

## *Technology Support Policy*

### **Purpose**

An explanation of the UC Washington Center's technology support policy.

### **I.1 Introduction**

The UC Washington Center provides technical support based on the following core principles. These principles are developed as guidelines for the support of University-owned technology at the Center including computers, network infrastructure and resources, telecommunications and audio/visual systems.

### **I.2 Core Principles**

Problems are usually handled in order of severity. The severity and order of service are listed below in descending order of priority.

- Failure or problem with core business service (for instance, a network server crash or Internet router failure) is handled before all other requests. Core business service failures usually affect the operation of the entire network.
- Failure or problem with a shared system (for example, a problem with a network printer).
- Single system failure (this includes a user computer that fails to start or is otherwise unusable).
- Failure or problem with hardware peripherals or operation of software (for instance, a dead floppy drive or a software failure resulting in a computer lockup).
- Requests for reconfiguration of existing systems or questions about hardware or software use.

These are gross rules-of-thumb that are applied on a case-by-case basis. The underlying premise for support is the prudent use of available resources to resolve the problems that impact the greatest number of users first. Consequently, extenuating circumstances that bear upon this premise may alter the order in which a problem is handled.

### **I.3 Hours of Support**

The Center's regular support hours are weekdays excluding holidays from 8AM until 7:30PM on Monday; 8AM until 9PM Tuesday – Thursday and 8AM until 6PM on Friday. All times are for the Eastern Time Zone (UT-5). The Center reserves the right to adjust these hours based on compelling need. After hours technical support is only available via prior advanced arrangement and is subject to the discretion of the Center.

### **I.4 Contacting Support**

Support of University-owned technology can be requested via e-mail at [support@ucdc.edu](mailto:support@ucdc.edu). The [support@ucdc.edu](mailto:support@ucdc.edu) e-mail address is recommended as the best way to reach technical support quickly as the Information Services staff are frequently at other locations in the building. The [support@ucdc.edu](mailto:support@ucdc.edu) e-mail is checked regularly.

When reporting a trouble, please provide your contact information and room number as well as a description of the problem. Please try to be as detailed about the problem as possible as this assists in assigning a triage priority.