IT Support Guideline

Purpose

The Information Technology Services of Texas Southmost College provides computer and information systems support for all students, faculty, and staff. The purpose of this guideline is to describe the basic level of service that will be guaranteed by the Information Technology Services. It is also the purpose of this guideline to identify and delineate the limits of Technology Resources' capabilities and what will not be supported.

Scope

"IT support" is defined as any queries made by end users to the Information Technology Services regarding any failures, problems, issues, questions, and other matters relating to the operation and continuity of college-owned PCs, servers, Web sites, software, peripherals, telephony, mobile devices, and other equipment or assets.

The range of support offered and guaranteed by the Information Technology Services will vary depending on the nature of the problem, the number of staff or resources available to resolve the problem, the criticality of the asset in question, and other factors regarding the nature of the support requested. Priority will generally be given to mission-critical applications/workflows/assets first, moving down in priority sequence.

Contact

The Technology Resources support team can be contacted in a variety of methods; however, the preferred method is e-mail. Help desk contact information is as follows:

- TSC Help Desk
- 956-295-3800
- helpdesk@tsc.edu
- Oliveira 102

Guidelines

The following guideline statements exclude the support of employees' personal computing equipment, peripherals, software, and services, unless prior working arrangements have been made according to appropriate Texas Southmost College guidelines.

1. **Software Support:** Support is provided for all core software packages and operating systems on Texas Southmost College workstations, servers, laptops, and other computing equipment. Support is also provided for department-specific software applications. Specifically, support is provided for:

    - Abila
    - AD Astra
    - Adobe Creative Cloud Suite
    - Colleague
    - Daxko Spectrum
    - General Canvas LMS support
    - Image Now
    - Informer
    - MS Office Suite
    - TSC Online
    - Windows 7/8/8.1/10 OS
    - Wise Track

- Please note that personally installed or unlicensed software, including screensavers, games, applications whose publishers are no longer in business, etc., will not be supported by the IT Department. In fact, unauthorized installation of certain software may be illegal and in violation of other Texas Southmost College guidelines.

2. **Hardware Support:** Support is provided for all core hardware and devices, including PC motherboards, peripherals, network interface cards, hard drives, storage devices, and so on. All cases of suspected hardware faults will be diagnosed accordingly. The IT Department will attempt to fix hardware defects to the best of its ability, but may need to send equipment back to the vendor/manufacturer. Wherever possible, replacements will be found for the end user in such cases. Specifically, support is provided for:

   - PC workstations
   - Laptops
   - Classroom Projectors
   - Extron media equipment
   - Printers
   - Servers
   - Please note that personally installed or unapproved hardware, including speakers, unauthorized monitors, personal cell phones, etc., will not be supported by the IT Department. In fact, unauthorized installation of certain hardware may be illegal and in violation of other Texas Southmost College guidelines.

3. **Remote Support:** All remote access will be centrally managed by Texas Southmost College's IT Department and will utilize encryption and strong authentication measures. Remote access connections covered by this guideline include (but are not limited to) VPN, SSH, cable modems, proprietary remote access/control software, etc.

   - The following table outlines Texas Southmost College's minimum system requirements for a computer, workstation, or related device to comply with Texas Southmost College's systems, and therefore gain support. Those who do not meet these requirements must upgrade their machines, or face being denied remote access privileges.

	PC and PC-Compliant Computers	**Mobile Devices**
Operating System	Windows 7	Android OS 4.0+ iOS 5+
CPU	1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor	N/A
RAM	4GB	N/A
Disk Space	250GB	N/A
Modem Type	NIC	Wi-Fi capable

4. **Determining Support:** Telephone support will be the mode of choice for most minor problems and difficulties. The IT Department will conduct on-site support at the end user's

workstation where applicable. Remote support will be provided for teleworkers or mobile workers who are within a reasonable driving distance from the office. Otherwise, telephone support will be provided, unless the user is able to bring the equipment in for inspection.

Enforcing Support: The IT Department reserves the right to monitor hardware and software installation and usage on Texas Southmost College's computer systems. The IT Department will conduct periodic audits to ensure compliance with this IT Support Guideline. Unannounced, random spot audits may be conducted as well. During such audits, scanning for and removal of rogue hardware may also be performed. Unauthorized software may also be uninstalled at this time.

5. **Personal Support:** As mentioned earlier in this Guideline, support will not be granted for personally owned software and hardware. In cases where a business case can be made for an employee using personal equipment for Texas Southmost College purposes (e.g. via a teleworking or telecommuting arrangement), then support may be granted. By signing this guideline, end users agree not to approach any IT staff member for the purpose of soliciting support for personally owned hardware and/or software.

Service Level Targets

The IT support team monitors and reports on its service quality. The following table demonstrates the service measures that are reported, along with desired targets. This will inform and guide the performance of IT support at Texas Southmost College.

Measurement	Definition	Performance Target
Service Availability Percent	The percent of time that the software/hardware is available minus the impact time from any events (scheduled or unexpected) other than loss of network or system availability.	99%
Problem Response	The time required for a user to receive a response after reporting a problem to the help desk.	1 - High Priority [within 4 business hours] 2 - Medium Priority [within 12 business hours] 3 - Low Priority [within 24 business hours]
Problem Circumvention or Resolution Time	The time required for a user to receive circumvention or a solution after reporting a problem to the help desk.	1 - High Priority [1 business day] 2 - Medium Priority [2 business days] 3 - Low Priority [5 business days]

Priority Type	Example(s) or Definition(s)
1 - High	• Email services are not operational for multiple users. • A major function of Colleague is not operational for multiple users.
2 - Medium	• Printing is not operational for a single user. • A major function of Abila is not operational for a single user. • A user needs to access a locked record.
3 - Low	• A minor function of Colleague is not operational for one or more users (who can continue to use other application functions).

	- A user has questions about hardware/software functionality. - A user needs administrative assistance. - Enhancement requests (subject to review and possible higher prioritization).