

IHPS Network and Desktop (MIS) SUPPORT

Service Description

IHPS currently has an in-house MIS support group that provides network and desktop support to approximately 148 users (approximately 219 computers). Most are IHPS faculty and staff. However approximately 33% of the users number and 24% of the computers are from three non-IHPS units (one shares space contiguous with IHPS space and the other two are immediately adjacent).

<u>Group</u>	<u>Users</u>	<u>Computers</u>
IHPS	100	167
ARG	17	17
Epi-H	11	11
Ob/Glass	20	24
Total	148	219

Network Support includes:

- Maintain relationships with ENS.
- User connections to the UCSF wide area network.
- User connections to printers and printer troubleshooting (not including printer repair, toner, and maintenance).
- User backup to servers and/or tape drives (IHPS does not provide a backup machine but will provide technical support to a back-up server/tape drive and configure the backup routine. IHPS does not provide a backup guarantee. All end-users maintain primary responsibility for taking backup tapes off-site and for backing up their own work on CD's and other media to ensure backup integrity.)

Desktop Support includes:

- Advice on computer purchase. We reserve the right to not approve a computer purchase, or to decline to provide support for a computer if the computer that is being purchased is known to be substandard or problematic.
- Installation of new computers, including loading basic software, ensuring network connection, etc.
- Troubleshooting and fixing desktop performance problems, including software conflicts, operating system problems
- Limited hardware repair and upgrades (such as hard disk and RAM installation, CD drive installation, power supplies, etc.). All hardware parts are extra
- Limited training on basic computer software and hardware operations (such as Eudora set-up, internet browser configuration, external device configuration, user back-up devices, etc.)
- Microsoft Windows and Office licensure (upon annual renewal of IHPS volume purchasing agreement).

Network and Desktop Support Does Not Include:

- Software acquisition except as noted above (boot-legged software will not be installed)
- Printer repair
- Hard disk recovery
- Motherboard replacement and other complicated hardware repairs.
- End user computer software training

The following services may be available on a negotiated additional-cost basis but should not be considered a part of this basic service and price agreement.

- Web server support

- Web-site support

Service Coverage Hours

IHPS currently has 2 FTE computer repair staff, with other staff available on call. Staff may be increased with an increase in the number of computers serviced.. Calls are handled on a priority basis determined by the repair staff. Generally calls are handled on a same day basis, with the first response and assessment within the hour.

Current coverage is as follows:

- M-Th 5:30am-5pm 2 persons (one person 5:30am-9am, one person 3:30pm-5pm)
- Fri 9am-5pm 1 person

In the event of illness, there may be no coverage, although in the event of a computer emergency, arrangements for telephone coverage may be possible (no guarantee). 24/7 service coverage is not provided. After hours Richard can usually be reached by cell phone and may be able to provide remote assistance.

Service Cost

IHPS's 2006/07- 2007/08 approved recharge rate assesses a cost of \$90.10 per computer per month for service coverage. All computers in the workgroup must be covered and a service participation commitment is required on an academic yearlong basis.

The \$90.10 cost is broken out into 2 components.

- \$41.48 Per month per computer for desktop support
- \$48.62 Per month per computer for network support
(Not charged to non-primary laptops and computers based at offsite locations)

If, prior to service inception and agreement, it is determined that a unit's computer(s) will require extensive remedial work, it may be necessary to assess a start-up surcharge fee.

Service Charging

IHPS has a recharge methodology approved by the UCSF Budget Office that allows us to recharge service costs on a monthly basis to the funds that support each computer user, as described below.

- 1) The total computers used by a faculty/staff member (either onsite or offsite) are counted.
- 2) The cost for maintaining each person's computers is determined by multiplying the number of computers by standard rates for on site/offsite.
- 3) The computer support for each employee is then allocated to each fund-dpa that supports the employee's pay for that month.
- 4) Expenses are then recharged to each fund.

Service Philosophy

IHPS is not a computer support vendor nor do we seek a vendor-type relationship with users. We provide computer support to our own research staff and to others on a cooperative, group-oriented basis. We ask our staff to prioritize service calls using their best judgment. We seek to balance our service charge with our service capacity. In this context, it is our interest to provide the best possible service, however we do not intend to represent that we can respond to every need on a priority level. Should issues regarding service delivery arise, we will seek to resolve these issues within this framework.