

---

# *HelpDesk Service Level Agreement for Faculty and Staff*

---

This document covers the policy for providing support through the HelpDesk. The Technology HelpDesk is located in 2A-306D, and also operates the IT Doctor located on the first floor of the Library near the Library Reference Desk.

By outlining these policies and channeling requests for support through the HelpDesk, we hope to provide better service, have an accurate profile of user training needs, and demonstrate the appropriate level of staff needed to handle the volume of requests.

**Methods of Contact:** The HelpDesk acts as a central point of contact for all technical support issues, including hardware and software questions, consulting, installations, networking, network connection requests, and troubleshooting. Faculty and staff may submit requests online, by sending an e-mail to [helpdesk@csi.cuny.edu](mailto:helpdesk@csi.cuny.edu), or by calling 718-982-HELP (4357). Please note that due to staffing limitations, phone support may not be immediately available at all times. If phone support is not available, please leave a voicemail with your full name, phone number, department, room location, and a brief description of the issue. Voicemails and emails will be replied to within 24 business hours.

## **Hours of Operation:**

When classes are in session, assistance is available at the HelpDesk from 8:00 AM to 7:00 PM from Monday through Thursday, 8:00 AM to 5:00 PM Friday, and 9:00 AM to 5:00 PM Saturday, except when the College is closed due to holidays, College closings, or inclement weather. Phone coverage may not be available at all times due to staffing limitations. [Click here](#) for an up to date list of hours and locations. Requests can also be submitted by sending email to [helpdesk@csi.cuny.edu](mailto:helpdesk@csi.cuny.edu).

## **Responsibilities of the Office of Information Technology Services**

The Office of Information Technology Services, using KACE software, will maintain a record of all incoming requests as they are received. HelpDesk Analysts will generate a KACE tickets from the calls and emails received, and refer the request to the appropriate Office of Information Technology Services queue. The order in which HelpDesk requests are fulfilled are outlined in the "Priorities and Response Times" section.

## **Responsibilities of Those Making a Request**

Before contacting the HelpDesk, users should explore assistance that is readily available in their departments. This help might come from the help utility that is built into each application and the operating system software, and/or peers within their department.

When such venues for help have been exhausted and assistance is needed, then users should contact the HelpDesk through one of the methods described in the Methods of Contact section.

In contacting the HelpDesk, users should provide the following information:

- Complete contact information (first and last name, department, room location, and phone number)
- Type of computer on which you are experiencing the problem (Dell or Apple, Desktop, Laptop, or Mobile Device), and operating system (Mac OS X, Windows 7 or 10, iOS, Android)
- A clear and specific description of the problem or request, including information regarding any error messages you may have received, or if it is a printer or scanner, the make and model.
- If an issue requires that the user be present, and the user does not respond and is not available after three (3) attempts within a one (1) week period, the ticket will be closed and no further follow-up from HelpDesk will be made.
- The HelpDesk can only service computer equipment that is owned by the College and has the appropriate CUNY Tagged barcode on the device. The HelpDesk cannot operate or service faculty, staff, or students' personal computer equipment.

## **FLAS (Email) Password Resets:**

FLAS password reset could be done in the following ways:

- Online:
  - To access the FLAS Self Service Password Reset: <http://flasreset.csi.cuny.edu>  
This method will allow you to unlock and reset your FLAS (email) account online. You will either answer security questions or get a verification code sent your email. The email address will be the one you had entered when originally setting up this service. Please note: User must register for this service before using it to reset or unlock an account. For instructions: [Click Here](#)
- In Person:
  - User would go to the HelpDesk in 2A-306D or the IT Doctor in the Library, and present the HelpDesk Analyst with a valid form of identification (Dolphin Card or Government Issue ID).
- By Phone:
  - When a user requires a password reset, they could call the HelpDesk at x4357. The HelpDesk will reset the password; however, the password will not be disseminated to the user via phone.
    - A temporary password will be given to their main department secretary, or in the event that a secretary is not available, their department chairperson.
    - In the case where a secretary and chairperson are not available, a technician will be sent to the user's office to assist them with the reset.
    - In the case, where a secretary and chairperson are not available and the requestor is off campus, the password will be given to the department the next business day.

## **SLAS (SLAS/Email) Password Resets for Faculty/Staff with a Student Role:**

- Faculty and staff, who are also current students at the College, can have their student accounts reset using the same methods as their FLAS account. Please see above. Note: for online password resets for student accounts, the website is: [slasreset.csi.cuny.edu](https://slasreset.csi.cuny.edu)

### **Remote Support:**

Remote support will be provided based on technician availability. This type of support requires the user to be present at their computer during this time, as the HelpDesk will take control of their computer remotely.

### **Priorities and Response Times**

The HelpDesk will use the following guidelines in prioritizing requests and will strive to begin working on the problem within the target timeframe. Actual response times may be shorter or longer depending on the volume of requests at any one time, or if requests are made outside normal HelpDesk operating hours.

#### **Priority:**

##### **1: Critical**

- **Criteria**
  - Affect more than five individuals; or is mission critical and there is no workaround available.
  - Can't perform daily activities that impact College operations (i.e. Finance, Business Office, Registrar, etc.)
  - President's Office, VP's, Deans
    - Examples: E-Mail Services are not functional; network printing is not available; classroom computing technology is not functioning pending a class, computer does not function.
- **Target Response Time**
  - Will call or page technician for immediate response.

##### **2: High**

- **Criteria**
  - Affects one to five individuals, no workaround available.
  - Can't perform daily activities but doesn't impact College operations
    - Example: i.e. computer keeps rebooting itself, password/login problems
- **Target Response Time**
  - Initial response within 8 working hours

### 3: Medium

- **Criteria**
  - Affects fewer than five people; workarounds available
  - Personal printer errors
  - Slow response time from network
    - Examples: Can't check email from one computer, but can use Webmail from a different computer; can't print from personal printer but can print from networked printer; able to login to network, but response time is slow.
- **Target Response Time**
  - Initial response within three working days

### 4: Low

- **Criteria**
  - No effect on productivity or supported software
- **Target Response Time**
  - Best effort as time allows

Target Response Time is defined as the time between receipt of the call and the time when a technician begins working on the problem. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time is NOT defined as the time between the receipt of a call and problem resolution