# University of Oregon
## Information Services
### Service Level Agreement

<table>
<thead>
<tr>
<th><strong>Service Area</strong></th>
<th>Information Services Help Desk and Repair Shop</th>
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<tr>
<td><strong>Service Hours</strong></td>
<td>Monday through Friday 8am – 5pm.</td>
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</table>
| **Service Request Method** | • Walk in Support  
  • Telephone Support at 541-346-4357  
  • Email Support at helpdesk@uoregon.edu |
| **Responsible Manager** | Spencer Smith (Help Desk), spencera@uoregon.edu, 6-1752  
  Kelsey Davis (Help Desk), kdavis2@uoregon.edu, 6-8639  
  Robert Jacques (Repair Shop), robj@uoregon.edu, 6-1733  
  Robert Bennett (Repair Shop), rlb@uoregon.edu, 6-1767 |
| **Service Objectives** | The Help Desk and Repair Shop are committed to supporting University affiliated students, faculty and staff with their computing needs. |
| **Services Covered** | • Educating customers on personal computing best practices.  
  • Computer hardware and software troubleshooting for current students, faculty, and staff.  
  • Computer and printer repair for all current students, faculty, and staff.  
  • First level Ethernet and wireless support for current students, faculty, and staff.  
  • Account support for all current and retired University of Oregon affiliated persons.  
  • Virus and spyware removal.  
  • Technical Reference Collection Management.  
  • Duckware CD production and distribution.  
  • Sale of cables and various computer parts. |
| **Environments Supported** | The Help Desk supports the following equipment types:  
  • Laptops  
  • Netbooks  
  • PDA’s  

The Help Desk supports the following operating systems and software:  
• Windows XP, Vista, and 7  
• Mac OS X 10.4 and higher  
• Microsoft Office applications for Windows and Mac  
• Internet Browsers  
• McAfee Virus Scan Enterprise  
• Email Clients such as Outlook, Thunderbird, Mac Mail, Webmail, and AlphaMail.  
• Adobe Suite Applications  
• University wide site licensed software found on the Site License Software site. |
The Repair Shop supports the following equipment types:
- Desktops
- Laptops
- Printers
- Peripheral Devices
- Servers

The Repair Shop’s focus is on hardware repair. They will do everything possible to restore the software on any workstation, laptop, or server that is checked in due to a hardware issue.

| Problem Reporting | **Emergencies:** Notify one of the Help Desk Managers on site as soon as a problem has been detected. Managers are listed above in the Responsible Manager section.  

**Non-Emergencies:** Notify one of the Help Desk staff as to the problem, who will then notify one of the Help Desk Managers. This can be done by sending an email to helpdesk@uoregon.edu, visiting us in person, or calling 6-4357. |
| Client Responsibilities | Customers are required to supply picture ID and be of proper affiliation for the level of support they are requesting.  

For Help Desk support, customers are required to remain with their equipment at all times and sign a service level agreement where applicable.  

Repair Shop customers are required to fill out and sign an MSR form consisting of:
- Name
- UO ID number
- Email address
- Telephone number
- List of equipment being checked in for service
- List of work requested or symptoms.
- Designate how to proceed after $50 assessment fee  

Customers are also required to pay for services rendered by the Repair Shop. |
| IS Responsibilities | • Help customers to our best ability and in a fashion that portrays a high level of professionalism, integrity, and accountability.  

• Act as second or third level support when an issue or question cannot be answered by Help Desk Staff.  

• Show discretion when handling confidential customer information. |
| Prioritization | Customer issues are handled on a first come, first served basis for both the |
Help Desk and Repair Shop.

**Escalation Procedures**

If a customer requests an escalation, please contact a manager from the Responsible Managers list above.

If none are available, please contact Sara Stubbs at 6-8023