

CNS Help Desk Policies and Procedures

- Reference:** CNS-P-HelpDesk **Revision:** C
- Supersedes:** CNS-P-HelpDesk-B
- Purpose:** This policy and related policies provide the framework in which all Help Desk services are provided to AUB users.
- Source:** Computing and Networking Services (CNS).
- Approved by:** Nabil Bukhalid, Director of CNS **on:** May 17, 2008
Peter Heath, Provost **on:**
- Applicability:** CNS Help Desk
- Background:** CNS Help Desk staff is the initial and primary contact for assistance with any computing and information technology services offered by the Computing and Networking Services.
- The staff consists of the Help Desk supervisor, who is a full-time staff member and three to four Help Desk dispatchers, who are full time staff or student staff members.
- Policy:** **The primary role of CNS Help Desk is to support AUBnet end users in completing AUB business tasks. CNS Help Desk ensures this role, within the assigned priority levels, in response to reported incidents by AUBnet end users. CNS Help Desk act in a timely, professional and courteous manner, to resolve AUBnet users computing problems or get them started with computing at AUB. However, they do not engage in long-term help with programming or class assignments, nor do they offer private tutoring.**
- Guidelines:** **Scope:** The Help Desk provides first-line (Tier-1) support in areas including, but not limited to, the following:
- Application software, operating systems, procedures, policies, and facilities
 - Computer Hardware and Peripherals
 - E-mail and Internet applications
 - Wired and Wireless data networks connectivity
 - Windows all versions, Macintosh and Linux
 - AUB IDs and passwords

Service Availability: CNS Help Desk services are available to the AUB community as follows:

- **Walk-in:** Help Desk Counter, VanDyck Building, Basement; 8:00 AM to 5:00 PM Monday thru Friday (see opening hours at <http://support.aub.edu.lb>)
- **Telephone:** 2260
- **E-mail:** cns.helpdesk@aub.edu.lb
- **On-line:** <http://support.aub.edu.lb> (Go! E-support)

Priority Categories: The following table shows different priority levels for requests, a brief description of what constitutes each priority category, and timelines for problem response and resolution by CNS Help Desk, Remote and/or Field Support teams.

| Severity | Description | Response Time | Resolution Time |
|----------|---|-------------------|-------------------|
| Critical | Critical system/service is down. Functions not usable. No workaround or alternative is available. Data is corrupted. Many end users are affected. Regulatory/legal deadlines will be missed. User identified as high executive rank (President, VP or Dean) | 30 Minutes | 2 Hour |
| High | Some functions are usable with service restrictions. No workaround or alternative is available. Several end users affected. User identified as executive rank (Director or Chairman) | 1 Hour | 4 Hours |
| Medium | Basic functions are usable with minor restrictions. Workaround or alternative is available. One or more users affected. | 4 Hours | Next Business Day |
| Low | Minor problem. Functions are usable. Defect is cosmetic or simply a nuisance. | Next Business Day | 3 Days |

Problems and requests within a specific severity/priority category will be handled on a first come, first served basis.

In the event of a natural disaster, failure of a third-party utility (such as electrical power), or some other catastrophic event, stated response and resolution times may be longer.

Data Collection: To resolve the users' problems as quickly and efficiently as possible, the Help Desk will collect the following information in a consistent manner:

- Your AUBnet ID
- If requester is owner of machine or calling on behalf of owner

- If machine is shared by other users
- The type of machine you are using
- The AUB Barcode number on the machine
- Department, building and room
- Who is responsible to backup the data on the machine and when was the last backup performed
- The name and version of the application software
- Error messages or problem symptoms
- Changes the client's made that may have caused the problem
- Steps that the client have taken to attempt to resolve the problem

Diagnostic of Incidents: The Help Desk Tier-1 dispatchers should attempt to diagnose the nature/source of the problem, identify the severity/priority of the reported incident and identify if the service can be provided remotely or if it requires a site visit.

First Call Resolution: If the nature and complexity of the request/problem permits immediate online resolution (within 15 minutes); The Help Desk Tier-1 dispatcher will invest all possible efforts in resolving the problem immediately.

Remote Support: If the nature and complexity of the problem requires an online consultation longer than 15 minutes, the Help Desk tier-1 staff will schedule a call back remote support session and assign it to the appropriate Tier-2 remote support specialist stating the severity/priority category of the incident. The Tier-2 remote support specialist will call back the requester within the incident severity/priority timelines for problem response. The Tier-2 remote support specialist will invest all possible efforts to resolve the problem remotely and within the incident severity/priority timelines for problem resolution.

Site Visit: If the nature and complexity of the problem requires a site visit or if the Help Desk Tier-1 dispatcher and Tier-2 remote support specialist fail to resolve the problem remotely, the Help Desk staff will schedule a site visit within the incident severity/priority timelines for problem response and assign it to the appropriate specialist. The field support specialist will respond within the incident severity/priority timelines for problem response. The field support specialist will invest all possible efforts to resolve the problem within the incident severity/priority timelines for problem resolution.

Change Password: Since all password changes require the physical checking of the AUB ID of the requester, the Help Desk is not authorized to reset users' password over the phone.

Based on the type of application they will direct the users to the appropriate Front Desk Counters where users can show their AUB ID and request the change of their password.

Data Protection: To protect the clients' critical data and machine, the Help Desk staff and field technicians do **NOT**:

- Service the clients' machine without the client presence
- Start any work before the client backups his data and sign a backup disclaimer
- Open the machine if it is under warranty
- Reformat the hard drive without the client written approval
- Touch the registry without CNS Help Desk Supervisor clearance
- Install or upgrade any operating system without CNS Help Desk Supervisor clearance
- Change the local policy without CNS Help Desk Supervisor clearance

Triage: AUBnet end users are invited to try the following before contacting CNS help desk:

- If data loss isn't a concern, reboot your system if possible.
- Check if CNS published a downtime maintenance window affecting the system/service that is presenting problems. This information can be found in the online bulletin or at <http://www.aub.edu.lb/cns/helpdesk/>
- Try to find a resolution to the problem yourself by reviewing available documentation, help sheets, and posted FAQs for the system/service that is presenting problems. This information can be found at <http://www.aub.edu.lb/cns/helpdesk/>
- Try to find a self based online training demonstrated the functionality of the application that you want to inquire about using Netg <https://netg62.aub.edu.lb/aub/>

Information:

- Code of Conduct for Users of Computing Systems and Internet Services
- AUBnet Accounts and Email Policies
- AUBnet Residential Acceptable Use Policy
- Internet Code of Conduct
- Policy on privileged Access