Service Level Agreement
User Support Services
University of Oregon

Purpose

The purpose of this document is to outline and define how User Support Services will track, measure, and ensure outstanding technology support for the services offered to the students, faculty, and staff at the University of Oregon.

Overview of User Support Services

User Support Services (USS), a campus wide support organization created under the Transform IT program, is designed to:

- Increase efficient use of IT support resources
- Reduce or eliminate duplication of user support for IT services
- Consolidate support tools, processes, and services
- Create a consistent user experience

The organization will be the entry point for requests and assistance with core and common IT assistance for students, faculty, and staff in the following areas:

- Service Desk Support (Help Desk and Desktop)
- Accounts and Access
- Academic Computing Labs
- Classroom and Meeting Space AV Support
- Distributed System Administration
- Knowledge Management

The USS organization will consist of existing University of Oregon IT professionals from across campus units whose primary responsibilities fit within the scope of the USS service areas.

User Support Services, Information Services
1212 University of Oregon, Eugene OR 97403-1212
https://is.uoregon.edu/

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Requesting Service

Assistance from User Support Services can be obtained via the following:

- **UO Service Portal**

  Customers supported by USS will be able to request assistance via the UO Service Portal at https://service.uoregon.edu. The Service Portal consists of a service catalog for submitting requests and a knowledge base for those who prefer self-help or are seeking information.

  Depending on the requested service, tickets created by the Service Portal will automatically route to the appropriate IT staff for assessment, troubleshooting, triage, and resolution.

- **Chat**

  Customers who prefer to use a chat service can do so via http://livehelp.uoregon.edu between the hours of 6am – 2 am, 7 days a week excluding holidays.

- **Telephone**

  Telephone support is available at 541-346-4357 (HELP) between the hours of 6am – 2am, 7 days a week excluding holidays.

  Please note, the goal of User Support Services is to provide a single extension for customers to call. Until units are transitioned under User Support Services care, their local IT support number may still be in use.

- **In Person**

  At its inception, User Support Services will be operating a single central Service Desk in 68 Prince Lucien Campbell (PLC) between the hours of 8am – 5pm, Monday through Friday. Support is available to all current students attending the University as well as faculty and staff who fall under the User Support Services umbrella.

  Regional desks located in Schools and Colleges will also be available as they transition into User Support Services. Hours and contact information for these locations may vary.

  Future service desk locations are being explored for the Erb Memorial Union and Knight Campus.

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Support Levels

User Support Services is instituting a tiered approach to how support requests are assigned and move through the organization as the request is answered or a solution is found.

Tier 1

Help Desk, Desktop Support, Telecom Requests, Password Changes, Classroom Support, Computer Lab Requests

Tier 1 is the front door or gateway to customer's support experience via the Service Portal, chat, telephone, and in person requests. Technicians will respond in a timely manner and either resolve the request in Tier 1 or escalate to Tier 2.

Tier 2

Account Administration, Endpoint Administration, System Administration, Exchange Administration, Computer Lab Administration, Information Security (USS)

Tier 2 consists of User Support Services administration IT professionals who handle requests that require a higher level of knowledge and troubleshooting than Tier 1. Tier 2 also interacts with Tier 3.

Tier 3

Systems Engineers, Network Engineers, Software Developers, Information Security (IS), Service Owners, Application Service Managers, Vendors

Tier 3 consists of engineers and service owners from outside User Support Services as well as vendor support. Tickets or requests that require Tier 3 typically have a high level of complexity and may have a lengthy time to resolution.

Customer Service Levels and Satisfaction

User Support Services mission is to respond and resolve customer service requests in a timely manner depending on the type and complexity of the request.

For customers who request service directly through telephone, chat, or in person a technician will create a ticket immediately and every effort to resolve the request will be made during that visit. If the request requires extended troubleshooting or assistance from the next tier of service; it will be assigned to a technician, updated with information per the request with an estimated time of response documented and communicated to the customer.

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For customers who request assistance through the UO Service Portal, User Support Services will respond to the customer within 6 business hours. If not resolved upon first response, next steps will be communicated by the technician with an agreed upon plan and timeframe for resolution.

Upon resolution, User Support Services will send a customer satisfaction survey concerning the support experience from both a customer service and technical perspective. Customer satisfaction survey questions are rated using the following scale:

> 0 – Strongly Disagree
> 1- Disagree
> 2- Neutral
> 3- Agree
> 4- Strongly Agree

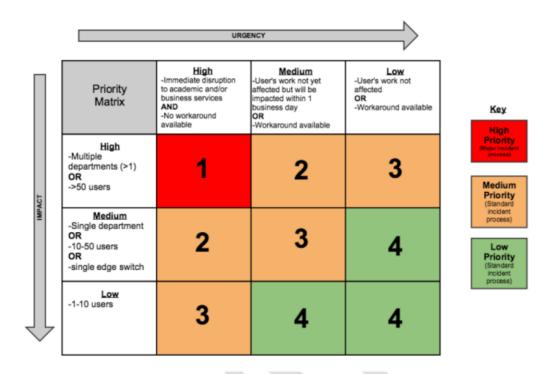Ticket and survey data will be evaluated and analyzed quarterly. The service level goals are:

- 95% of Service Portal tickets responded to within 6 business hours.
- An average score of 3 or higher on all customer surveys.

Outages and Service Interruptions

Outages and unplanned interruptions for all Information Services (IS) services will be handled in accordance within the IS Incident Management process.

Incident priority is based on impact and urgency and is outlined in following Priority Matrix:

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Outages or service interruptions can be reported directly to User Support Services through all of our contact options. Once reported, a ticket is created and the standard incident workflow is followed until the service is restored or upgraded to a major incident.

Initial response time for a major incident (priority level 1) is 30 minutes during regular business hours and 1 hour outside of those hours. Standard incidents (priority level 2-4) are only handled during regular business hours with an initial response time of 1 hour regardless. Each incident type is managed until resolved with differing levels of communication.

Future Considerations

User Support Services will be a new organization starting in early 2020. It will take time to transition units during the calendar year with completion expected by early 2021. As each unit is transitioned to the USS model, first contact and customer satisfaction metrics will be collected and reported.

As such, consistent data across all units will not become a reality until late 2021. It is the goal of the organization to review and update this document annually in December in preparation for the upcoming calendar year. Each annual update will be reviewed by the appropriate governance group(s) containing stakeholders from across the University.