

---

## CWU Service Desk and CSS ITSM Operating Standards v1.13 April 20, 2016

---

### 1 INTRODUCTION

The purpose of this 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 101. 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 [cwusericedesk@cwu.edu](mailto:cwusericedesk@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 Monday - Thursday. 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:
  - ResNet Registration
  - Fairpoint modems in Wahle, Brooklane Village, Getz-Short and Student Village
  - 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:

- Computer Support Services (CSS)
- 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 student, faculty, and staff 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 3x3 STANDARD

The CWU Service Desk follows a 3x3 rule; this rule only applies to customer-submitted tickets with insufficient information or contact cannot be made with the customer. After a ticket has been submitted with insufficient information or the customer cannot be contacted, the Service Desk will make a second attempt to contact the customer to obtain the necessary information. After 3 business days, if the Service Desk has not received a response from the customer, the Service Desk will notify the customer that in 3 additional business days with the notice in the subject line that the Service Desk considers the ticket closed. After those 3 business days, the Service Desk will close the ticket. Once the ticket is closed a request to reopen the ticket from the customer may take place using a link that is in the email to reopen. The Service Desk will accept the

reopened ticket from the customer and create a new ticket for the customer closing the reopened ticket. This will be a seamless effort for the customer.

### 3.2 INFORMATION TECHNOLOGY SERVICE MANAGEMENT WORKFLOW

Customer service is the focal point of all IS priorities. The CWU Service Desk and Computer Support Services use IT Service Management (ITSM). ITSM uses Information Technology Infrastructure Library (ITIL) as the framework to achieve high quality service. The teams are trained in several areas of ITIL and currently use Incident, Service Request and Problem tickets to restore service to the customer. Knowledge Base articles will be generated by the Service Desk from resolved tickets.

There are two types of services: Internal and External. The definitions are:

- Internal Ticket: defined as a ticket generated by the Information Services (IS) staff for internal task completion. Internal tickets can be opened, resolved and closed by internal staff or, alternatively, left resolved for the Service Desk to close.
- External Ticket: defined as a ticket generated by the customer through the Service Desk Catalog. The external ticket may also be generated by the customer through the Service Desk technicians. All external tickets will start with an incident and escalate to the respective department as needed. Each department will review the incident and change it to a service request or problem if needed. All external tickets will be managed by the Service Desk and closed by the Service Desk. All External tickets that are escalated and changed to a Service Request or Problem shall be resolved by the respective department. Once the ticket is resolved it will be returned to the Service Desk for closure.

The definition of Incident, Service Request and Problem tickets are:

- Incident: a ticket generated for the purpose of restoring a service to its original state as quickly as possible.
- Service Request: a ticket generated for the purpose of adding a feature or service as requested by the customer or IS staff.
- Problem: a ticket generated for the purpose of a root cause analysis of an incident or incidents.

### 3.3 SERVICE DESK METRICS

Category	Performance Criteria
Telephone Calls	Answered by Service Desk technicians and student technicians
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”
---------------------------	---

### 3.4 INCIDENT RESPONSE METRICS

If an incident is identified that requires escalation to the next level of support, the table below outlines our standard service level commitments. All Priority 1 and 2 tickets will be managed personally by the Service Desk Manager and escalated by a phone call or personal delivery to the department manager escalated to.

Priority	Definition	Service Response to Customer	Resolved or workaround Time
1	<b>Critical [Emergency]</b> – An incident impacting a significant group of customers, any mission critical IT issues affecting a single customer, or potential loss of mission-critical data.	15 Minutes	59 Minutes
2	<b>High</b> – An incident where the user or multiple users’ performance is significantly interrupted or that interferes with core business functions.	30 Minutes	2 Hours
3	<b>Medium</b> – 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.	4 Hours	16 Hours
4	<b>Low</b> – An incident that does not directly affect customer’s productivity, and work can continue until the technician responds.	8 Hours	32 Hours

### 3.5 CHANGE MANAGEMENT

The purpose of this document is to provide a High Level or Management view of CWU Change Management process. The Change Management High Level Process Flow diagram is the focal point for this document with a corresponding section that defines each of the Change Management High Level Process Activities. [..\..\1 - SERVICE DELIVERY\ITIL Flowcharts and Governance\Change Management](#)

The Basic process will be as follows:

1. Change Management documents will be the reference material for ITSM Change Management Process
2. An understanding of when to use the change request form is needed (RFC)
3. A change request will be submitted to the CSS Manager for initial interpretation. The Manager will be looking for a change that may result in creating impact to other departments, students, staff, faculty etc. If no impact is expected as a result of using the survey questions to grade the request; an RFC may not be needed as it may be a standard change.
4. The RFC will be submitted to the (CAB) Change advisory Board for consideration. The internal CAB members are Managers and Director currently. Others may participate as a (SME) Subject Matter Expert when it pertains.
5. The RFC will be logged and either approved or escalated as needed

### 3.6 TICKETS ON HOLD

On Hold ticket process:

Three (3) Criteria for placing a ticket on hold.

1. Waiting on room or customer schedule.
2. Waiting for parts/equipment.
3. Waiting for additional support from external resource.

Procedure:

Technicians can place a ticket on hold if it meets any of the 3 criteria listed above. If the technician is given a future date by the customer/vendor/technician they will assign it a start date and an end date if applicable. If an end date is assigned the technician will also assign a “goes off hold” date.

Monitoring Procedure:

On Hold tickets will be monitored weekly by the CSS manager and responsible technician. Any On Hold tickets that have not been updated or reviewed in the last week or two weeks (to be decided) will be addressed by the CSS manager and responsible technician.

30 days: If an On Hold ticket reaches 30 days the technician may request an extension of 5 business days and the CSS manager will update the ticket with approval if a valid reason is given. If the above criteria is no longer applicable, the technician will apply the 3x3 rule.