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, Windows 10 and Macintosh OSX.10.11 or higher
- Microsoft Office Suite (Word, Excel, PowerPoint, Access)
- Network Data Management / Microsoft and file storage / sharing
- Electronic Mail Clients. (Web based (preferred) Outlook, Thunderbird, Mac Mail best effort)
- Scheduling & Calendaring (Google Calendar)
- Internet Browser (Firefox, Chrome, Safari, and Internet Explorer)
- Virus Management Software (Endpoint Protection)
- Microsoft SCCM (Software management, remote patch & security management)
- JAMF(Casper) Apple device management tool
- Adobe Acrobat
- SPSS Analytical Software
- Bitlocker and FileVault 2 encryption – required for all devices supported by AHC-IS
- Other software packages, as required by the customer

**AHC-IS Desktop Support Service**

- 24/7 Help desk services, over the phone troubleshooting and remote assistance, 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 select off campus locations
- Help to facilitate migration to AHC-IS servers

**Security Requirements**

All new Windows and Mac Workstations adhere to University Standards for Private-Highly Restricted Data and AHC-IS configuration management profiles

**AHC Service Levels**

Service Desk Helpdesk
1. Help service desk is available 24/7 to assist with basic computer issues like password resets and temporary admin privileges. Additional Tier 1 service agents can assist AHC users with centralized services like Moodle, Gmail and
2. All requests or problems are routed through the Help Desk for tracking purposes.
3. Tier 1 technicians will escalate to AHC-IS Tier 2 according to Service Level Agreements.

AHC-IS Tier 2

- The AHC-IS Help desk is staffed from 7:30am - 6:00PM Monday through Friday
- Tier 2 technicians serve as an escalation from Tier 1 support. Providing specialized phone assistance and remote help for complex computer issues related to users in the Health Care Component.
- Tier 2 technicians will escalate to AHC-IS Field Technicians according to Service Level Agreements.

Field Technician

- AHC-IS field technicians are available onsite from 7:30 – 6:00 PM Monday through Friday

Center of Excellence for HIPAA Data

- AHC-IS is available per the Center of Excellence for HIPAA for the entire University in meeting compliance in relation to securing data and computers. AHC-IS can provide consulting for non-supported groups outside the Health Care Component. For consults please contact 1-HELP.

Issues/Incidents

- Supported users within the AHC will have an AHC-IS Device ID tag
- AHC-IS can assist with end-users connected to AHC-IS servers or usage of AHC-wide computer applications.
- Before ending the phone call, the technician will tell the customer the following things before ending the call:
  - The status of the issue/Incident
  - The issue/Incident number
  - 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”.

Help Desk Response Time

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

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 (vendor dependent)*

- 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 (Assuming AHC-IS acquired the equipment).
- 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 (Assuming AHC-IS acquired the equipment).

*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 – Mobile Device Management for Google 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. AHC-IS will record system configurations as well as personnel in their internal tracking database.
File Services and Storage

Workstation support services include Active Directory based file services. File services are backed up daily to an offsite location. Backups are retained for 30 days. Requests for data restores can be initiated through the help desk or ahcacct@umn.edu. Restores will be completed within a maximum of 2 business days.

Walk-Up Tech Center Services

AHC supported users have access to the walk-up Tech Center located in 275 Diehl Hall library. M-F 10 am to 12 pm.

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. Data File Server Access Request form.
- Provide proof of licensure for each piece of existing or newly 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.
- Refrain from storing ePHI on local workstation/laptop or storage devices as much as possible.