




Alfaisal University

Policy Name: IT Support Services Policy

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Policy Owner	IT Services

Summary:

Alfaisal IT support is committed to ensure appropriate support for information and IT systems in its domain of ownership, telecommunications (VOIP), networking, internet, managing email accounts, PC, Hardware and Software's in an efficient & professional delivery of technical services.

Signature: 

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1. Introduction

Alfaisal IT support is committed to ensure appropriate support for information and IT systems in its domain of ownership which includes telecommunications, networking, internet, managing email accounts, PC, Hardware and Software(s) in an efficient & professional delivery of technical services.

2. Purpose

This policy outlines the University's policy to provide quality IT support services in an efficient and timely manner. To understand the support provided by the IT Support, routing IT requests for assistance through the Portal for IT Support, would assist in providing better service, plan/develop suitable software/Hardware training(s) if required, and assessing the appropriate staffing required to handle the volume of requests.

3. Policy Scope

This policy applies to all users of all computer & Telephonic equipment owned, supplied or maintained by the University IT department including servers, desktop computers, laptops, portable computers and those remote users connected to Alfaisal University Network (Servers and Network Resources).

4. Policy

4.1. General

The IT Support receives client's requests, logs and tracks those requests, and determines the best solution required to resolve the issue(s). ITS strives to ensure a consistent response to support requests, updating the end user on their request status through the portal.

The IT Support portal is the central point of contact for all technical support which are classified as:

1. Hardware and software Requests
2. Email & Network.
3. Telecommunications.
4. Audio Visual Support.
5. Peripherals
6. ELearning

4.2. Methods of Logging request

1. If the user's computer is working then users should log their request via <https://portal.alfaisal.edu> → Helpdesk (request generated through the portal will be given a high priority)
2. Users can log their request either by sending e-mail to itsupport@alfaisal.edu, Only in case they are no able to access the Portal
3. By calling 7888 internal support or 215-7888 for calls from outside, for quick IT support for classrooms
4. By visiting ITS office.

Working Hours

The IT support is available between the 9:00 AM to 5:00 PM, Sun through Thursday, except Official off days. Regular Support outside these hours requires approval from the IT Director and this will have cost implications.

4.3. IT Support Responsibilities

- 4.3.1. ITS will attend the calls on a first come first serve basis, only the request from the executives (i.e. President, Provost, VPs and Deans Offices) would have preference over the normal requests.
- 4.3.2. The IT Support is expected to provide basic problem resolution to the issue, if the issue is not resolved ITS would then escalate the issue to the Vendor for the required support.
- 4.3.3. For New email Accounts: ITS requires at least 2-3 working days to create the email accounts for new staff or faculty member.
- 4.3.4. New Laptop, Desktop, Printer or Phone: ITS requires at least 2 working days to setup a Desktop or Laptop for the new Staff or Faculty, subject to availability in stock. Purchasing new hardware takes 6-8 weeks.
- 4.3.5. Users are required to fill the **Hardware borrowing form** through the Portal to borrow any hardware required on a temporary basis. Borrowed hardware cannot be kept for more than 15 days (laptops etc.).
- 4.3.6. Users are requested to acknowledge service rendered by the IT Support staff through portal.
- 4.3.7. ITS collects the information of each and every single ticket generated to analyze the information to effectively manage requests.

4.4. Audio Visuals

IT support provides support to the following equipment in the classrooms

1. Podium
2. Smart boards
3. Projectors
4. Multimedia (Speakers, Microphones)

- 4.4.1. All Faculties are given training (on usage of Smart board) before the start of each semester. Only trained faculties are provided with a Podium Key where it's required.
- 4.4.2. No white board markers or any other type of marker apart from the markers meant for the smartboard.
- 4.4.3. Faculties shall close the projector after the end of the class.
- 4.4.4. Faculties shall lock the podium after the class not before placing back all the voice amplification accessories.
- 4.4.5. Faculties shall check if their USB content is ready (works with the podium computer) to be used before the class
- 4.4.6. Replacement key for the podium will be provided upon the payment of a fine of 100 SAR
- 4.4.7. Students will be provided the access to Smart Classrooms after the college hours and they will be responsible for any damage caused during the time they request.
- 4.4.8. Classrooms are can be availed from 5 PM to 10:00 PM (Sunday thru Thursday) upon submitting the classroom requisition form in Moodle.

4.5. Fixing Personally-Owned Computers

At present, the IT Support only works on University-owned equipment and University-licensed (or purchased) software. That means that personally-owned peripherals (Palm Pilots, etc.) are not supported by the IT Support even if they are used for the University work.

4.6. Computer Equipment Replacement Cycle

The average replacement cycle for University owned computers is 3 years. This includes ARC, labs and systems specifically designated to individual faculty and staff.

4.7. IT Services Support Priority Levels & Response Time

ITS would follow the following matrix guidelines in prioritizing requests and will attempt to resolve the issue within the target timeframe. Actual response time could be shorter or longer depending on the volume of requests at any given point of time.

Severity	Classification	Description	Response Time*
1	Emergency	Issue of the highest importance—mission-critical systems with a direct impact on the organization (Examples: E-Mail services are not functional network outage, SIS, Telecommunications, multiple classroom computing technology users, etc.)	Immediate response
2	Urgent	Single user or group outage that is preventing the affected user(s) from working, no workaround available. (Examples: failed hard drive, broken monitor, continuous OS lockups, etc.)	Initial response within 30 minutes.
3	Normal	Affects fewer than five people, workarounds available. (Example: Can't check e-mail from outlook, but could use webmail, printer toner, PC sound problem, etc.).	Initial response within 50 minutes.
4	Scheduled	No effect on productivity, or unsupported software. (Examples: new workstation installation, new equipment/software order, new hardware/software installation).	Best effort as time allows.
5	Requests	Nonessential scheduled work (Examples: office moves, telephone moves, equipment loaners, scheduled events).	As time allows

* Response Time is defined as the time between receipt of the call and the time to attend the call response time IS NOT defined as the time between the receipt of a call and problem resolution.

5. Exemptions

Exception to or exemptions from any provision of this policy must be approved by the VPFA. Similarly, any questions about the contents of this policy, or the applicability of this policy to a particular situation should be referred to the IT Director.

6. Enforcement

Non-compliance with this policy could severely impact the operation of the institution by exposing the University to permanent loss of University data leading to loss of financial records, students' records, other records, research material. It may also expose the individual or the University to legal action.