

Mona Information Technology Services (MITS)

Service Level Agreement

The User Services Unit/ Help Desk

The Help Desk/User Services Unit is the window and first point of contact for all IT incidents reports. The Unit provides a broad array of support services to the UWI Community. The Help Desk staff is trained to talk you through a problem whilst you are on the phone, coordinate and manage the needs of our walk-in customers and manage and execute the requests of our online customers. All IT incidents are logged in the incidents tracking system.

Scope

The general purpose of the User Services Unit is to provide effective and timely support for all users of campus' IT services. This support unit is committed to delivering quality customer service and technical solutions in support of campus wide technology. To ensure quality control and optimum customer support, the Help Desk provides the University of the West Indies Mona community with this Service Level Agreement (SLA) outlining priority levels and responsibilities relating to the support of technology.

This document represents *a service level agreement between MITS and the University of the West Indies community*, who use technology and computing resources supported by Mona Information Technology Services.

Note: The service level agreement is subject to amendment as new technologies emerge and as the IT needs of the UWI community change.

Mission

“Enabling the use of Information Communication Technology (ICT) in achieving institutional effectiveness, by strengthening the institutional capacity of the Mona Campus within the context of The University of the West Indies, to improve Teaching, Learning, Research and Administration while providing effective service to students, staff and the wider community.”

Objectives

The University of the West Indies Mona Information Technology Services Help Desk is dedicated to providing high quality and efficient day-to-day IT support by:

- ❖ Striving to ensure outstanding customer service
- ❖ Maximizing first contact resolution for the customer by implementing and utilizing new tools and technologies to better serve them
- ❖ Continually improve our services by increasing customer awareness and acting upon customer feedback
- ❖ Regularly reviewing and monitoring established performance indicators

Operation Hours

The Help Desk operates from 7:00a.m. to 10:00p.m. on Mondays to Fridays and from 9:00a.m. to 4:30p.m. on Saturdays and Sundays.

Incident Reports: The Help Desk services can be accessed using the following options:

- ❖ **Telephone Support** : Call the Help Desk at 927-2148 or 2740, 2739, 2992 or our digi-lines 618-6466/618-6469/473-9358
- ❖ **Email Support:** helpdesk@uwimona.edu.jm
- ❖ **Walk-In Support:** We take walk-in customers from 7:00a.m. to 7:00p.m. during the normal business hours. For security purposes our time for walk-in customer is reduced as it draws closer to the end of the calendar year.
- ❖ **Live (Online) Response Support** – This recently implemented electronic support, allows live conversation between our users and support team. Click here for [MITS Live support](#)
- ❖ If you wish to log your jobs directly, please visit this site <http://support.mona.uwi.edu/>

Priorities and Response Time

The Help Desk will use the following guidelines in prioritizing requests and will strive to begin working on the problem within the target timeframe. Actual response times may be shorter or longer depending on the volume of requests and the complexities involved with each type of requests.

Priority	Criteria	Target Response Time
Emergency	Threats to <i>Life and Property</i> .	Initial response within fifteen (15) minutes.
Critical	Significantly undermines or disrupts the support to the <i>Core Business</i> of the University of the West Indies: <i>Teaching, Learning</i> and <i>Research</i> .	Respond to request within thirty (30) minutes.
High	Anything that undermines the <i>Administrative Services</i> of the University of the West Indies. Anything that degrades the delivery of <i>Academic Support Services</i> .	Respond to request within sixty (60) minutes.
Low	Considered important but <i>does not</i> degrade the <i>Core Business</i> and <i>Institutional Capacity</i> of the University of the West Indies.	Respond to request within twenty four (24) working hours.

Definitions:

Response:

- ❖ A ticket (job is logged) is generated and dispatched
- ❖ Confirmation is received from the support person that he/she is aware of the IT Support Request

Response Time:

- ❖ Time between the user logging a request for service and the confirmation from the relevant support person (s)

Resolution:

- ❖ Whenever the problem reported is fixed

Resolution Time:

- ❖ The length of time required to completely solve the reported problem

Note: *If a problem is logged after 4:30pm during Mondays – Fridays, steps to resolve the problem may not commence until the next business day with the exception of incidents which affect the Core Business of the University of the West Indies.*

Call Priority Levels

Once a service request is received the Help Desk support personnel will make every effort to solve the problem at the time of service request. If the Helpdesk support personnel is unable to solve the problem, the problem will be assigned to senior IT support persons, at which time the service priority level will be assigned. Requests are also queued but will be resolved according to the priority assigned to them.

Expectations of the Customer

In order to facilitate the support process, members of the University community are requested to:

- ❖ ***Ensure that all IT Support requests are reported and logged at the Help Desk.*** If you report IT incidents only to the IT support staff whenever they are on site, it results in the following operational problems: **a)** This lengthens the waiting period for the management of the pending requests and by extension affects both customer service and productivity. **b)** Unreported cases are not documented hence, support of this nature is not shown on the productive report of the support staff neither on the productive report of MITs.
- ❖ ***Provide detailed information regarding service requests*** and supply significant information (User ID, first and last name, department, phone number and building and room number) which will promote smooth processing of the request.
- ❖ Notify the Help Desk in advance of any pre-determined required assistance: ***Special requests that require detailed planning and organizing*** (example, ***setting up network access for symposia, workshops, academic conferences, seminars*** etc) must be made at least two (2) weeks (10 working/business days) prior to the date of these meetings.
- ❖ Make every effort to be available to communicate with the support staff assigned to resolve the problem. If possible, provide the name of someone else in your office that the Help Desk can contact in your absence.
- ❖ Note and describe to the Help Desk Staff, all the system errors to facilitate a more accurate diagnosis of the problem.
- ❖ ***Please ensure that you record the name of the Help Desk representative that managed your service request.***
- ❖ ***Please make a note of your problem/ticket number for future quires.***
- ❖ Provide a clean, safe and hospitable work environment for the support staff.

Support Staff Responsibilities

- ❖ ***Support staff should check the job logging system frequently*** so they are aware of jobs assigned to them throughout the course of the work day.

- ❖ *Support staff must ensure that they respond to the support requests assigned to them as outlined in the SLA Priorities and Response Time.*
- ❖ *Jobs must be resolved in a timely manner thus reducing down-time.*
- ❖ *Customers must be informed of the estimated time required to resolved problems **such** as parts/hardware replacement.*
- ❖ Before visiting a job site, ***please make every effort to contact customers*** (via telephone, messages, e-mail) to arrange a mutually convenient time to get the job done.
- ❖ To highlight job status and work already done, ***updates should be posted in the job solution window and the client duly notified.***
- ❖ *Support staff must inform the Help Desk if they are out of office and must work with their team members to have requests previously logged to them, resolved during their absence.*
- ❖ If the job can be solved remotely, ***this must be communicated to the customer.*** The customer must also be informed when the task is completed.
- ❖ For the purpose of tracking and auditing, all jobs ***must be logged*** even if these are problems observed or requests made while you are managing previously assigned problems.

[Feedback](#)

The MITS Help Desk will be proactive in seeking feedback through follow-up calls after a service request has been logged and if needs be when resolved. Our online ***customer service survey*** will also provide critical information which will help us to measure our service to you. In order to improve our service to you, our valued customer, please take a few minutes to complete this [questionnaire](#).