

BSD Desktop Support Program

I. Division-wide desktop requirements

Regardless of how your desktop is supported, there are University and Division requirements that must be met. In the interest of securing and protecting our computing environment, every individual is bound by these requirements to protect the University and themselves from legal, regulatory and criminal threats.

These include the following:

- Honoring copyright and other intellectual-property rights, including having the appropriate licenses for software that you are running.
- Applying patches and virus protection to ensure desktop integrity and security for any computer attached to the network
- Protecting sensitive information, such as: PHI, FERPA protected data, personal and financial (Gramm-Leach-Bliley) information, research data as specified through grant provisions, and institutional financial data.

In general, sensitive information should not be kept on a desktop that is also used as a personal workstation. A good guideline to follow is if the spreadsheet or database contains section-, department-, or clinic-wide data, it should be kept on a server that has limited access and the appropriate physical security. Additionally, these servers should be registered with NSIT as regulated computers.

Subsets of these types of data may be kept on personal workstations for convenience. However, there is NO backup system in place to back up files kept on the local hard drive. Additionally, these computers must be registered with NSIT as regulated computers. These files, databases or spreadsheets should also be protected by an additional password.

II. BSDIS Desktop Support (Technology Assistance & Support Center – TASC)

The BSDIS Technology Assistance and Support Center (TASC) is comprised of two functional groups; the service desk and the on-site support group.

The service desk can be reached by phone, email or via the web. All service requests should go through the service desk in order to ensure appropriate tracking, referral, escalation and reporting. It is our goal to answer as many service requests as possible directly at the service desk without the need for referral.

On-site support technicians are organized into small teams which are focused on a specific set of departments. However, cross-training is extremely important, so technicians are allowed (and are encouraged to) handle requests in different departments where possible.

Service desk hours: 8:00am – 5:00pm

On-site support hours: 8:30am – 5:00pm.

Off-hours support: available only for critical issues or outages. (See definition of critical below.)

Please note, it is always a good idea to give a heads-up to the service desk when you have critical deadlines coming up. Special arrangements can be made in advance for support needs that fall outside normal staffed hours.

Response time (if not resolved at the service desk): response time is defined as having been contacted by a support specialist and establishing an appointment time if necessary.

- Two (2) hour (during business hours) for issues classified as **Critical**.
- Four (4) hours (during business hours) for issues classified as **High** priority.

- Eight (8) hours (during business hours) for issues classified as **Medium** priority or below.

Critical issues or outages:

Outages that affect a large number of people are always considered critical. Individual outages that are considered critical include:

- Same day critical deadline (such as grant submission)
- Same day academic requirement (such as exam)

Services provided fall into the following categories:

- Service Desk Support** – Issues management, tracking, support and reporting
- Desk Side Support** – Remote and onsite issues assessment and support **User/Workstation Administration** – Secured access to our computing environment
- Issue Consultation/Research** – Full scope of service to align needs with resources
- Off Hours Support** – Extension of service hours and resources for special needs
- Supported Hardware Services** – onsite repair of machines under warranty
- Data Support**

Examples of services provided are:

- Inventory management
- Account creation
- Password changes
- Break/fix
- Machine setup
- File sharing maintenance
- File restore
- Email setup and instruction
- User training
- Consultation
- Machine rebuild
- Warranty part replacement
- Desktop application support
- Printer setup
- IP address requests
- Jack activation requests
- Domain Name Service (DNS) change requests
- Machine ordering/purchasing/estimates
- Patch management
- Secure computing environment
- PDA setup (best effort)

III. Desktop Support Model

In order to provide efficient and effective service, BSDIS must focus on a limited number of hardware configurations and operating systems.

	Extended	Limited	Local or 3 rd party
Inventory	Full hw & sw plus ongoing updates	Base inventory of hw & sw	One-time or none
Auto patching	Central solution	Central solution	As much as possible
Auto virus update	Central solution	Central solution	Central solution
Baseline software	Centrally installed	Centrally installed	Centrally or locally
Additional software	Centrally installed	Central or user installed	Locally installed
Rebuild	To inventory state	To baseline state	Local solution
Backup	Files kept on server	File server or local	Local solution
Firewall	Personal	Personal	Lab
Special projects	Case by case	Case by case	Case by case

Extended Support – If you log into the BSD domain and use your desktop primarily to read email, create files, run standard applications and access the web, this level of support is for you. Users have no local administrative rights, but can have power user rights if necessary.

- Standard tools provided by Microsoft, Adobe, BSD
- Additional software is installed by desktop support staff
- Primarily administrative use
- Full reliance on desktop support

Limited support – If you log into the BSD domain, run specialized applications on your desktop and like to install them yourself, this level of support is for you. Both users and desktop support personnel have administrative rights.

- Need additional software for research, analysis, etc.
- Have technical skills and interest needed to install and trouble shoot 3rd party software
- Rely on desktop support for more critical items

Local or 3rd party support – If you don't log into the BSD domain or the machine is specialized to meet a research need, this support model is for you. Desktop support personnel do not have administrative rights to these systems. BSD can provide a list of approved 3rd party support companies. These systems are not exempt from security requirements.

- Machine is attached to specialized lab equipment or is part of data acquisition
- Machine is built from parts
- Machine is from a non-standard hardware vendor

Supported Hardware:

The supported desktop and laptop hardware vendor is Dell (Windows) and Apple. BSDIS staff are trained on Dell hardware and can do warranty repairs on site. BSDIS will work with clients to specify a system that best meets their needs and assist in the purchasing process.

Hardware other than Dell is supported on a best effort basis.

Supported Operating Systems:

- Macintosh OS-X
- Windows 2000, XP

BSDIS will support the current version and one previous version. (Note: for Mac OSX, each incremental release is counted as a separate OS, so the two most recent versions of OSX are those supported.)