The Purpose of this Service Level Commitment (SLC) is to formally define the level of service University Systems will provide to UVic faculty, staff, and students, and the specific levels of support. This document is intended to provide details of the support services available to faculty, staff, and students. This SLC will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new applications and services into the services supported by University Systems.

The following services are covered by this commitment:
Incident and Service Request tracking and resolution

Desktop, laptop, and mobile device setup and trouble shooting

Software standards such as Microsoft Windows and Apple OS X operating system versions, Microsoft Office versions etc. as established by University Systems; Generally, the current version of a software title and one previous version are supported

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Point of contact for servers, databases, and enterprise applications that are managed by University Systems (such as email servers, departmental file shares, web servers, centrally-hosted databases, etc.)

Support and maintenance of servers, databases, and applications that are not managed by University Systems

Support of non-standard software (supported by the software vendor)

Support for workstations that are not using Microsoft Windows or Mac OS as an operating system

Maintain an inventory of hardware owned by a department and develop a plan to retire and replace this hardware

Maintain an inventory of software licenses and installation media

Transportation of computer hardware to/from the Computer Help Desk for service

On-site support for locations outside of the Gordon Head UVic campus

The Computer Help Desk (CHD) is available to provide support Monday through Friday, 8:00 a.m.   6:00 p.m. excluding statutory holidays. Outside of hours of support, call the CHD and leave a voice mail, submit a request for help on the CHD website http://www.uvic.ca/systems , or email the CHD at helpdesk@uvic.ca.

Under normal circumstances clients are requested to contact University Systems for support using the following methods:

Submit a request for help on the Computer Help Desk website http://www.uvic.ca/systems

Email to the Computer Help Desk at helpdesk@uvic.ca

Call the Computer Help Desk at 250-721-7687

Once a client requests service, the Computer Help Desk staff will attempt to resolve the issue immediately. If the problem cannot be solved on the first interaction, the Computer Help Desk staff enters a trouble ticket into a tracking system called Homer. The system automatically generates a ticket number and sends the client an email acknowledging that a trouble ticket has been created. Clients can use the trouble ticket number to view progress on their trouble ticket at www.uvic.ca/systems .

1) Term of Commitment

This commitment shall be in effect until it is superseded by a revised commitment.

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5) Miscellaneous Costs

Costs for additi-7(al)T42Drvcsamscstfeort Cfe