As of Nov 9, 2012, the Department is covered by a Client Support Service Agreement with IMS to provide technical support for most HSC property-tagged laboratory and office computers and printers. Details of this agreement are provided below.

Refer to the Biochemistry Agreement Number, CHG197109, and the HSC asset tag number on your computer/printer when requesting service by telephone, 567-7777, or by email, IMS-ServiceDesk @uthscsa.edu.

Information Management Client Support Services
Department of Biochemistry
Service Agreement

Information Management Client Support Services (IMCSS) provides technical support service to departments in the form of Service Agreements for local desktop and printer support. This Service Agreement (SA) is a commitment between Information Management Client Support Services and the Department of Biochemistry for desktop and printer support to be furnished under the terms and conditions as specified in this document and applicable appendices and amendments. End User Support (EUS) is the operation Division responsible for supporting the SA.

1. Agreement Objectives:
The objectives of this agreement are to establish a mutual understanding of EUS support expectations and to define the specifics of the agreement between EUS and the Department of Biochemistry. The intent of this agreement is to set the boundaries for the services provided and the performance level to which the services will be performed. EUS is committed to providing an excellent level of customer service and will take whatever steps are necessary to ensure that this commitment is met. It will be our policy to help the user first and then worry about the applicability to this SA second. This SA is viewed as a living document which can be modified to reflect the current and future needs of the Department of Biochemistry and Client Support Services.

2. Services Provided:
The service provided to the Department is onsite Tier I & II administrative desktop and printer support.
Local Tier I administrative desktop and printer support is defined as "The support required to establish and maintain basic desktop operability in the following categories:
- Hardware Infrastructure (computers and printers, including repair coordination (Tier II))
- Software Infrastructure (operating systems and standard desktop productivity applications)
- Network Infrastructure (network connectivity for all applications and coordination with Systems & Network Operations for network problems)
- Access and Authorization (distributed user account and password help, application-level access problem determination, and desktop/client security configuration support)
- Administrative Applications

Local Tier II administrative desktop & printer support is defined as repair of computer, printers, and other designated equipment by the replacement of identified failed components.
Specifics of the scope of the services provided and EUS support expectations are cited in Appendix A, EUS Support Commitments.
EUS cannot guarantee performance. EUS will make every effort to perform at least to the levels of support specified in Section 6.

3. Department Responsibilities:
- Maintain authorized, active connections to the network for all supported equipment.
- Maintain computing equipment of adequate performance and capability to run Desktop applications (This includes the initial purchase or any upgrades required to meet the software requirements).

- Maintain computing hardware service contracts or provide for payment of time and materials repair charges.
- Maintain appropriate physical security of equipment in accordance with policy.
- Provide that all end users maintain a working knowledge of their computing equipment and applications, including acquiring training when required.
- Provide and maintain a list of desktop, server, and printer locations and configuration specifics and names of end users.
- Maintain compliance with all software licensing requirements and licenses.
- Provide the necessary access to software and training, for specialized or proprietary software, where required.
- Department of Biochemistry is responsible for keeping "back-up" copies of all original software. EUS accepts no responsibility for loss of data / software that has not been backed-up. Department of Biochemistry is responsible for making sure that all media used on equipment are authorized copies of programs. EUS will restore only licensed software. Any data stored on the local computers internal disk drives ("C:" etc.) must be backed up by the user.
- Appoint an individual to serve as the Service Agreement Point of Contact for the Department.

4. Client Support Services Responsibilities:
- Resolve problems and notify end users in as timely a fashion as possible (see Section 6, "Service Priorities").
- Provide training on an ongoing basis such that the EUS support capability is maintained to the level required (see Section 2, "Services provided").
- Maintain the UTHSCSA Standard Desktop Software on each workstation to include security patches and OS / Application updates. EUS will also create and manage administrator level access on all covered workstations. Administrator privileges will be tightly controlled and will only be given to end-users on a "case by case" basis.
- Utilize a problem tracking system to record and monitor requests for support including all escalations to other entities.
- Establish procedures to actively monitor and verify EUS performance and end user satisfaction.
- Provide Departments with a EUS contact for SA observations, suggestions, and complaints.
- EUS will install Service packs and version upgrades for authorized software once they have been approved for inclusion in the standard image. EUS will provide trouble-shooting services for all covered computers but will not be responsible for non-standard software. If it is determined, that a non-standard software package is responsible for the malfunctioning of a standard software package, the non-standard software will be removed, or the computer will be removed from this maintenance agreement.
- EUS will coordinate with other service entities when their support is required to resolve a problem or issue.

5. Policies and Procedures:
- Support will be provided by EUS for the desktop hardware and software as specified in the Service Agreement.
- Support can only be provided for equipment located in the Department, or in remote locations that have been previously identified. Response times for remote sites will be adjusted based on their distance from the main campus.
- No home visits will be authorized. Work on personally owned equipment / software will be authorized on a "case by case" basis approved in advance by the EUS Supervisor in concurrence with the SA POC. The rule of thumb is that no work will be done on personally owned equipment / software.
- EUS support is a service and is not represented by any single EUS staff resource.
- End users will request assistance from and / or report problems to the **Service Desk**.
- EUS personnel will be available during regular working hours (8:00am – 5:00pm for full-time EUS coverage) on normal workdays excluding weekends, scheduled holidays and inclement weather days unless otherwise specified in the EUS Service Agreement.
- EUS personnel are required to attend periodic meetings at a central location for general communication and training purposes not to exceed the equivalent of one (1) day per month.

Problem reporting process:

- End users should report problems/request for assistance to the SA POC or directly to the Service Desk. The POC then contacts the Service Desk to enter the work ticket. The Service Desk is the starting place of the work flow.
- The Service Desk is responsible for resolving basic Tier 1 administrative desktop problems in the categories declared in Section 2, "Services provided," and detailed in Appendix A, EUS Tier 1 Support Commitments up to the point that a site visit is required. The Service Desk personnel will attempt to resolve the problem over the phone and / or via remote control. If they are unable to do so in a reasonable amount of time (15 minutes give or take), the call will be terminated and the ticket passed to EUS for resolution.
- Problem prioritization is the mutual responsibility of the Department SA POC and the EUS Supervisor.
- Problems resolved by the EUS will be reported to the SA POC by e-mail via the work order tracking system.
- Problems beyond the EUS level of responsibility will be escalated thru the Service Desk by EUS technician or the end user. The Service Desk will then assume responsibility for recording the nature of the problem in the problem database, directing the problem to whatever resource is necessary, and, upon resolution, reporting that resolution to the EUS Supervisor and to the end user.
- Problems will be resolved as expeditiously as possible, within regular working hours. See Section 6, "Service Priorities, Response and Resolution Targets" for exceptions and for policies regarding priorities.

6. Service Priorities, Response, and Resolution Targets:
- Response and Resolution' process:
  - Services are categorized as Emergency, Urgent, High, Medium, Low, and Scheduled. Resolution targets and more detailed definitions are included below.
  - Problem prioritization is the mutual responsibility of the Department SA POC and the EUS Supervisor.
  - Absent specific prioritization and other considerations, the EUS will respond to requests for assistance in the general order in which they are received.
  - Regular measurements of EUS response and resolution performance will be recorded, reported (monthly), and monitored.
  - Problems deemed Urgent and not resolved by the end-of-day will be assessed by EUS management with input from the Department SA POC, and other resources as required. Depending on severity and other factors, a decision will be made whether to pursue to resolution with after-hours resources.
  - Problem resolution commitments are best effort based. Too many variables exist in problem types and potential avenues of resolution to commit to a fixed problem resolution time. Various tiers of support, communication, and reporting structures have been established to contribute to the timely resolution of problems which may require escalation beyond the EUS level. Target service levels and response times will be agreed to and EUS performance against those targets will be monitored and reported to the Department SA POC monthly.

Response and Resolution Targets Matrix

Service	Definition	Initial Response
Scheduled	Anticipated work such as software upgrades and equipment relocations	N/A
Low	No impact application, OS, and / or printing problems for which circumventions exist. Includes user preference items	Within next three business days or by scheduled appointment
Medium	Minimal impact application, OS, and printing problems for which circumventions exist	As soon as possible - Within twelve (12) hours if EUS resolvable, target by end-of-next business day if escalation required
High	Mission critical desktop, printer, or application outages causing unit workflow interruption	As soon as possible - Within eight (8) hours if EUS resolvable, target - by end-of-day if escalation required
Urgent	Mission critical desktop, printer, or application outages causing unit workflow interruption and affects a major deadline, presentation, trip, etc. which occurs prior to or at the beginning of the next business day.	As soon as possible - Within two (2) hours if EUS resolvable, target - by end-of-day if escalation required

7. Fees:

Labor for repairs is covered.

Repair parts will be provided at the request of the SA POC. Out of warranty repair parts are not covered under this agreement.

Fees for non-covered support are billed at the rate of $40 per hour. Rates for non-covered repairs are billed at $40 per hour for labor plus the cost of the required parts.