FHS IT Services: Desktop Support Services (DSS)

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EXECUTIVE SUMMARY

The Faculty of Health Sciences has assessed its IT service needs and developed its service offerings and delivery models to ensure effectiveness, avoid duplication and gaps, and take advantage of synergies with IT groups across McMaster. Based on this assessment, models for FHS IT core service offerings were developed and implemented.

The Desktop computer has become an indispensable part of everyday work in the FHS. Almost all staff and faculty members require a personal computing device (e.g., desktop computer, laptop, etc.) and other desktop-level devices (e.g., printers, portable storage, peripheral devices, etc.) to perform their duties or meet their needs. Additionally, these devices require configuration and software to be useful.

To maintain business continuity of the FHS and meet administrative, educational, and research mandates this hardware and software requires management, maintenance, repair, and disposal over time. The FHS Computer Services Unit (CSU) provides these services at no cost, as a core service to the FHS.

This document details Desktop Support Services (DSS) provided to the FHS via the CSU. These services are provided by CSU as a core service with no cost to the end user in most cases. It outlines operational procedures, accountabilities, support models, and other key details of the service.

EXPECTED OUTCOMES & BENEFITS

- To provide a responsive body of technical experts to ensure FHS computing resources function smoothly and support business continuity.
- To provide recommendations and guidance that are in keeping with McMaster's IT priorities, compatible with McMaster's infrastructure, and tailored to users' needs.
- To provide guidance on all elements of day-to-day computing needs, software, purchasing and disposal.
- To reduce costs to departments by providing this service as a core offering without cost and making cost-effective hardware and software procurement recommendations.
- To assist clients working both remotely and at FHS sites with their technology needs.

SERVICE DETAILS

What are these services?
Desktop support services are a suite of services that provide end-user support to faculty and staff and their everyday computing equipment and software needs. They are provided by a team of specialists, including Service Desk Analysts, AV & IT Specialists, and Administrative Assistants. Some examples of these services and their scopes include:

- Computer hardware (consultation, configuration, repair, disposal, etc.)

- Computer software (consultation, installation, configuration, maintenance, etc.)
- Peripheral devices (consultation, installation, configuration, repair, disposal, etc.)
- Security & backup (data backup, virus/malware issues, etc.)
- Support & troubleshooting (repair, maintenance, etc.)
- Disposal & refreshing (equipment recycling, data destruction, etc.)

What are the key locations associated with these services?
The principal CSU Desktop Support centre is in the McMaster University Medical Centre (MUMC) room 2D4. Other smaller support areas exist in other campus locations (MDCL) and remote campuses (WRC, NRC and DBHSC). Desktop support is also offered remotely when possible.

Desktop Support Services will be administered and managed within the FHS CSU within the CSU Helpdesk services stream.

Who owns the services & their products?
Most services will be owned by CSU. Ownership of the hardware, software, peripheral devices, and data will belong to the service users and McMaster according to McMaster policies. In some cases, CSU may take ownership of hardware for recycling, disposal, or other purposes as reasonably required by the services.

SERVICE SCOPE

Who are the intended users of the services?
Desktop Support Services are intended for McMaster Faculty of Health Science faculty and staff members. It is not intended for use by McMaster students of any faculty, arm's length partners or any other parties who do not carry out professional activities for the FHS. The services include any McMaster-owned hardware or software used for professional activity. It may include personally owned hardware or software in cases where the device or software is being used for McMaster work purposes, and no McMaster owned alternative exists. These cases will be decided on a case-by-case basis by the FHS Director of IT and CSU management.

What kind / how many services will the services support?
The mandate of CSU is to support core technologies within the FHS. As the technologies within the FHS are manifold, the required services are also many and varied. The following is a list of example services that would be included or excluded from the service offering. This list is not exhaustive; In cases where eligibility is in question, the FHS Director of IT, CSU management, or the FHS-ITC will provide recommendations if the services offering should include or exclude work in question.

1. Equipment Needs Assessment & Consulting
   a. Included Services
      i. Providing hardware & software recommendations based on user requirements.
      ii. Providing guidance on hardware & software purchasing.
      iii. Providing guidance on standards & best practices within McMaster.
   b. Excluded Services
      i. Purchasing – CSU will not purchase hardware or software on behalf of service users. All purchasing must be done by the users or their departments.

      ii. Licencing – CSU will not register software on behalf of service users. All registration must be done by the users or their departments.

      iii. Any services which CSU cannot reasonably accommodate due to availability of resources or other considerations as determined by the service manager.

2. Equipment Configuration & Installation
   a. Included Services
      i. Configuring systems with a standard set of McMaster and productivity software (e.g., Office 365, Adobe Reader, Browsers, Cisco VPN client, Citrix, SCCM, etc.).
      ii. Installing additional software at the users' request when it can be reasonably accommodated (e.g., software is current, supported, properly licenced, etc.).
      iii. Transferring data between systems when it can be reasonably accommodated (e.g., data is not encrypted or damaged, is owned by the user, etc.)
      iv. Customizations or other services as required to meet the needs of service users where they can be reasonably accommodated.
      v. Installation and configuration of peripheral devices (e.g., printers, scanners, webcams, etc.)
   b. Excluded Services
      i. Unlicensed software - Installation or operation of any software that was not procured correctly.
      ii. Personal hardware - Operations on any devices or peripherals not used as part of McMaster operations or not owned by McMaster.
      iii. Training – CSU does not provide training on using any software as a core service for individuals or groups.
      iv. Any services which cannot be reasonably accommodated due to availability of resources or other considerations as determined by the service management.

3. Equipment Repair, Maintenance & Disposal
   a. Included Services
      i. Troubleshooting and repairs of systems where functionality can be restored using only software and configuration tools.
      ii. Troubleshooting and repairs of systems where functionality can be restored using only maintenance or cleaning tools (e.g., physical cleaning, disk defragmentation, etc.).
      iii. Troubleshooting and repairs of systems where functionality can be restored through the installation or replacement of modular system parts (e.g., hard drive, memory modules, etc.) made for easy replacement by technicians.
      iv. Providing recommendations and guidance on equipment repair vs replacement options based on users' requirements and condition of the equipment.
      v. Providing proper disposal of equipment, including data destruction and disposal, recycling, or repurposing of equipment.
   b. Excluded Services
      i. Non-modular repairs – repairs where hardware replacement or repair requires invasive or complex operations (e.g., soldering, din & ribbon connectors, screen replacements, etc.).
      ii. Training – CSU does not train users on how to perform repairs or maintenance.

iii. Warranty Support – CSU is not a hardware or software reseller and has no role in warranty support for any hardware or software used by FHS staff or faculty.

iv. Offsite support – CSU staff will only provide services at CSU repair locations and will not travel to other sites to provide support.

v. Any services which cannot be reasonably accommodated due to availability of resources or other considerations as determined by the service management.

4. Systems Management & Connectivity
    a. Included Services
        i. Configuring systems to meet McMaster security requirements or respond to changes in campus standards, procedures, or policies.
        ii. Configuring systems to access the McMaster Network, the public internet, and associated services according to McMaster policies (e.g., Shared drive access, domain authentication, etc.).
        iii. Providing basic support for Office 365 (Login, Zoom or MS Teams plugins, calendar access, mailbox caching, etc.).
        iv. Providing guidance on accessing web conferencing services such as zoom or MS Teams, basic microphone/camera settings, and finding self-directed training resources.
        v. Troubleshooting and resolving connectivity issues to the McMaster network, McMaster Wi-Fi, McMaster VPN, and the public internet via these technologies.
    b. Excluded Services
        i. Unlicensed software - Installation or operation of any software that was not procured correctly.
        ii. Office365 support- any support beyond the basic support noted above is beyond this service's scope and is provided by UTS to all McMaster faculty and staff.
        iii. Web conferencing training - CSU does not provide training on using web conferencing software as a core service for individuals or groups.
        iv. Non-McMaster Connections – CSU will not troubleshoot or service internet connections that are not part of the FHS core infrastructure (e.g., personal hotspots, 3rd party connections, etc.)
        v. Any services which cannot be reasonably accommodated due to availability of resources or other considerations as determined by the service management.

5. Security & Data Backup
    a. Included Services
        i. Removal of viruses and malware, whenever possible, while minimizing data loss or risk as much as possible.
        ii. Data backup or transfers between devices or to archive medium (e.g., portable hard disk).
    b. Excluded Services
        i. Data restoration – CSU will make all attempts to secure data but cannot warrant any data against destruction or to be recoverable once deleted or destroyed.
        ii. Warranted Removal – CSU uses third-party commercial tools to detect and remove viruses and malicious software. As such, CSU cannot warrant

performance beyond what is provided by these tools to detect and eliminate such software.

SERVICE PROCESSES/PROCEDURES

How do users access these services?
FHS faculty and staff that require desktop support must create an online ticket through the [MyCSU portal](). A CSU staff member will triage the request and either assign the online ticket to the appropriate CSU staff or gather any required missing information from the client (e.g., Contact information, details of the issue, etc.).

How are the services tracked?
All requests and work efforts are tracked in a ticket tracking helpdesk system. This system handles issue allocation, communications, work tracking and reporting.

How are services terminated?
In most cases, issues will be resolved and updated in the tracking software, terminating the service for that request. In rare cases where the service user elects not to follow the guidance of, or accept the proposed solution CSU provides, CSU will note this in the tracking system and close the issue as resolved.

Who approves access to and continued use of these services?
In most cases, faculty and staff may directly request assistance without the need for other approvals, though local departmental policies may require additional approvals. The FHS-ITC, the FHS Director of IT, CSU management or staff may have a role in approving specific requests under the service offering.

SERVICE AGREEMENTS & ACCOUNTABILITIES

What are the supported hours of the services?
The services will be available during regular working hours.   Overtime or irregular hours will rarely be required. In these cases, CSU will follow standard procedures for approval or cost recovery of time.

Users needing to meet with a CSU staff member to drop off or pick up equipment will be able to do so by appointment only, to be arranged with the staff member supporting the user.

How are client communications handled?
As the service is highly individual, almost all correspondence will be directly between the service user and the CSU staff member supporting them via email and the issue tracking system. Phone and other communication methods may be used if required by the CSU staff member or service user.

Any communications that affect all service users (e.g., relating to the service request portal or processes) will be sent as a broad email communication or shared via the CSU website.

How are issues prioritized and responded to?

All CSU hosting services operate under CSU service level agreements (SLAs), with response times determined according to impact and severity. CSU will prioritize requests where users' ability to work is limited by technical failure whenever possible.

What are the client accountabilities associated with the services?
- Reporting support issues to CSU when detected and relaying all pertinent information
- Purchasing hardware and software, with guidance from CSU staff if requested
- Backing up their data before surrendering any equipment for service

What are the CSU accountabilities associated with the services?
- Providing varying services aligned with the overall service offering as required to maintain operations of desktop technology in the FHS
- Providing timely responses to requests according to service level agreements
- Providing flexibility in equipment movements and remote support when possible
- Providing clear and responsive communications
- Maintaining detailed records and issue correspondence

SERVICE COSTS & PAYMENTS

Are there costs associated with the services
As a core service, there should be no direct costs to access the service. In some cases, clients will be responsible for costs to third parties (e.g., license costs for software, hardware, or peripheral purchases, etc.). These costs are the responsibility of the client and will not be billed through CSU.

How are payments for the services to be made?
Payments to CSU for any cost recovery items must be from a McMaster account via a valid McMaster Chartfield. A valid client Chartfield will be required as part of the scope where any cost recovery elements are anticipated. Any special arrangements outside of this will be at the discretion of the FHS Director of IT.