

Service Level Agreement

Desktop Support

Institute for Quantitative Social Science (IQSS) and
Harvard-MIT Data Center (HMDC)
15 October 2009

1. Overview

This service level agreement defines the baseline services offered by IQSS/HMDC for Desktop Support, including eligibility for, and quality and limitations of, the services.

1.1 Eligibility

IQSS/HMDC Desktop Support services are provided to resident faculty, staff, visitors, and research associates in the complex of the Center for Government and International Studies (CGIS).

Eligible affiliates can request this service by contacting support@help.hmdc.harvard.edu.

1.2 Cost of Service

IQSS/HMDC Desktop Support services are available free of charge to all IQSS and CGIS affiliates.

1.3 Length of Agreement

This agreement is valid for the period of one year from the date of issuance.

2. Services Provided

IQSS/HMDC desktop services are provided by our Desktop Support group in collaboration with other IQSS/HMDC IT Support and Service groups. Our desktop services include:

- Making recommendations and ordering office computers, printers, and software from preferred vendors
- Setting up office computers and printers
- Installing and configuring supported software on office computers
- Creating user server accounts with a storage quota
- Setting up English operating system on office computer to read and write supported foreign languages
- Troubleshooting hardware and software problems on office computers
- Troubleshooting Harvard-owned home computers brought in to supported location

- Troubleshooting on-campus, Harvard-owned laptop computers and supported handheld devices
- Advising and assisting with configuring laptops, desktops and portable storage devices to store confidential information
- Advising and assisting with configuring laptops and desktops in support of remote access to confidential information, such as set up of VPN, firewall, screen saver, or virus scanner
- Collaborating with FAS IT and Harvard UIS network support groups to ensure that our users receive university network and internet services
- Helping our users to make good use of other available FAS, Harvard, and external IT resources
- Helping our users to contact and communicate with outside technical support service providers to solve a problem when necessary.

2.1 Environment Support

The following operating systems are supported:

- Windows XP or newer
- Mac OS X 10.3 or newer

2.2 Software Support

Supported desktop software is described in the table below.

Windows Operating Systems	Mac Operating Systems
<ul style="list-style-type: none"> • Microsoft Office 03 and 07 Professional Suite • McAfee VirusScan 8.5i • Secure FX • Secure CRT • Meeting Maker 8.5 • Key Server Client • Adobe Acrobat Professional 8 and 9 • Macromedia Dreamweaver CS3 • Endnote X1 • Winedit 5.5 • Adobe Reader 9.0 • FireFox 3.0 • Thunderbird 2.0 • Stata SE • SPSS • Matlab • Maple • Mathematica 	<ul style="list-style-type: none"> • Microsoft Office 04 Professional Suite • McAfee VirusScan 8.6 • Meeting Maker 8.5 • Key Server Client • Adobe Acrobat Professional 8 and 9 • Macromedia Dreamweaver CS3 • Endnote 6.2 • Winedit 5.5 • Adobe Reader 9.0 • FireFox 3.0 • Thunderbird 2.0 • Stata SE • SPSS • Matlab • Maple • Mathematica

2.3 Hardware Support

We support a variety of desktop computers, laptops, and printers. Our staff has most experience supporting Dell desktop, and Dell and IBM laptop computers. We support basic setup for Blackberry, iPhone, and Palm devices.

3. Quality of Service

Services are provided Monday through Friday, 9:00 AM to 5:00 PM. IQSS/HMDC observes all university holidays.

3.1 Maintenance

IQSS/HMDC will schedule off-hours maintenance windows at regular intervals and publish these maintenance windows through the notification channels described at http://support.hmdc.harvard.edu/kb-323/outage_notification.

IQSS/HMDC makes every effort to avoid unscheduled downtimes, but in the event that they do occur, users will be warned when possible or notified afterwards.

3.2 Back Ups

Except where otherwise stated, all supported storage facilities are backed up by default on a regular schedule and stored to tape nightly. The schedule and retention policy can vary depending on the application. Generally, back ups are retained for 3 months.

In case of lost or deleted files, IQSS/HMDC makes every effort to restore the files but cannot guarantee the restoration of files unless they were present at the time of scheduled backup. The highest chance of success for recovering a file occurs if it exists on disk for 24 hours and IQSS/HMDC is notified *as soon as possible* when corruption or deletion occurs.

Please refer to the following URL for the most up-to-date back-up information:

http://support.hmdc.harvard.edu/kb-109/back_policies.

3.3 Response Time

IQSS/HMDC's response times depend on the severity of the issue, and the time of reporting.

During business hours, response times are designated through a three-tier system depending on the product or service arranged

IQSS/HMDC Desktop Support receives Tier 2 support, and will have a staff member assigned to a task within two hours after receiving a support request in the RT tracking system.

Outside business hours, IQSS/HMDC will provide a best-effort response to issues. Issues that are not deemed to be mission-critical will be queued for service during normal business hours in accordance with the tier support assigned to the specific product or service. In the event that the university declares a weather emergency condition, IQSS/HMDC will make a best effort to adhere to the stated response times.

3.4 Notifications

IQSS/HMDC will provide notification of scheduled and unscheduled downtime as described at http://support.hmdc.harvard.edu/kb-323/outage_notification.

3.5 Issues and Requests

The most effective way to communicate with us is to use our Request Tracking (RT) system, by sending an email to support@help.hmdc.harvard.edu. Your email will be received by all the members of our user support team, and you will be served by the first available staff member. Your question/request, our initial response and any on-going communications will be recorded in the RT database so that other support team members can follow up and help you if your original contact becomes unavailable at any point.

You also can reach us by phone at (617) 495-4734, or in person in K027, CGIS Knafel Building.

For more information, please visit our website at <http://support.hmdc.harvard.edu/>.

4. Services Not Provided

The following services are not part of this agreement:

- Movement of heavy or large amounts of computer equipment
- Home visits or work on computers that are purchased with non-Harvard funds
- Support of non-computer equipment, such as faxes, copiers, and similar equipment
- Statistical consulting
- Optimization or modification of user code
- Installation of user-specific software

5. User Responsibilities

Clients are responsible for ensuring that their department complies with all policies as defined in this section, and with those policies established by FAS and the University.

5.1 Usage Policies

Usage policies govern who may use the system, what information may be stored, and what uses of the system are permitted. All users must comply with appropriate IQSS/HMDC usage policies as defined at http://support.hmdc.harvard.edu/kb-1019/usage_policies,

including (1) storage of confidential information and classified information; (2) privacy; (3) proper use of Harvard resources; and (4) dissemination of copyrighted information.

High Risk Confidential Information (HRCI) may not be stored or processed on IQSS/HMDC systems without prior written approval from IQSS/HMDC. Harvard Confidential Information (HCI) may be stored on HMDC file servers.

HCI may be stored on non-shared, Harvard-owned laptops and desktops systems that are configured securely. Please contact IQSS/HMDC Desktop Support to confirm that a system is configured properly.

If you require assistance with usage policies and their proper usage, please contact us at support@help.hmdc.harvard.edu.

5.2 Licenses

Clients are responsible for abiding by licenses for any and all commercial software applications used on a system supported by IQSS/HMDC.

5.3 External Resources

The user is responsible for the cost of hardware (including consumables), software, and upgrade costs, including network or Out of Band Management services.

Maintenance of non-supported operating systems and applications, including all vendor-supplied security and bug fix patches are the responsibility of the user.