Table of Contents

Customer Service Commitment.......................................................................................... 1
Help Desk Services............................................................................................................. 1
Services Not Provided by Help Desk.................................................................................. 2
Hours of Operation ............................................................................................................. 2
Service Requests................................................................................................................ 2
Help Desk Priority Levels................................................................................................. 3
Service Level Guidelines................................................................................................. 3
Hardware and Software Standards...................................................................................... 4
  CVM Standard Software ............................................................................................... 4
  Hardware Support ........................................................................................................... 5
  CVM Inventory ............................................................................................................... 5
Network Support ................................................................................................................. 5
Personal Systems ................................................................................................................ 6
Project Request Process .................................................................................................... 6
User Responsibilities .......................................................................................................... 7
  Securing Your Assets ...................................................................................................... 7
Appeal Process .................................................................................................................... 8
Feedback ............................................................................................................................. 8

Customer Service Commitment

The VIS Help Desk for the College of Veterinary Medicine is committed to providing its
users with quality customer service by:

- Responding to service requests within established time parameters
- Providing courteous and respectful service
- Continuously reviewing ways to improve the quality of service to the college
- Regular monitoring of performance and services provided
- Reviewing customer feedback to improve service to the college

Help Desk Services

Help Desk Services provides support to faculty and staff who need assistance in the
following areas for college-purchased and approved systems and software. Other services
are also available.

- Software and hardware consultation
- Software and hardware installation/troubleshooting
- Network connectivity
College of Veterinary Medicine
Veterinary Information Systems
Help Desk Services

- Desktop disaster recovery support
- Virus and spyware removal (if possible; rebuild necessary in some cases)
- Disposal of surplus computer equipment and hard drive data wipe using industry-standard methods
- Setup of computer systems following college standards: http://www.vet.ohio-state.edu/4012.htm
- User training and assistance of supported software. Initial examples are located at: http://www.vet.ohio-state.edu/4857.htm
- Network access and shared network resources for CVM-owned and managed equipment
- E-mail support in configuration & troubleshooting

Note: The Ohio State University insurance policy does not provide for any losses if your hardware/software is stolen. Please be aware that the College of Veterinary Medicine’s Help Desk is not responsible for any damage or loss of data that could occur on a system. All efforts will be made to protect against loss but could prove to be unavoidable.

Services Not Provided by Help Desk

- Repair of hardware older than 4 years or no longer covered by a manufacturer’s warranty
- Installation and support of software older than 4 years
- Installation and support of software not included on the College of Veterinary Medicine’s supported software list (http://www.vet.ohio-state.edu/3897.htm)
  Other titles of software must be submitted to the Help Desk for approval
- Support of home ISPs or networks
- Support of home computers
- Network access for personally owned computers
- Support of hardware not included on the College of Veterinary Medicine’s supported hardware list (http://vet.osu.edu/4012.htm)
- Full support of software that the Help Desk is not familiar with. The software may be installed but support will not be available for users. If support beyond installation is required, it is the users’ responsibility to contact the vendor for support.

Hours of Operation

Help Desk services for the College of Veterinary Medicine are Monday thru Friday 8:00 a.m. to 5:00 p.m.
Service Requests

Help Desk requests may be submitted by the following ways:

- Phone / Voicemail: 614-292-4146 (on campus 2-4146)
- E-mail: vishelp@osu.edu
- Walk-in by appointment only

Please leave/send a detailed message containing your request or issue to the Help Desk. Please make sure to include:

- Name
- Phone number
- Room / building
- Details regarding the service being requested
- Date request needs performed by (all attempts will be made to meet time frame)

Help Desk Priority Levels

All efforts will be made to resolve your issue. For any phone call we are unable to resolve at the time, a priority level will be assigned in our service requests. Requests will be handled based on the priority level assigned to them. At times, response and completion time goals may not be met due to emergencies or staffing levels. All efforts to meet these service levels and time frames will be made. We will attempt to communicate any delays that may occur because of this. The following table describes the various service request guidelines:

<table>
<thead>
<tr>
<th>Priority*</th>
<th>Definition</th>
<th>Response</th>
<th>Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent</td>
<td>A problem that prevents a user from performing any functions on</td>
<td>Immediate</td>
<td>As soon as possible</td>
</tr>
</tbody>
</table>

Multiple System Requests: For special requests, such as changes to all computer lab systems, we will need advance notice due to the time it takes to perform changes on multiple systems. For such change requests, a lead time of two weeks is required.
<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
<th>High Priority</th>
<th>Medium Priority</th>
<th>Low Priority</th>
<th>Project Request</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A problem which greatly hinders use or function of computer but a workaround exists</td>
<td>Within 4 hours</td>
<td>Within 2-5 working days</td>
<td>Within 1 working day</td>
<td>Negotiable</td>
</tr>
<tr>
<td></td>
<td>General service request</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A request that does not require immediate attention</td>
<td>Within 2 working days</td>
<td>No more than 4 weeks unless scheduled with user</td>
<td>Within 2 working days</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A request that involves long term planning or research</td>
<td>Within 2 working days</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Contact will be made within 1 hour of request during service hours

**Hardware and Software Standards**

The Help Desk provides support for college-approved hardware and software. The Help Desk can provide full support on approved desktop computers that are currently under warranty. Current fully-supported computer systems are Dell OptiPlex & Latitude series and Apple computers less than 4 years old. Other brands, or systems more than 4 years old, receive limited software and hardware support.

The list of approved software and hardware can be found at the VIS Help Desk web site: [http://www.vet.ohio-state.edu/3897.htm](http://www.vet.ohio-state.edu/3897.htm) and [http://www.vet.ohio-state.edu/4012.htm](http://www.vet.ohio-state.edu/4012.htm).

- To comply with license requirements, the Help Desk will not install any software without proof of purchase or a copy of the license agreement.
- When purchasing computer hardware, please use the current approved list [http://www.vet.ohio-state.edu/4012.htm](http://www.vet.ohio-state.edu/4012.htm) (some exceptions for hospital/medical equipment can be made).
- Limited consultation for non-standard hardware and software is available based on current service requests and resources available.

**CVM Standard Software**

All College of Veterinary Medicine desktops receive standard software setup and security patches/updates for the operating system. Please see the approved software list for assistance in choosing your applications: [http://www.vet.ohio-state.edu/3897.htm](http://www.vet.ohio-state.edu/3897.htm).

Standard desktop includes:

- Adobe Acrobat Reader
- **Buckeye Bundle** including Microsoft Office (provided user purchases license)
College of Veterinary Medicine
Veterinary Information Systems
Help Desk Services

- FileMaker
- HIS and Vetstar applications for staff who require it
- McAfee VirusScan
- QuickTime Player

**Hardware Support**

Hardware support is limited to devices that are currently under warranty. Replacement is recommended for any computers or hardware older than 4 years of age due to the high probability of failure.

If the hardware is under warranty, the Help Desk will arrange service or replacement of parts through the manufacturer. The Help Desk provides full hardware support on Dell hardware under warranty. Apple systems do not allow for on-site service and must be sent to the manufacturer or taken to a local Apple Store by users for repairs.

**Non-standard hardware and operating systems.** Currently, only Apple (Mac) and Windows (PC) systems are supported by VIS. If a service area or department has a requirement to use another operating system, e.g., Linux, VIS will require the unit to seek an exception from the Chief Information Officer for the College.

**Dual boot systems.** Dual boot systems are not recommended and are not supported by VIS. If a service area or department believes they have a need for a dual or multiple boot system, e.g., Linux and Windows, VIS will require the unit to seek an exception from the Chief Information Officer for the College.

**Rebuilding of systems.** VIS will only rebuild systems that we support. For detailed specifications of Mac and PC systems recommended by VIS, please refer to: [http://www.vet.ohio-state.edu/4078.htm](http://www.vet.ohio-state.edu/4078.htm), [http://www.vet.ohio-state.edu/4015.htm](http://www.vet.ohio-state.edu/4015.htm), [http://www.vet.ohio-state.edu/4014.htm](http://www.vet.ohio-state.edu/4014.htm), and [http://www.vet.ohio-state.edu/4013.htm](http://www.vet.ohio-state.edu/4013.htm).

Any exceptions to the above must first receive the approval of the Chief Information Officer for the College of Veterinary Medicine.

**CVM Inventory**

All hardware for the College of Veterinary Medicine must be inventoried for tracking and legal purposes. Software licensing is also performed on college-owned systems. Users may be requested to provide a copy of a license or proof of purchase to validate software.

*If a license or receipt cannot be produced, the software in question must be removed until a license can be purchased. The computer in question will be removed from the network.*
Network Support

Access for CVM-owned equipment

Equipment owned and managed by CVM that meet hardware standards referenced above and are compliant with The Ohio State University’s Minimum Computer Security Standards (MCSS) are fully supported on both OSU Wireless and CVM’s wired network.

In addition to Internet access, all qualifying equipment will be granted access to CVM’s domain environment.

Access for personally-owned equipment

Equipment not owned and/or managed by CVM can be joined to the OSU Wireless network (http://osuwireless.osu.edu). The VIS Help Desk provides limited advising regarding access to this resource. Full support for OSU Wireless may be obtained from the Office of Information Technology (http://8help.osu.edu).

Due to The Ohio State University’s Minimum Computer Security Standards (MCSS) mandates per the Provost’s office, CVM’s wired network is NOT available to personally-owned and/or managed equipment because VIS is unable to guarantee MCSS compliance. Please refer to the following website for additional information regarding the MCSS policy (http://buckeyesecure.osu.edu/Policy/MCSS).

Personal Systems

The College of Veterinary Medicine Help Desk provides some limited advising for personal systems. Services may be refused and are limited.

- Users may bring in faculty and staff personal systems for the Help Desk to advise with the installation of OSU’s site-licensed software such as McAfee Antivirus
- Site-licensed software is available free of charge for all faculty, staff and students at http://osusls.osu.edu/
- Limited support for the configuration of the OSU wireless network
- Buckeye Bundle software is available for purchase to faculty, staff, and students through Uniprint (http://uniprint.osu.edu)
Project Request Process

For requests that take longer than one business day to complete, VIS requires that a Project Request form be completed. The form is available by contacting the VIS Help Desk. A VIS staff member can assist you with any questions you have regarding the completion of the form. The form will enable the request process to move forward. Due to the limited staff time available, VIS requires approval of the requestor’s chair and project requests are reviewed by the IT Advisory Committee. If there is not available time to complete all requests, VIS may advise the requestor of resources outside of VIS that can satisfy the request. In such cases, VIS will work closely to ensure that the vendor(s) selected adhere to the standards set by the College of Veterinary Medicine. This is done to ensure that should the product ever be maintained by VIS, there will be a minimal amount of rework to integrate it into our system.

User Responsibilities

In order for the Help Desk to better assist you, users are requested to:

- Provide the Help Desk with detailed information when requesting service.
- Notify the Help Desk of upcoming service requests as soon as a need is known.
- Log out of your computer(s) at night, but leave them turned on so that the Help Desk can perform software updates or installations, and so that automated maintenance processes can occur. This will improve the computer’s performance and security.
- Clean and maintain your keyboards and mice to prolong their service life.
- Clean monitors with a soft cloth to remove dirt.
- Ensure that your computer has clearance around it to provide ventilation for the system. Avoid stacking things on top of the computer.
- Please ensure that the computer and components can be physically accessed by the Help Desk.
- Have patience. Please understand that at times the Help Desk receives a high volume of requests and will make all efforts to assist you as soon as possible. In these situations, all attempts will be made to communicate possible delays.

Securing Your Assets

To prevent theft or compromise of your data, please follow some simple suggestions:

- Set your screensaver to ask for a password when you resume. This will help to prevent unauthorized use of your software or access to your data.
- On PCs, lock your screen when you leave by pressing the Windows key and L simultaneously.
• Lock the door to your office to prevent theft or inappropriate use of your equipment.
• Purchase a cable lock to secure notebook computers to an immovable object. If the lock has a key, keep the spare key somewhere safe. If it’s a combination lock, make note of the combination in a secure location separate from the notebook.

Appeal Process

All appeals to any policies listed in the sections above must be approved by the Director of VIS or the Deans and Chairs Committee of the College of Veterinary Medicine. Staff members, including supervisors, are not authorized to approve exceptions to these policies.

Feedback

The Help Desk actively seeks constructive feedback from faculty and staff and encourages users to provide feedback regarding service that they have received so that they can improve our support services for IT in the college. Please send e-mail to vishelp@osu.edu.