OTM Support Policy

The Office of Technology Management is committed to resolving user issues quickly and professionally when you contact us. We provide a range of support levels for technology systems (computer hardware, computer software, printers, communication devices, website, Blackboard, CourseCast, audio /video, etc.) which may fall under the following categories -

Full Support – OTM will provide and use necessary resources to maintain the designated technology in full working order.

Limited Support – OTM will use limited resources to attempt to maintain designated technology in working order.

No Support – OTM will not provide resources nor will we make an effort to support non-designated technology.

When you contact us, the following process occurs:

During support hours (Mon-Fri: 8:45am to 4:45pm)

1. Every service request is logged into the support system and is accessible by all OTM staff members. Users will receive an email notification when a new ticket is opened.
2. The office then assigns priority based on the criticality of the issue. Non-critical cases will be serviced based on the order it was received.
3. A staff member will get in touch with the user with a solution or to collect more information (see Initial Follow-up Times below).
4. After reasonable troubleshooting an unresolved case will be escalated for resolution.
5. Once the user is satisfied with the resolution, the case will be closed.

After normal support hours, weekends and holidays

1. Every service request is logged into the support system automatically when you use the web form. If you submit the form after hours, the case will be reviewed the next business day.
2. All other steps (Steps 2-5 above) will follow starting the next business day

Triage Policy

Under normal operations, support will be given on a first-come, first-serve basis and problems will be solved as soon as possible. However, the priority classification will be used to categorize all requests for assistance. The classifications given below are the Office of Technology Management's general guidelines under normal circumstances and are assigned by OTM staff only.

Priority 1: This category is defined when mission-critical systems with direct impact on the organization fail.

Examples --

- *Servers or widespread network outage*
- *Application System outage (ex: Blackboard, Email, Remote Access, etc)*
- *Business School website outage*

Priority 2: This category is defined when a single user or group is affected and is prevented from carrying out their everyday work activities.

Examples -

- *Failed hard drive or computer crash*
- *Operating system corruption*
- *Business School individual web pages not working*

Priority 3: This category is defined when a single user or group is affected and the issue can be temporarily solved with a workaround.

Examples -

- *Printer issues*
- *Computer monitor issues*
- *Business School new web pages and content addition*
- *Browser issues*
- *Software glitches and computer hardware issues*

Priority 4: This category is defined as scheduled work and all other general tasks.

Examples -

- *Office moves*
- *Equipment loaners*
- *Software install*
- *New workstation install or upgrades*

Initial Follow-up Times, not resolution (During support hours: Mon-Fri: 8:45am to 4:45pm)

The following table displays the timeframes for initial follow-up for problems reported. The goals for initial follow-up after a problem is first reported are based on the nature and severity of the problem. OTM makes every attempt to contact the user who reported the problem within the timelines given below. However, these are general guidelines only and may vary based on staff availability, vacation schedules and resource availability.

Priority	Initial Follow-up (not resolution)
Priority 1	Immediate – 30 min
Priority 2	Same business day
Priority 3	Up to 2 business days
Priority 4	Up to 3 business days

In the event of a widespread virus infection of computers, a major system malfunction or a Priority 1 event, initial follow-up times may not be applicable until the problem at hand is resolved. In such cases OTM will make every effort to post messages via department voicemail, emails or under Service Alerts.

Follow-up Times, not resolution (During support hours: Mon-Fri: 8:45am to 4:45pm)

The following table displays the timeframes for follow-up once initial follow-up has been completed. Users who are working with a staff member may update the case or contact the staff member during investigation of a case. In most cases the staff member is already working on an issue and may not be able to respond back immediately. The goals for follow-up during the investigation of a case are based on the nature and severity of the problem. OTM makes every attempt to update the user within the timelines given below, or as mutually agreed. However, these are general guidelines only and may vary based on staff availability, vacation schedules and resource availability.

Priority	Follow-up (not resolution)
Priority 1	Immediate – 30 min
Priority 2	Same business day
Priority 3	Up to 2 business days
Priority 4	Up to 3 business days

In the event of a widespread virus infection of computers, a major system malfunction or a Priority 1 event, follow-up times may not be applicable until the problem at hand is resolved. In such cases OTM will make every effort to post messages via department voicemail, emails or under Service Alerts.

Problem Resolution Times

Due to the complex nature of technology environments, interfacing with third party vendors and operating environments, OTM cannot guarantee the time it will take to resolve a problem. We make our best efforts to resolve problems as quickly as possible. We will however keep you informed of the status and do what is necessary to meet our target resolution time. If a resolution is not identified you will be updated with new time estimates or a message explaining why we were not able to resolve the problem.