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, Windows 10 and Macintosh OSX.10 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 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
- Monitoring for server security related events
- Security and anti-virus management on all servers
- Customers receive initial disk space on file server, additional space available upon request
- DBA support available for databases and application development
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 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
• All requests or problems should be routed through the Help Desk for tracking purposes.
• 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.
• 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

Tier 2 Emergency Weekend Phone Support
• Tier 1 support is available 24/7. Emergency weekend support is available for AHC users as an escalation from 9:00am-4:00pm on Saturday and 10:00am-4:00pm on Sunday.
• Contact 1-4957 or 1-HELP from a campus phone otherwise dial 612-301-4957.
• If the Tier 1 technician is unable to help the Tier 1 technician will call the on-call Tier 2 technician.
• The technician on-call is not located on-site at the University and will handle all calls remotely.
• If the Tier 2 technician is unable to resolve the issue remotely the issue will be assigned out to a Field technician to address next business day.

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 a 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 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>
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<tr>
<td>• Software Configuration</td>
<td></td>
<td></td>
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<tr>
<td>• E-mail change</td>
<td></td>
<td></td>
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<tr>
<td>LOW</td>
<td>Issue created in ITASCA</td>
<td>Customer contact within 8 hours, schedule on-site as available.</td>
</tr>
<tr>
<td>• No immediate impact to productivity</td>
<td></td>
<td></td>
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</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
- 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.

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