

# **Service Level Agreement**

## **Desktop Support Services**

Institute for Quantitative Social Science (IQSS)

1<sup>st</sup> July 2023

### **1. Overview**

This service level agreement defines the baseline services offered by IQSS for Client Support Services (CSS) including eligibility for, and quality and limitations of, the services.

#### ***1.1 Eligibility***

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

Eligible affiliates can request this service by contacting [help@iq.harvard.edu](mailto:help@iq.harvard.edu). or calling the IQSS Help desk: at 617-495-4734

#### ***1.2 Cost of Service***

IQSS Client Support Services are available free of charge to all eligible CGIS affiliates.

### **2. Services Provided**

IQSS Client Support Services are provided by the IT Client Support Service team in collaboration with other IT Support and Service groups at Harvard University. Our desktop services include the following:

- Making recommendations for using Harvard funds to order office computers, printers, tablets, smartphones, and software from preferred vendors
- Image and deploy Harvard-funded computers and printers
- Installing and configuring supported software on Harvard-funded computers
- Troubleshooting hardware and software problems on Harvard-funded computers on campus and at home
- Troubleshooting Harvard-funded home computers brought in to a CGIS office

- Troubleshooting on and off campus, Harvard-funded laptop computers and supported handheld devices
- Troubleshooting on-campus VoIP services
- Advising and assisting with configuring Harvard-funded laptops, desktops, and portable storage devices to store confidential information
- Advising and assisting with configuring Harvard-funded laptops and desktops in support of remote access to confidential information, such as setup of a VPN, encryption, firewall, screen saver, or virus scanner
- Collaborating with HUIT IT to ensure that our users receive Harvard 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 with Harvard-funded hardware and software when necessary

## ***2.1 Environment Support***

The following operating systems are supported:

- Windows 10 or newer
- Mac OS 11 or newer

## ***2.2 Software Support***

Supported desktop software is described in the table below.

<b>Windows Operating Systems</b>	<b>Mac Operating Systems</b>
<ul style="list-style-type: none"> <li>• Microsoft Office 365</li> <li>• CrashPlan</li> <li>• Secure FX</li> <li>• Secure CRT</li> <li>• Adobe CC</li> <li>• Endnote</li> <li>• Winedit</li> <li>• Firefox</li> <li>• Chrome</li> <li>• Stata</li> <li>• SPSS</li> <li>• Matlab</li> <li>• Maple</li> <li>• Mathematica</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Office 365</li> <li>• CrashPlan</li> <li>• Adobe CC</li> <li>• Endnote</li> <li>• Winedit</li> <li>• Firefox</li> <li>• Chrome</li> <li>• Stata</li> <li>• SPSS</li> <li>• Matlab</li> <li>• Maple</li> <li>• Mathematica</li> </ul>

## **2.3 Hardware Support**

We support a variety of Harvard-funded desktop computers, laptops, and printers. Our staff has the most experience supporting Dell Optiplex series desktops, Dell Latitude series, and Lenovo Thinkpad series laptop computers. MacBook, MacBook Air, Macbook Pro, iMac, Mac Pro, Mac Mini. We provide essential support for Android, iPhone, and tablets.

### **2.3.1 Hardware Support Policy**

- Primary Harvard-Funded Systems: IQSS Client Support Services will support up to two primary Harvard-funded systems per client. These systems may include one laptop and one desktop. *(The increased demand for support hybrid at both the office and home has presented significant challenges across Social Sciences. Maintaining the same level of assistance for each system has become difficult due to resource constraints. The intent is to have IQSS Client Support Services be available in fair share amongst Social Science researchers.)*
- Printers: The support policy includes two printers per client. One printer will be designated for office use, while the other will be for home use. IQSS Client Support Services will provide support for these printers.
- Tablet and Smartphone: Each client will be entitled to support one tablet and one smartphone. IQSS Client Support Services will offer assistance and troubleshooting for these devices.
- Additional Equipment: In the case of extra Harvard-funded equipment, such as additional laptops, desktops, printers, tablets, and smartphones, IQSS Client Support Services will make its best effort to provide support at a later time. They will work with the availability of the clients to accommodate their needs and provide assistance as resources permit.

## **3. Quality of Service**

Services are provided Monday through Friday, 9:00 AM to 5:00 PM. Eastern Time. IQSS observes all University holidays.

### **3.1 Back Ups**

If you have CrashPlan Pro backup software installed on your work system, please use the CrashPlan Pro desktop client to recover your data or contact IQSS Client services for further assistance.

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

### ***3.3 Response Time***

IQSS Client Support Services staff response times depend on the severity of the issue and the time of reporting. During business hours, IQSS will have a Client Support Services staff member assigned to a task within 24 hours after receiving a support request in the RT tracking system. Seasonal conditions, such as increased demand at the start of the academic year, may impact initial response time to 48 hours, but the IQSS Client Support Services team will respond on best effort in the order the requests are received.

Outside business hours, IQSS Client Support Services staff 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 the event that the University declares a weather emergency condition, IQSS will make the best effort to adhere to the stated response times.

### ***3.5 Issues and Requests***

The most effective way to communicate with the IQSS Client Support Services team is to use our Request Tracking (RT) system by emailing [help@iq.harvard.edu](mailto:help@iq.harvard.edu). Your email will be received by all the members of our IQSS Client Support Service team, and the first available staff member will serve you. Your question/request, our initial response, and any ongoing communications will be recorded in the RT database so that other support team members can follow up and help you if your initial contact becomes unavailable at any point.

You also can reach us by phone at (617) 495-4734, or visit us in person in K027, CGIS Knafel Building (Concourse Level) 1737 Cambridge St Cambridge MA 02138.

For more information, please visit our website at <http://css.iq.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 and similar equipment
- Statistical consulting
- Optimization or modification of user code
- Installation of user-specific software, i.e., software without University licenses

## **5. Licenses**

The user is responsible for abiding by licenses for any and all commercial software applications used on a system supported by IQSS.

### **5.1 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.

The user's responsibility is to maintain non-supported operating systems and applications, including all vendor-supplied security and bug-fix patches.