1 INTRODUCTION
The purpose of this document is intended to reflect a strong commitment by the Information Services division and its staff to achieve the highest standards of quality, professional customer service, ease of accessibility, effective event resolution and an elevation of status as a highly valued asset for Central Washington University.

1.1 LOCATION
The CWU Service Desk is located at Bouillon Hall, Room 112. All walk-in service requests are welcome at our location during hours of operation.

1.2 CONTACT US
- Service Desk is available via phone at 509-963-2001 during hours of operation.
- Assistance is also available via email at servicedesk@cwu.edu
- The Service Catalog can be accessed through the MyCWU portal.

1.3 HOURS OF OPERATION
Normal hours of operation for the Service Desk are Monday – Friday from 7:00 AM until 5:00 PM. While a school quarter is in session, the Service Desk also offers extended hours from 5:00 PM until 8:00 PM. A technician is available by phone or walk-up at the Library Academic and Research Commons (ARC). No weekend hours are scheduled. The Service Desk follows the same holiday schedule approved for the staff of Central Washington University.

1.4 ITIL AND BEST PRACTICES
- ITIL (Information Technology Infrastructure Library) is a standardized set of best practices that CWU’s Information Services (IS) Department uses to align IT processes and procedures.
- A best practice is a technique or methodology that has been proven to reliably lead to a desired result. Best practices are ever-evolving as new ideas, technology, and information comes to light. Information Services and Service Desk is committed to using all the knowledge and technology at our disposal to ensure success.

2 SUPPORTED SERVICES
The CWU Service Desk is the first stop for all IT and phone issues. Service Desk services are organized into categories to reflect the type of issue(s) a customer may be experiencing.

2.1 ACCOUNTS AND PASSWORDS
- The Service Desk provides information when a student, faculty/staff member, or alumnus needs assistance with his/her account information.
• The Service Desk provides temporary passwords for password resets. The technicians do not have access to current or previous passwords set by the user.

2.2 LAPTOP AND DESKTOP SERVICES – CWU TAGGED
• Service Desk provides first-level support for account/password troubleshooting, email problems, connectivity issues, drive mapping, printer mapping, and software problems. If these issues are beyond the scope of what the Service Desk can offer, the technician will escalate to the proper department for further assistance.
• The Service Desk is the access point for device distribution and retrieval for CWU-tagged laptops and tablets.
• Service Desk does not provide hardware support of any kind.

2.3 PERSONALLY-OWNED EQUIPMENT
• The Service Desk provides limited support for personally owned equipment. Technicians can assist with installing and updating items related to CWU. Service Desk provides support for account/password troubleshooting, email problems, connectivity issues, drive mapping, printer mapping, and software problems.
• Service Desk technicians assist with a limited number of computer, phone, and tablet issues. Service Desk does not provide any kind of hardware support.
• Virus scans are offered free of charge for personal computers of CWU students, faculty, and staff.

2.4 RESNET
• The Service Desk provides assistance to students living on campus. A ResNet technician is usually available during normal operating hours (not extended hours at the Library ARC).
• The ResNet technician can offer support for:
  o ResNet Registration
  o Fairpoint modems in Wahle and Brooklane Village
  o Game Consoles
• ResNet technicians and Service Desk technicians can provide clarification about the ResNet Acceptable Use Policy (AUP) and the rules for peer-to-peer (P2P) software.
2.5 ABANDONED PROPERTY

The "Abandoned Property" Guideline states that Information Services (IS) is not responsible for lost or stolen items. Patrons are expected to keep their belongings, especially valuables (electronic devices, backpacks, wallets, laptops, etc.) with them at all times. Information Services and the Service Desk are not responsible for the security of any items brought into or left behind in the computer labs or anywhere else on campus. Items that are left alone for longer than 15 minutes are considered abandoned and will be treated as lost. Lost items that are found by an employee of CWU or a student can be turned in and logged at the Service Desk. If a lost item is stored at the Service Desk for longer than 30 days, it is subject to repurpose and/or disposal.

2.6 SERVICE REQUEST MANAGEMENT AND TICKET ESCALATION

The CWU Service Desk creates, manages, and escalates service requests submitted through the Service Catalog or through our Service Technicians. These requests can be escalated to, but are not limited to:
- Client Auxiliary Technology Services (CATS)
- Enterprise Application Services
- Media Services
- Enterprise System Services
- Telephony Services
- Network Infrastructure Services

3 SERVICE LEVEL GUIDELINES

The CWU Service Desk is the first level of support for faculty, staff and student support calls and web submissions made for technology support. The Service Desk makes every attempt to resolve issues at this first level of support. If an issue is identified that requires escalation, it will be triaged to the next level of support.

3.1 SERVICE DESK METRICS

<table>
<thead>
<tr>
<th>Category</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telephone Calls</td>
<td>Answered by Service Desk technicians, agents and student technicians</td>
</tr>
</tbody>
</table>
| Average Response to E-Mail | During Business Hours: Acknowledged within 30 minutes  
|                          | After Business Hours: Acknowledged during the first hour of the next business day    |
| Service Desk Availability | As advertised with 100% compliance on monthly basis, excluding scheduled system maintenance and “acts of God” |
### 3.2 RESPONSE METRICS

If an issue is identified that requires escalation to the next level of support, the table below outlines our standard service level commitments.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
<th>Service Response to Customer</th>
<th>Resolution Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Critical [Emergency]</strong> – An incident impacting a significant group of customers, any mission critical IT issues affecting a single customer, or potential loss of mission-critical data.</td>
<td>15 Minutes</td>
<td>59 Minutes</td>
</tr>
<tr>
<td>2</td>
<td><strong>High</strong> – An incident where the user or multiple users’ performance is significantly interrupted or that interferes with core business functions.</td>
<td>30 Minutes</td>
<td>2 Hours</td>
</tr>
<tr>
<td>3</td>
<td><strong>Medium</strong> – An incident that interferes with normal completion of work, tasks are more difficult but not impossible to complete, or the incident affects a small group of users. This priority allows the technician to respond when available without loss of productivity. This is the default priority.</td>
<td>4 Hours</td>
<td>16 Hours</td>
</tr>
<tr>
<td>4</td>
<td><strong>Low</strong> – An incident that does not directly affect customer’s productivity, and work can continue until the technician responds.</td>
<td>8 Hours</td>
<td>32 Hours</td>
</tr>
</tbody>
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