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| No. IT- 001 | Policy Name: Tech Support Service Levels, Trouble Reporting, and Request Prodecure |
| Effective Date: 7-1-2011 Last Revised Date: 12-19-2014 | Citywide Policy _ IT Policy _ IT Procedure <u>X</u> |
| Approved By: IT Director | |

Tech Support Ordering and Chargeback Procedure

Information Technology manages a team of PC and other technical support staff that provide support to those in the organization who do not have their own support personnel within their department. The Technical Support Team provides whatever appropriate level of support deemed reasonable, practicable and appropriate to any city department or agency.

- Services may requested by calling 311 or e-mailing IThelp@hampton.gov
- Support hours are during standard City business days which are generally M-F 7:30 am to 5 pm excluding holidays. After-Hours On Call Support is available from 5pm to 11pm each work day and weekends for critical outages only.
- Service Levels are identified in IT- 001 Tech Support ,Ordering and Chargeback Procedure

Service Level Table (page 2)

- Costs for Tech Support services are per account per year. Departments will be billed annually and an annual true up of accounts will take place prior to a bill being rendered. Rates for services are set annually based on costs.

Remote Desktop Support:

Remote desktop management services are the activities associated with managing desktop devices and software over the network. This includes maintaining and troubleshooting the desktop operating system and supported desktop applications electronically to minimize the need to dispatch technical personnel. IT will utilize remote desktop tools to minimize on-site support requirements. IT will develop procedures to best utilize remote control access and continually improve processes.

On-site Desk Top Support:

Onsite support include installs, moves, adds, changes (IMACS) and problems requiring on site diagnostic support at the end user location will be included in the fees.

Installs:

Installations or moves of up to 5 computers per order are not charged an additional cost and are included in the annual fee. Office moves or installations that include more than 5 computer devices will be considered a project and additional support fees may apply if the City needs to add staff hours during the week or work after hours to accommodate the request.

| Priority | Priority Name | Priority Definition | Customer Responsibility | Escalation |
|----------|---------------------------|--|---|--|
| 1 | Critical Outage | Affects more than five individuals, an entire location or an entire department; or is mission critical and there is no workaround available; or it is an identified security incident. E.g. network printing not available; E-mail service down. | Assumes that customer will remain available around the clock until the problem is resolved. | Unresolved in: 1 Hr: CRM 2 Hrs: Solution Center Director 3 Hrs: COO 4 Hrs: CEO |
| 2 | Severe Outage | Affects one to five individuals; no work around available. E.G. Personal document located on user's hard drive must be printed, but monitor not working. | The customer will commit full-time resources during normal business hours to resolve the situation. | Unresolved in: 4 Hrs: CRM 6 Hrs: Solutions Center Director 24 Hrs: COO 48 Hrs: CEO |
| 3 | Impaired Performance | Affects fewer than 5 individuals and workarounds are available. | The customer is willing to commit resources during normal business hours to restore service. | Unresolved in: 8 Hrs: CRM 24 Hrs: Solution Center Director 48 Hrs: COO |
| 4 | Information or Assistance | Customer requires information or assistance on product feature or configuration. | Customer will provide resources during normal business hours on a best effort basis. | Unresolved in: 48 Hrs: CRM 96 Hrs: Solution Center Director |
| 5 | Scheduled Task | Any task or maintenance work that needs to be scheduled around user or business operational hours. | Customer will provide a mutually agreed upon time to perform task in an effort to conform to change windows to prevent or minimize user downtime. | No escalation as task will be performed according to the scheduled time. |