SERVICES & SUPPORT CATALOG

USER SUPPORT SERVICES
TECHNOLOGY & COMPUTING SERVICES
EMPORIA STATE UNIVERSITY
Fall 2011 Edition

LAST UPDATED: 8/13/11
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Purpose

- Define the services that are provided by Technology and Computing Services (TCS) User Support Services (USS) to students, faculty and staff at Emporia State University
- Provide USS contact information
- Identify the timeframe that patrons can expect a response from USS

User Support Services – General Information

User Support Services Teams

USS consists of two teams: the Helpdesk Team and the Client Services Team. Our joint mission is to answer questions, resolve computer-related problems, and provide general information regarding technology at Emporia State University. USS is the first-responder for student, faculty, and staff technology-related issues.

Contact Information

The Helpdesk is accessible via telephone, Email, walk-in, and issue submission via a web ticketing system. Client Services can be contacted via the Helpdesk.

Telephone Information
Phone: (620) 341-5555
Toll Free: (877) 341-5555

E-mail & Web Information
helpdesk@emporia.edu
http://helpdesk.emporia.edu or http://techsite.emporia.edu
http://buzzin.emporia.edu (Technology Services tab)

Locations*

Main Location ---- Butcher Education Center – 008
Kiosk Location ---- William Allen White Library – Reference Area

*Refer to the User Services link on the TCS website where you’ll find a map of the ESU campus indicating TCS Helpdesk locations
Hours of Operation

USS attempts to schedule Helpdesk hours that coincide with William Allen White Library operating hours as closely as possible. The semester schedule is posted on the TechSite (http://helpdesk.emporia.edu) including all special hours and closures for each semester.

Fall and Spring Semesters (Hours are subject to change)

<table>
<thead>
<tr>
<th></th>
<th>Phone &amp; E-Mail:</th>
<th>Butcher Complex:</th>
<th>White Library:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Support Hours</td>
<td>Walk-In Hours</td>
<td>Kiosk Hours</td>
</tr>
<tr>
<td>Mon-Thu</td>
<td>7:30AM - 9:00PM</td>
<td>7:30AM - 5:00PM</td>
<td>5:00PM – 9:00PM</td>
</tr>
<tr>
<td>Friday</td>
<td>7:30AM - 5:00PM</td>
<td>7:30AM - 5:00PM</td>
<td>Closed</td>
</tr>
<tr>
<td>Saturday</td>
<td>Closed</td>
<td>Closed</td>
<td>Closed</td>
</tr>
<tr>
<td>Sunday</td>
<td>3:30PM – 7:30PM</td>
<td>Closed</td>
<td>3:30PM – 7:30PM</td>
</tr>
</tbody>
</table>

Summer Term (Hours subject to change)

<table>
<thead>
<tr>
<th></th>
<th>Phone &amp; E-Mail:</th>
<th>Butcher Complex:</th>
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<td>Mon-Thu</td>
<td>7:00AM - 7:00PM</td>
<td>7:00AM - 5:30PM</td>
<td>5:00PM – 5:00PM</td>
</tr>
<tr>
<td>Fri- Sat</td>
<td>Closed</td>
<td>Closed</td>
<td>Closed</td>
</tr>
<tr>
<td>Sunday</td>
<td>3:00PM – 7:00PM</td>
<td>Closed</td>
<td>3:00PM – 7:00PM</td>
</tr>
</tbody>
</table>

**Fall semester hours are anticipated to begin Wednesday, August 17 and continue through Friday, December 16.**

Issue Response Time

The time required to resolve a technology-related issue will vary greatly depending on its complexity and the ability to contact the patron should more information be required. Often, the Helpdesk Team can resolve the issue on first contact. If unable to resolve the issue on first contact, a Helpdesk Team member normally attempts to follow up via phone or email with a department representative.

When a Helpdesk agent is not immediately available via phone, patrons will be forwarded to voicemail where they can leave a short message describing the problem and leave contact information. The Helpdesk Team will normally respond to voicemail within 2 hours if the call is received during normal business hours. If outside business hours, an agent will follow up before 10:00am the following business day. Patrons can also email the Helpdesk with their request.

Emergency Response Time

Occasionally there are university-wide service outages that create a heavy call volume and may prevent the Helpdesk Team from responding to support requests within the normal 2 hour timeframe. During these service outages, the Helpdesk voicemail message will be modified to reflect the current condition of the outage and alert patrons to potentially longer wait queues.

Email requests during university-wide outages are normally addressed within 4 hours, assuming the email is received during normal business hours. If received outside normal business hours, a Helpdesk agent will follow up with the patron by 11:00am the following business day. Since email service delivery is not always guaranteed, particularly during University-wide outages, the Helpdesk Team cannot ensure that all issues will be addressed immediately. TCS service-level commitments are based on the time the email request actually arrives at the Helpdesk. Therefore, critical or urgent requests should be phoned into the Helpdesk.
**Tier II Response Time**

When an issue must be elevated to a Client Services technician (Tier II support), there are a number of conditions that can affect the amount of time it takes to resolve the problem. Client Service technicians normally acknowledge the receipt of a patron’s service request via email and will schedule an appointment within 2 days. However, when the Client Services Team is performing large quantities of computer installations, there may be a delay in the response to a request for service. Also, a virus outbreak on campus may delay addressing service requests. When this occurs, a message will be delivered to all campus departments alerting them to the delay either via email (if available) or via phone.

**Priority Levels**

Service requests are normally categorized based on a priority level. Response times vary based on the priority level: (Assuming normal business hours of 7:30am - 5:00pm)

<table>
<thead>
<tr>
<th>Priority 1 (Extremely Urgent)</th>
<th>Examples include critical system and Smart classroom emergencies. Normally 4 hours if accommodations are granted to enter the room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 2 (Urgent)</td>
<td>Examples include security incidents, large amounts of questionable traffic causing network overload, or virus issues. Normally 6 hours</td>
</tr>
<tr>
<td>Priority 3 (High)</td>
<td>Examples include computer outages, network connection issues, and software related issues. Normally 1 business day</td>
</tr>
<tr>
<td>Priority 4 (Standard)</td>
<td>Examples include computer installations, printer installations, software problems, and lab/classroom consultation. Normally 2 business days</td>
</tr>
<tr>
<td>Priority 5 (General)</td>
<td>Examples include quotes, general 3rd party software issues, general computer slowness, and multiple computer installations or reloads. Normally 3-5 business days</td>
</tr>
</tbody>
</table>
Services & Support Provided

Level I and Level II Support

USS supports software and hardware recommended by or purchased through TCS. “Fully Supported” software and hardware, also known as Level I Support, is garnered full support and assistance through USS. Software or hardware not provided or recommended by TCS, known as Level 2 Support, will garner “Limited Support”.

Software Support

General Software Applications

Level I (Full) Support*
- Adobe Connect
- Adobe Reader
- Banner (INB/SSB/BRM)
- BuzzIn
- Blackboard
- Campus Call (Alumni Foundation)
- Campus Pack Fusion
- Core FTP
- DeepFreeze
- Google Chrome
- GroupWise Messenger
- Mozilla Firefox
- Microsoft Communicator (Lync)
- Microsoft Internet Explorer 7 & 8
- Microsoft Office 2007-2010 for Windows
  o (incl. Project and Visio)
- Microsoft Office 2008-2011 for Macintosh
- OnBase
- Panopto
- PDF Creator
- Point & Click (MU Health and Student Life)
- QuickTime Media Player
- Real Player
- Safari Browser (Apple/MAC)
- Softchalk
- SPSS v18
- Stuff-IT! (Apple/MAC)
- Sun Java Runtime
- Teachers’ Accountability Application
- T2 Flex
- Windows Media Player

Level II (Limited) Support**
- Adobe Creative Suites
- Camtasia
- Macromedia Creative Suites
- Office Tracker
- Open Office
- Opera Browser
- PowerPark
- SAS (Statistical Analysis)
- SeaMonkey Browser
- Snag-It
- WordPerfect (X5 and above)

* Most Level I software is available for download through TechSite (http://helpdesk.emporia.edu) for ESU-owned faculty and staff computers. Please note that some Level I supported applications are supported by TCS however are fee-based.

** Note that many software applications fall under Level II (limited) Support. Level II Support software applications are common support requests. USS will offer a “good faith” effort to assist a user with Level II supported software; however, a solution may or may not be available.
Anti-Virus, Spyware, & Security Software

All computers connected to the ESU network must have anti-virus software installed and it must be kept current. Computers without anti-virus software are not allowed on the campus network.

USS installs and supports Sophos Anti-Virus software on all university computers. This includes all Emporia campus computers, in addition to computers installed at ESU remote locations, such as the Metro Center in Kansas City. As of the Fall 2009 semester, TCS offers a free version of the ESU licensed Symantec Endpoint Security to all ESU students, faculty, and staff for personal use. The download for this application is available at http://helpdesk.emporia.edu.

Level I (Full) Support
- Symantec Endpoint Security (PC and Macintosh)
- Symantec Endpoint Security – Personal-Use Edition
- SpyBot - Search & Destroy
- PGP Encryption Software

Level II (Limited) Support
- AVG Anti-Virus – Home Version
- Avast Anti-Virus – Home Edition
- CLAMAV
- MalwareBytes Anti-Malware
- CCleaner
- ATF Cleaner
- Super Anti-Spyware
- Sophos Anti-Virus (PC and Macintosh)

Operating Systems

When installed or reloaded, Windows or Macintosh operating systems will contain the latest updates to that point in time. Windows system patches and updates are set to automatically download from USS on a routine schedule. These patches are tested before being made widely available for automatic download. Windows patrons are responsible for applying these updates when notified in their system tray alert (lower right.) Macintosh patrons are responsible for applying updates as they become available through an automated Apple, Inc. download.

Level I (Full) Support
- Windows 7 Enterprise
- Windows XP Professional (Service Pack 3)
- Windows XP Professional – Tablet Edition (SP3)
- Macintosh OS 10.5 (and above)

Level II (Limited) Support *
- Windows 95/98
- Windows ME
- Windows 2000
- Windows XP Home Edition
- Windows Vista - ALL versions
- Windows 7 versions other than Enterprise
- Redhat - Linux
- Ubuntu – Linux
- Level I operating systems in languages other than English
- Macintosh OS 10.4 – 10.3

* Please note that TCS DOES NOT support Level II operating systems for ESU-owned computers. Level II support applies to student computing only.
Email Clients

Level I (Full) Support
- Microsoft Outlook
- Microsoft Outlook Web Access
- Novell GroupWise (PC and Macintosh)
- GroupWise Web Access

Level II (Limited) Support
- Outlook Express
- Macintosh Mail Client

Hardware Support

USS primarily supports Dell and Apple Macintosh computers. We also support a few PC name brands that have been purchased by the university prior to recent standardization of computing equipment purchases. All Client Service technicians are Dell Warranty Parts Certified. (TCS recommends the Dell brand to promote faster support and repair service.)

USS only supports computers and other networked devices (including, but not limited to printers and scanners) that belong to university departments and other official organizations. USS offers limited support for student-owned computers and devices, including networked game machines.

Level I (Full) Support
- ESU-owned computing equipment

Level II (Limited) Support
- Student-owned computing equipment
- Faculty/staff personal computing equipment

PC Support

<table>
<thead>
<tr>
<th>Minimum Requirements:</th>
<th>Recommended Configuration:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pentium IV processor</td>
<td>Pentium Dual Core Processor or higher</td>
</tr>
<tr>
<td>1.0 GB of memory</td>
<td>4.0 GB of memory</td>
</tr>
<tr>
<td>40 GB hard disk</td>
<td>250 GB hard disk</td>
</tr>
<tr>
<td>CD-R/DVD drive</td>
<td>DVD-RW Drive</td>
</tr>
<tr>
<td>Network/Ethernet card (10/100mb)</td>
<td>Network/Ethernet card (100/Gigabit)</td>
</tr>
<tr>
<td>Windows XP Professional (SP3)</td>
<td>Windows 7 Enterprise</td>
</tr>
</tbody>
</table>

Apple/Macintosh Support

<table>
<thead>
<tr>
<th>Minimum Requirements:</th>
<th>Recommended Configuration:</th>
</tr>
</thead>
<tbody>
<tr>
<td>PowerPC G4 processor</td>
<td>Intel Core2Duo processor or higher</td>
</tr>
<tr>
<td>512 MB of memory</td>
<td>4.0 GB of memory</td>
</tr>
<tr>
<td>40 GB hard disk</td>
<td>160 GB hard drive</td>
</tr>
<tr>
<td>DVD/CD-RW drive</td>
<td>DVD-RW drive</td>
</tr>
<tr>
<td>Network/Ethernet card (10/100mb)</td>
<td>Network/Ethernet card (100/Gigabit)</td>
</tr>
<tr>
<td>MAC OS 10.5</td>
<td>MAC OS X 10.7</td>
</tr>
</tbody>
</table>
Printer Support

USS recommends that university departments utilize networked laser printers rather than inkjet personal printers to reduce expense.

Level I (Full) Support
- Dell laser printer (network capable)
- Dell color laser printer (network capable)

Level II (Limited) Support
- Personal inkjet printers
- Multifunction laser printers
- Personal laser printers
- Multifunction inkjet printers
- Century United/SAVIN copiers with print/scan functionality enabled **

**SAVIN copiers, leased by ESU departments through Century United, are fully supported by Century United through the state contract. TCS is responsible for the network printing and scanning functions of these copiers in the areas where those functions are enabled. TCS IS NOT responsible for issues related to the copier, itself. Those issues must be resolved by Century United.

Peripherals and Other Hardware Support

USS recommends that university departments purchase only Epson brand projectors.

Level I (Full) Support
- Epson projectors

Level II (Limited) Support
- Desktop scanners
- USB flash drives
- Other projector brands

Mobile Device Support

Level I (Full) Support
- Apple iPad & iPad2
- Blackberries (ESU Issued)
- PDA (ESU Issued)
- Windows Mobile (ESU Issued)

Level II (Limited) Support
- Apple iPhone
- Blackberry (non-ESU)
- Droid (non-ESU)
- Kindle (Amazon)
- Nook (Barnes & Noble)
- PDA (non-ESU)
- Smart-Phones (other than Blackberry)
- Windows Mobile (non-ESU)

For more information regarding TCS information and support for Blackberry services, please visit http://helpdesk.emporia.edu, then go to Employees at Work, and then to Blackberry.

Backup & Data Loss Support

TCS is not responsible for data backup on a user-computer, nor is TCS responsible for data lost during service it performs on a user-computer. All data stored on a user-computer must be backed up before contacting USS for service and support. USS will provide advice on backup strategies and will publish recommendations to assist users with backing up their personal data.
Classroom and Conference Support

On occasion, USS is asked to provide assistance with workshops and conferences. Some of these requests include, but are not limited to special audio and laptop setup. In order for agents to provide service for special events, the requestor should contact the Helpdesk at least 2 weeks in advance of the event. The Helpdesk Team will generate a work order and provide the necessary information to the Client Services technicians. Additional Information that may be necessary for these events includes: (1) Wireless guest access, or (2) Special classroom setup and configuration.

A/V Equipment Checkout

The Helpdesk Team controls A/V equipment that is available for checkout to faculty, staff, students, and ESU-affiliated organizations. For more information and specific equipment checkout policies, please contact the main TCS office at x.5297 (620-341-5297).

Network Connectivity

ESU Network

User Support Services will assist ESU departments in connecting university-owned computing equipment to both the Local Area Network (LAN) and wireless network (where available).

Residence Hall Network

The TCS Helpdesk Team will provide student-support with connecting personal computing equipment to the residence hall network (also known as the “ResNet”). All university residence hall residents have access to the residence hall network. These network connections are restricted by the same rules that apply to the use of all university computer resources. For more information regarding the ResNet, please see the Residence Hall Network portion of TechSite (http://helpdesk.emporia.edu).

ESU Wireless Network

The TCS Helpdesk Team will provide faculty, staff, and students with documentation and personal assistance in connecting their computer to the campus wireless network. ESU’s wireless network allows authorized users, when equipped with a compatible network card, to access networked university computing resources and the Internet. Areas on campus with wireless support are known as ESU Wireless Zones. For more information, please see the ESU Wireless section of TechSite. The Helpdesk Team supports many popular wireless cards used to connect to the ESU Wireless Zones and are prepared to assist patrons with the wireless setup if requested. For instructions to connect to the ESU Wireless Zone, refer to http://techsite.emporia.edu/wireless.html.

Emporia State University (ESU) can provide temporary wireless guest access for events such as conferences, conventions, or other ESU-sponsored demonstrations and events. Wireless guest access is available in limited areas on the Emporia State University campus and must be requested, and approved, for each ESU sponsored event. To request temporary wireless guest access, please contact your ESU event sponsor. Your event sponsor is responsible for providing you with guest wireless access. If your event sponsor has not already done so, they can contact the TCS Helpdesk (341-5555). Your event sponsor will be the ESU employee that has coordinated your event, on-site visit, conference, or convention. If approved, The TCS Helpdesk will give your event sponsor information necessary to connect to ESU’s guest wireless network. Providing as much advanced notice as possible will help ensure our ability to provide your event with wireless guest access. Wireless guest access information is only available during our primary business hours (typically 7:30AM – 5:00PM, Monday through Friday).
Quotes & Purchasing Recommendations

USS will assist individuals and university departments in researching their technology needs and creating equipment quotes to ensure ESU receives the best possible price from its vendors. TCS strongly urges all departments to contact USS (via the Helpdesk) when considering any technology purchases. Common quotes created by USS include, but are not limited to:

- Desktop computers
- Laptops
- Network printers
- Software

USS coordinates with Dell, Inc. to create quantity purchase quotes on a quarterly basis (ESU purchases only). These quotes ensure that departments receive the best possible price on computer purchases. Current system configuration regarding the computers included in the quantity quotes can be located on TechSite (http://helpdesk.emporia.edu). Go to “Employees at Work”, then to "TechDocs". There is a portion of the TechDocs page dedicated to technology purchasing recommendations.

Performance Monitoring

Periodic quantitative and qualitative measures will be used to determine how well the Helpdesk and Client Services technicians are meeting the responsibilities detailed in this agreement.

Issue Management System

All requests for support are logged in an issue tracking system by TCS personnel. In addition to aiding the tracking of requests for support, the tracking system also allows for reporting to be done on the data collected. This allows for User Support to adjust for continual improvement of services offered within the constraints of resources allowed.

Surveys & Feedback

In an attempt to continually improve our services to the campus community, we continually survey our patrons for satisfaction. Every issue we service is collected and a survey is automatically sent to the patron. Each survey is reviewed by the corresponding team within TCS to allow evaluation of what areas need improvement and which areas provide the appropriate level of service.