McGill University Information Technology Services

Network and Desktop Services Service Level Agreement

For the provision of network and desktop services by IT Services (ITS) 2022-2023

5-4-2021

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1 Duration of SLA

This agreement shall be in place for one year, May 1 through April 30, and subject to annual review.

Applies to current SLA customers Hardware and Software Support

2 Summary of services provided

2.1 Hardware Support

- Installation of McGill owned PCs authenticated & connected to the campus network.
- Troubleshoot issues with McGill owned computer hardware & attached standard peripherals. Note: standard peripherals are computer (I/O) devices that are not part of the main computer, such as keyboards, mice, monitors and scanners.

2.2 Software Support

- Install, upgrade, and verify supported software. See the following knowledgebase article for more information about Software available at McGill.
- If the software you are looking for is not listed, a request can be submitted to determine if an alternative package already exists, or if the requested software meets minimum standards for use at McGill.

2.3 Computer Disk Imaging

- Maintain McGill disk images (including operating system, base software, security policies and other standard configurations) that covers the needs of administrative staff and faculties.

2.4 Network Administration Support

- Create and maintain access groups.
- Secure work-related data stored on department file shares.
  Note: All data saved on the local computer or external storage is the user's responsibility.
- Automate software deployment.
- Manage desktop configuration and security (firewalls, antivirus, computer access).

2.5 Mobile Handset Devices

- Support for mobile devices such as smartphones is not covered under this agreement.
- The following online resources are available:
  - Configuration for McGill's wireless network
  - Virtual Private Network security

- o Procurement & Billing: http://www.mcgill.ca/procurement/forms/teluscellphone
- For technical assistance with connecting to McGill's infrastructure, please contact the IT Service Desk @ **514-398-3398**

3 Scope of the Agreement

- Faculty or Administrative unit owned computers (desktop and laptop) support for faculty and administrative staff in a faculty or unit (or sub-division of either) that has a support agreement with ITS.
- All Supported Fully public access computers in classrooms, libraries / hallway kiosks, and non-research computer labs.
- All Supported Fully end-point technology allocated to a customer.
- Partially Supported end-point technology will be supported on a best-effort basis.
- On-site 2nd level audio-visual support for centrally supported classrooms.
- On-site 2nd level audio-visual support for private meeting rooms.

4 Description of Services Provided

4.1 Service Desk
- Primary entry point for end-user support on all centrally provided IT Services, including Network and Desktop support.
- Records and monitors all IT incidents, such as unscheduled service interruptions.
- Receives inquiries and service requests from end-users, and records all pertinent information on the first contact.
- Performs initial assessment (determines urgency and impact, prioritize incidents), and attempts to resolve users' issues.
- Assigns issues to appropriate technical teams if necessary; refers users to appropriate departments within McGill, if applicable.
- Broadcasts emergency messages on the IT website and Service Desk phone system to advise users of unscheduled IT service interruptions or any security outbreaks (phishing, viruses, etc.).
- Informs users of maintenance schedules and expected downtimes via the IT Services web-site.
- Maintains the IT Knowledge Base to help users find solutions and workarounds to common problems.
- Service Catalogue Entry: IT Service Desk

4.2 Desktop Support Services & Enterprise desktop solutions
- Management, maintenance, and life-cycle management of all Fully Supported customer computers (defined below), and associated standard peripherals (refer to 2.1)
- Computer installation, replacement, and upgrades

- Software installation and deployment – non-centralized software will require customer's proof of purchase or a valid legal licence.
- Support for connectivity to the wired and wireless networks and communication with other computers on the network
- On-site end-user installation support for all enterprise applications where required
- Service Catalogue Entry: [Hardware and Software Support](#)

4.2.1 Hardware support for end-point computers
- Physical installation of new computers
- Minor hardware upgrades (RAM, video card, etc.)
- Replacement of old hardware and profile transfer to new hardware
  Note: Does not include the transfer of locally saved work documents or personal files, as it is user's responsibility.
- Data wiping of decommissioned hardware
- Installation and configuration of supported peripheral equipment.
- Computer re-imaging when required (system stability, security issues, etc.)
- Coordinate warranty and non-warranty break fix (parts for non-warranty break fix may be billable depending on the funding source of the machine)

4.2.2 Systems Administration Services
- File share management including access permissions, quota allocations, and coordination of file recovery
- Computer configuration management (Group Policy Objects and other remote management tools)
- Active Directory (AD) group, computer, and OU management
- End-point protection configuration and management of anti-virus/anti-malware policies
- Software patching and update deployment
- Network and IP address management (VLAN/DHCP)
- Email distribution list creation (modification are users' responsibilities)
- Software license management (for computer labs)

4.2.3 Software / OS support for end-point computers
- Installation, configuration, and ongoing management of centrally supported desktop software.
  - OS, MS Office, enterprise system client software, site licensed software packages, anti-virus
  - Patch management for all centrally managed software
  - Software packaging and remote deployment for new centrally managed software
  - Hard disk image creation and maintenance for recommended hardware models

    o   Establish and promote end-point computing standards.

4.2.4   Compliance with the IT Asset Management Regulation ([see Procurement website](#))

    o   Equipment purchase/reuse/disposal recommendations, respecting applicable University standards and policies.

    o   Maintenance of computer inventory and tracking information in a central database.

        ▪   Full support, for equipment covered under this SLA

        ▪   Limited support, for equipment not covered under this SLA

    o   Online access to the inventory database.

    o   Monthly spot-check (random) audits of computer inventory information, on a per-quadrant basis (can include devices not covered under this SLA).

    o   Monthly inventory reports, on a per-steward basis.

5   Hours of Support

5.1   Regular Support Hours:

IT Service Desk regular telephone support hours	
Monday to Thursday	8:00 am to 6:30 pm (8:00 am to 5:00 pm when classes not in session)
Friday	8:00 am to 5:00 pm
Walk-in service regular hours	
Monday to Friday 9:00 am to 5:00 pm (Closed on Summer Fridays)	**Downtown campus location:** 688 Sherbrooke West, Room 285 **Macdonald campus location:** Macdonald Stewart Building, Room MS2-025
Network and Desktop Services	
Monday to Friday	9:00 am to 5:00 pm

5.2   Outside Business Hours:

- Note: Outside business hours, requests that require ITS support staff onsite will be chargeable at a blended rate of **$35.50 per hour**. x1.5 or x2.0 as applicable.

6   Maintenance Window for Desktop Computers:

- One regularly scheduled maintenance window to be available to ITS per month for supported desktops. Advance notice will be published.
  - Apply updates or patches to endpoint devices, or other software deployments.
  - Users will be logged off during this window. **Any unsaved work will be lost.**
  - Devices will be restarted at least one time during this window.

7 Requesting Support

- **To receive the support defined in this document, requestors must do one of the following:**
  - Self-serve support via the IT Knowledgebase at https://www.mcgill.ca/itsupport
  - Submit a web form to request equipment & software installation on the IT Support site
  - Contact the IT Services Service Desk for any IT related issues (incidents) at **514-398-3398**
  - Visit the ITS Walk-in Service Desk
    - **Downtown campus locations:**
      - 688 Sherbrooke West, **Room 285**
      - McLennan Library, 3459 McTavish St.**, Main Floor near front counter**
    - **Macdonald campus location:** Macdonald Stewart Building, **Room MS2-025**

- **When making the help request, include the following:**
  - Clearly identify yourself (or whom the request is about)
    - Main contact, Phone #, Building/Room #.
  - Clearly define the problem
  - The exact text of any error message
  - Who is experiencing the problem
  - On what computer
  - How it impacts the person's work

8 Support Tickets

- New help requests will be recorded as Support Tickets in the ITS ticketing system.
- Support Tickets remain open until the request is completed, or incident resolved.
- The ITS Service Desk will provide regular status updates throughout the ticket life cycle.
- Customers can check on the status of a Support Ticket by calling the ITS Service Desk during its open hours.

9 Priority Level

- When a help request comes to the attention of ITS support personnel, it is assigned a priority level, as follows:
  - **P1 Critical:** An IT service is functionally unavailable to most, if not all users, OR one or more users cannot perform a critical business function. No acceptable workaround is available. Major business impact to the University. Immediate response and sustained effort (24x7) is required to restore service.
  - **P2 High:** Significant degradation of a service reducing users' ability to perform core business functions. Workaround may be available, but only provides partial relief. Significant business impact to the University. Immediate response and expedited service restoration required.

- o **P3 Medium:** Moderate degradation to non-core business functions for one or more users, OR significant degradation with a temporary, but acceptable workaround that significantly reduces business impact; OR moderate to significant impact to a single user, but with only minor impact to the University. Resolution required in less than 2 business days and/or can be scheduled.
- o **P4 Low:** Very low business impact and no service degradation. Resolution required in less than 5 business days and/or can be scheduled. Mostly minor impact or inconvenience to the user.

10 Response Time

- Once a help request is received and prioritized, it is assigned to the ITS representative(s) whose expertise, availability, or proximity best matches the nature of the request. This may be a student worker or a full-time staff member, depending on the nature of the request.
- The maximum time a requestor should expect to wait for a response on a help request is based on the priority level of the issue. Response times do not include times and dates where the IT Service Desk is closed (after hours, weekends, holidays), except for P1 incidents. For instance, if a P3 request (response time: 4 working hours) comes in one hour before close of the Service Desk, a response should be expected no later than three hours after the start of business on the following work day. Our goal is to respond to **90%** of help requests (**80%** for e-tickets) within the following times:
  - o **P1 Critical:** 15 minutes
  - o **P2 High:** 15 minutes
  - o **P3 Medium:** 4 business hours
  - o **P4 Low:** 4 business hours
- ***P1/P2 requests should always be made by phone through Service Desk @ 514-398-3398**.

11 Time to Resolution

- The time it takes to fix a problem cannot always be predicted or guaranteed. Our goal, however, is for 90% of help requests to be resolved within the following time frames, based on their priority level:
  - o **P1 Critical:** 4 hours
  - o **P2 High:** 8 hours
  - o **P3 Medium:** 2 business days
  - o **P4 Low:** 5 business days
- Desktop Support Services reserves the right to reimage or replace a malfunctioning computer at its discretion.

12 Advance Service Requests

- These are requests where requestors know in advance when ITS service will be needed. Requestors are encouraged to make these requests as far in advance as possible. ITS will attempt to set an appointment date and time within 1 business day after receiving an advance service request. Advance service requests include:
  - o Disconnecting and reconnecting a computer before and after a move within an office or from one office to another. (ITS is not responsible for the planning & actual moving of technology from building to building)
- Please be aware of the following caveats that affect the timing of advance service request appointments:
  - o Adding software to ITS managed computer labs / classrooms: The base hard-drive image on public use computers is generally refreshed once per term. Requests to add new software must be received 6 weeks in advance of the start of a term
  - o Setting up new employees: A new employee cannot be set up until the appointment form has been processed, and the McGill credentials have been created.

13 Support Levels

13.1 Fully Supported:

This is technology that has been recommended and sanctioned by IT Services. It is also the minimum requirement for receiving the Network & Desktop Support Services described in this document. Normal use of this technology, for academic or administrative purposes, is supported as described above. Fully Supported technologies include:

- Equipment / software owned by McGill (except for affiliates with ITS agreements)
- Windows and Mac computers (and peripherals), issued by, purchased through, or recommended by IT Services, less than 5 years old, with a standard McGill hard-drive image.
- Windows and Mac computers running an operating system that is still supported by the manufacturer, for which security updates are still available
- Windows and Mac computers that run a centrally supported up to date endpoint protection software
- Software installation if the version is still supported by the vendor.
- Equipment that has a clearly defined system administrator with local administrator access (IT Services for SLA customers) → See Standards
- Computers that authenticate to McGill's data network using Active Directory – See standards
- Meets equipment purchasing standards: Minimum standard requirements for the purchase of IT equipment at McGill
- All centrally provided and managed software packages. See Software available at McGill
- Approved non uPrint printers: https://www.mcgill.ca/procurement/regulation/policies/printingdevices

13.2 Partially Supported:

These are technologies / use cases that IT Services accepts, according to the particular needs of individuals in the University, but that are not supported at the same level as Supported Fully technologies. The focus will rely in assisting for any McGill configurations related to accessing their environment. ITS staff are not fully trained, nor have the resources to become fully trained, in the use or troubleshooting of these technologies. ITS will always make an attempt to help users resolve problems with Partially Supported technologies, but cannot guarantee a successful resolution to problems, and reserves the right to stop working on resolving a problem if an ITS supervisor determines the work is taking enough time as to be a detriment to the support of Fully Supported technologies. Users of Partially Supported technologies may be responsible for contacting vendor technical support directly to resolve problems. In the case of older Partially Supported technologies, that no longer work in the supported environment (e.g. scientific instrumentation software that only works with Windows XP), purchasing brand new technology may be the only option available to users to resolve a problem. Partially Supported technologies include:

- Equipment owned by McGill (except for affiliate customer computers with an ITS agreement)
- Plus any of the following:
  - Non-standard Windows and Mac computers that are compliant with McGill's computer workstation standards.
  - Computers with dedicated scientific instrumentation or clinical equipment (ITS reserves the right to refuse support in the interest of physical security)
  - Systems that do not authenticate to McGill's central Active Directory
  - Equipment not maintained or managed by ITS
  - Third party administrator is required by non ITS system administrators
  - Any software package not provided / supported by ITS, but for which purchasing and installation has been approved by ITS (customer must demonstrate adequate licensing).

13.3 Not supported under this agreement:

These are technologies that may be permitted for use at McGill, but not supported by IT Services Network and Desktop Services staff:

- Any of the following:
  - Equipment not owned by McGill (except for affiliate customer computers with ITS agreements)
  - Smartphone/mobile enrollment & configuration is user's responsibility
  - Configuration for dual boot system (ex: Mac hardware running Windows OS)
  - Any equipment exposed to bio-hazardous material. Ex.: Users wearing protective gloves when using keyboard and mouse to handle radioactive isotopes
  - Configuring server software and services on workstation computers
  - File sharing programs (ex: BitTorrent, LimeWire, eMule)
  - Servers
  - Non approved, non uPrint printers

- o Foreign language versions of supported operating systems or software, other than English and French (excluding language packs)
- o Printer consumables (toner, paper, etc.) is department/faculties responsibility to order & replace, except public access is managed by 3rd party vendor.
- o Any operating system other than Windows Professional / Enterprise / Education or Mac OS (ex: LINUX, UNIX, Windows Server)
- o Software that does not run on the latest operating systems supported by IT Services
- o Note: Use of end-of-life operation systems, such as Windows XP, which are no longer eligible for security updates from the vendor, will be denied access to the campus network
- o Any end-of-life equipment / software deemed unsupportable by ITS.

14 Where is support provided?

- On both of McGill's campuses.
- The main point of contact should always be the ITS Service Desk through **standard methods:**
  - o **For AV Classroom Support** – Use the classroom support phone or call 514-398-3398.
  - o **Search the IT Knowledge base on our IT Support site:** https://www.mcgill.ca/itsupport/
  - o **Make a request via web form for non-incident related requests on our IT Support site.**
  - o **Call 514-398-3398 for urgent matters.**
  - o Tickets will be assigned to on-site support **when required**.
- Network and Desktop Services support staff are strategically located in satellite offices across both McGill campuses to provide timely on-site support for tickets escalated by the Service Desk.
- Although these satellite offices are often located in faculty space, the IT staff in these locations will not be dedicated to supporting the faculties in which they reside. Staff will be assigned tickets based on their expertise, availability, and proximity.

15 Customer Obligations

- Responsible to attend any training required to operate their equipment (AV Classroom, PCs, etc.)
- Consult ICS Service Desk or Desktop Services Team prior to purchasing any new hardware or software. Some hardware or software may not be supported by ICS Teams.
- It is mandatory to go through McGill Computer Store to purchase a computer. While ITS enforce standard pre defined computer models, there is flexibility around the standard to fulfill proper needs, i.e.: Purchasing a computer with a TPM chip for security purposes is mandatory.
- For any non urgent/critical issues, visit IT Support site for announcements or to search the IT Knowledge Base related to any issues as the solution might already be documented: http://www.mcgill.ca/itsupport/
- Provide a thorough and detailed account of the issue/service request they are seeking help for.

- Be available to IT support staff to answer questions that facilitate service delivery.
- Submit requests for service using **standard methods:**
  - o **For Classroom AV Support** – Use the classroom support phone or call 514-398-3398
  - o **Search the IT Knowledge base on our IT Support site:** http://www.mcgill.ca/itsupport/
  - o **Make a request or report an issue via webform on the IT Support site**
  - o **Contact 514-398-3398 for urgent matters**
- Provide installation media and valid license keys for non-centrally acquired software when required.
- Provide installation media for peripheral device driver installation if needed.
- Provide data wiping approval after hardware replacement within 3 business days.
- IT Asset Stewards, as prescribed in the IT Asset Management Regulation:
  - o Authorize any purchase, assignment, reallocation, transfer, or disposal of equipment.
  - o Cooperate in maintaining and verifying the accuracy of the computer inventory, especially with respect to equipment not covered under this SLA.
  - o Submit requests to initiate data destruction and proper surplus/disposal of old equipment, in compliance with the Regulation.
- Comply with university and campus IT policy and guidelines including the Responsible Use Policy.
- Required to go through the troubleshooting process with the IT Service Desk before the issue can be elevated to the Network and Desktop Services Team.
- Responsible for **any work related** data on centrally managed and backed-up file servers. IT Services is not responsible for backing up data stored on local personal computers or external storage devices.
- Responsible for installing unsupported software and peripherals.
- Consent to allow a technician access to their equipment, especially for security issues, and for the technician to temporarily remove the equipment for further troubleshooting if deemed necessary.
- Responsible for responding to contact from IT Services (email, voicemail, etc) regarding any open tickets they have within 3 days. After 3 days of attempted contact and no response from the customer, the ticket will be closed by IT Services.
- All Faculties and units need to have an Asset Steward that needs to keep track of IT Equipment and inform their Technical Steward/IT Support Quadrant Supervisor of any changes in usage or location to maintain the central inventory as accurate as possible.
- Maintain 1 computer per customer. On an exceptional basis, a 2nd computer maybe required. In this case, customer must provide detailed explanation of the needs. Only 1 computer is funded and will be eligible for computer renewal program sponsored by ITS.

16 Escalation

- If a user is not satisfied with respect to any of the services provided under this agreement, that faculty or staff member can contact the ICS Desktop Services Quadrant Supervisor:

North East Quadrant Supervisor	Kieran.McGreevy@McGill.Ca	514-398-8420
South East Quadrant Supervisor	Henry.MacDonald@McGill.Ca	514-398-3269
North West Quadrant Supervisor	Gerry.Spataro@McGill.Ca	514-398-0435
South West Quadrant Supervisor	Benoit.Longval@McGill.Ca	514-398-2172
Macdonald Campus Quadrant Supervisor	Jamie.Troini@McGill.Ca	514-398-8729
Manager, ICS Desktop Support Services	Jean-Francois.Lachance@McGill.Ca	514-398-3359
Manager, ICS Enterprise Desktop Solutions	Brian.Arsenault@McGill.Ca	514-398-7498
Director, IT Customer Services	Ryan.Ortiz@McGill.Ca	514-398-2750

17 Service Level Performance Reporting

- ITS will submit a report on a regular basis or on request to the primary customer stakeholders, identified in this agreement, showing the degree to which ITS meets or exceeds the response and resolution time targets stated in this Service Level Agreement, as well as other performance and customer satisfaction indicators as they are available. Typically provided indicators are:
  - o Tickets by Type (Service Request, Incident, How To, etc...) for Faculties/Departments
  - o Top 10 Incident & Request Categories
  - o Top 10 Callers for Ticket & Incidents

18 Service Review Meetings

- ITS will coordinate regular meetings with its primary customer stakeholders to:
  - o Review performance of services provided & ensure customer needs are being met
  - o Discuss changes in the customer area that may affect the services. (changes in staffing, renovations, major moves or new requirements)
  - o Review any proposed changes to this agreement