

WORKSTATION SUPPORT
Memorandum of Understanding
Academic Computing and Networking Services - Colorado State University

One year Agreement

*This agreement sets forth basic support services.
If your needs fall outside the basic services, please identify them for us.*

Academic Computing and Networking Services (ACNS) offers a fee-based service to manage and support computer workstations, and is provided by the ACNS Desktop Support group. The department or unit using this service is referred to as the subscriber. The term of this agreement is one year – July 1 through June 30.

Fees

BASIC FEE:

- Workstation service charges are based on the number of computers supported. For FY17-18, the fee is \$474 per workstation per year. Subscribers must prepay for a minimum of one year, starting July 1. Once an agreement is in place, no reimbursements will be made as long as both parties fulfill the terms and conditions listed below.
- Fee Example: If a single user has three computers in his/her office to be supported, the subscriber will be charged for three computers. If multiple users share one computer, the subscriber will be charged for only one computer.
- If additional computers are added to the department in the middle of the year, fees will be assessed at a pro-rated amount for the number of months remaining on the agreement. Payment is due upon setup and configuration of new equipment.
- Microsoft requires a Client Access License (CAL) for any computer to connect to a Microsoft Windows server. Antivirus/Antispyware software is required for any computer on the workstation support agreement. Departments are responsible for procurement and payment of licenses and fees for CALs and antivirus software. ACNS will provide guidance for the purchasing of these licenses.

Disk storage and quota management

The subscriber will be allotted network storage on ACNS file servers based upon the total number of machines supported. The network storage quota is 10 GB x the number of supported machines. Quota software is implemented and if additional network storage is needed, 5 GB increments can be purchased for \$6/year.

Note on Windows Legacy Clients

Per Colorado State University network security policy, no Windows clients previous to Windows 7 will be allowed to connect to the network.

PRIOR TO SUBSCRIBING:

Inventory and assessment

New or prospective subscribers may request a free inventory and assessment by the ACNS Desktop Support group. ACNS staff will inventory all workstation computers, peripherals, software applications, and networking infrastructure. ACNS will create a support plan, with associated costs, for review by the department. The support plan will list any equipment that does not meet minimum specifications, shown here: <http://www.acns.colostate.edu/Policies/PCHardware>. Equipment not meeting the minimum specifications may not be supported under the agreement. ACNS provides advice on system upgrades and replacements.

SUBSCRIPTION TERMS:

ACNS staff

ACNS will assign both a primary and first-level backup support person for the subscriber. All other members of the ACNS Desktop Support group will provide support for these individuals.

IT Liaison

The subscriber will assign an "Information Technology Liaison" within the department who will work closely with ACNS Desktop Support. The Liaison will consolidate service requests and place trouble calls. Table 1 illustrates the type of work the IT Liaison might do. If needed, the ACNS Desktop Support group will train the department liaison to perform these activities.

Table 1: Role of Department IT Liaison
<ul style="list-style-type: none">• Serve as the first point of contact for problem reports within the department.• Submit service requests. ACNS uses a trouble ticket system to organize and track service requests. Service requests should be submitted to this trouble ticket system by sending an email to helpdesk@colostate.edu detailing the issue. If a request via email cannot be sent due to workstation and/or network related issues, the second option is to call the primary support person.• Act as point of contact for hardware repairs if the original vendor or other repair service needs to be contacted.• Fix printer jams, change/add paper in printer, change toner, connect workstations to available printers, etc.• Appoint a substitute in the department to do these functions during vacations or other absences.

Services included:

ACNS will provide the following workstation support:

- Setup and configuration of desktop units and peripherals, including scanners and printers.
- Install and configure software that adheres to the University standards, <http://www.acns.colostate.edu/Policies/DesktopSoftware>. Software must be purchased by the user prior to installation.
- Install and configure specialized software where needs dictate and where not in conflict with University standards.
- Install and maintain antivirus software – antivirus software is a requirement.
- Upgrade software as needed to keep workstations in sync with the versions listed on the University standards list. The subscriber is responsible for purchasing upgrades if applicable.
- Important – please take note: ACNS retains sole administrative access to systems, including client workstations under contract. This policy is mandatory. Exceptions may be made under certain circumstances. However, unless there is a demonstrated business need requiring the department to also retain local administrator access, this policy will be strictly enforced.
- Basic hardware troubleshooting on desktop computers. If a hardware problem (failed hard drive, bad memory chip, etc) is identified, ACNS will work with approved vendors to obtain replacement parts. If the computer in question is not under the manufacturer’s warranty, the subscribing department will be responsible for purchasing parts.
- ACNS will work with 3rd party vendor support for devices such as network printers, scanners, etc, during a time satisfactory to all 3 parties involved, during official ACNS business hours
- PDA devices will be supported as part of the workstation contract.

Services NOT included:

Following is a list of workstation services NOT covered under this agreement. A list of resources for these services is available upon request.

- Hardware parts. This agreement does not include free spare parts.
- Individual tutoring on applications as noted in the training section below.

Response time

The Windows Services group will attempt to respond to all requests as quickly as possible. However, when simultaneous requests are received, staff must prioritize based on the severity of the problems and number of users impacted.

Emergency server work will be handled during non-workday hours if the situation is critical. Workstation problems generally will be handled only during workday hours. Workday hours are those defined by the University.

Training

Training sessions are periodically available to subscribing departments at no extra cost for University standard software. Subscribers are strongly encouraged to attend training sessions to help them become more proficient in the use of the standard software products used on campus. Training is provided by the Computer Application Training Group.

New Equipment:

New equipment must meet or exceed the recommendation for desktop hardware established by the University Technology Committee, <http://www.acns.colostate.edu/Policies/PCHardware>. A member of the ACNS Desktop Support group must pre-approve the configuration of new purchases if the equipment is to be supported according to this agreement. No equipment or software should be installed without the oversight of ACNS staff. Setup and configuration of new equipment will be the responsibility of ACNS staff.