- In addition, the user will receive an email that lists the following information: Who the issue is assigned to, a description of the problem, and an “issue number”.

Date Reviewed: 08/05/2014 by JAH
### Help Desk Response Time

<table>
<thead>
<tr>
<th>Examples</th>
<th>Notification</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>URGENT</strong> • Machine not booting • No Network connection • Unable to log into a workstation</td>
<td>Tech automatically paged / ITASCA issue created.</td>
<td>Customer contact within 15 minutes, on site within 2 hours.</td>
</tr>
<tr>
<td><strong>HIGH</strong> • Computer has virus • Can’t print to any printer • Can’t log into server • Critical application not working</td>
<td>Tech automatically paged / ITASCA issue created.</td>
<td>Customer contact within 2 hours, on site within 4 working hours.</td>
</tr>
<tr>
<td><strong>MEDIUM</strong> • New Employee setup. • Software Configuration • E-mail change</td>
<td>Issue created in ITASCA</td>
<td>Customer contact within 8 hours, on site within 16 working hours.</td>
</tr>
<tr>
<td><strong>LOW</strong> • No immediate impact to productivity</td>
<td>Issue created in ITASCA</td>
<td>Customer contact within 8 hours, schedule on-site as available.</td>
</tr>
</tbody>
</table>

### Remote Assistance

AHC-IS has implemented procedures to solve many typical computer problems by remotely logging into your workstation. Typical issues that can be resolved remotely include:

- Software installations
- Printer installations
- Configuration issues

### Projects

Example of Projects (Tasks that allow for a scheduled response) - If the call is for a “foreseeable request,” AHC-IS will respond by scheduling a service visit by technical staff. Examples of scheduled-type activities include:

- Computer / printer moves
- New service added such as software installs
- New hardware (workstation) orders – Here is the process for New workstations -
  - User fills out a “Request for Purchase Form” at [http://forms.ahc.umn.edu](http://forms.ahc.umn.edu)
  - Based on the user’s needs, AHC-IS staff assembles a proposal of recommended hardware and software upgrades or replacements and the associated cost.
  - Upon electronic approval via Itasca from the office / area, AHC-IS will place the necessary orders for hardware and software. The office / area will provide an appropriate dept. ID number for the orders
  - All orders are done through University’s EFS
  - All orders will be delivered to the AHC-IS computer set-up office
• When the invoice is received, it will be paid by the AHC Financial Cluster staff
• AHC-IS will contact the office / area to schedule time for installation

Project Response Time
• New Workstations – When all items are received, AHC-IS will contact the user within 48 hours to setup a time to install (Assuming AHC-IS acquired the equipment).
• Other hardware purchases – AHC-IS will contact the user within 48 hours and setup a time to install the items such as; Software, Hardware, personal printer, personal scanner, cables or any other “small” projects.
• Network printers and scanners – AHC IS will contact the user within 5 business days and setup a time to install the items such as; Network printer, Network scanner or anything else that requires working on multiple machines.

*These guidelines are only applicable when the AHC-IS receives all the items for a particular project.

Other AHC-IS Computer Support Services
• AHC-IS will initiate all warranty repairs for hardware ordered through our office. Warranty information will be tracked as part of the AHC-IS support database.
• AHC-IS will provide scheduled carry-in maintenance and configuration of University computers used off-site (i.e. home). Hardware must be University asset and used for work-related purposes.
• AHC-IS will help, when possible, with hand-held devices, but makes no commitment as to the ability to support or maintain the vast array of devices that are available for purchase. See AHC Policy # 3022 - Handheld Policy for more information.
• AHC-IS will install and configure all software and associated software licenses loaded on supported devices. AHC-IS will provide upgrades, as they become available. Installation or changes to software by end-users may result in the support agreement being voided by AHC-IS. AHC-IS will record system configurations as well as personnel in their internal tracking database.

Walk-Up Tech Center Services
AHC supported users have access to the walk-up Tech Center located in 275 Diehl Hall library. Appointments can be scheduled by calling 612-625-5100.

Departmental Responsibilities to AHC-IS
To ensure proper service, each department acquiring support services from AHC-IS should follow the following guidelines:
• Establish an invoice process with AHC-IS defining the charge-back mechanisms for technical support.
• Provide reasonable notice of computer moves, changes, additions, etc.
• Notify AHC-IS when new employees start or when existing employees terminate. (http://forms.ahc.umn.edu)
• Provide proof of licensure for each piece of existing installed software.
• Periodically go through files on the fileserver and delete files no longer needed.
• Verify the quarterly invoice for accuracy and completeness.
• Departments removing support for devices must fill out a Request to Terminate Support form