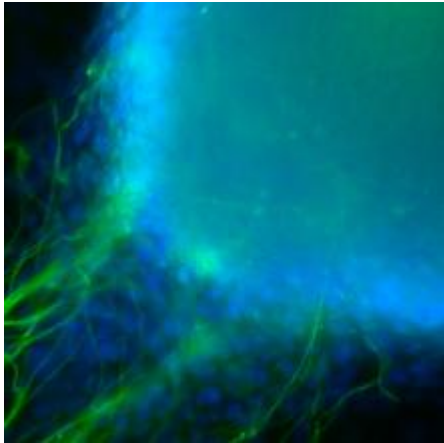


Basic Support



Ray Cheung on January 27, 2020

Basic Support

The Basic Support service is an integrated suite of support services for campus faculty and staff university-owned Windows, Mac, iOS, Android, and Lync devices. Support staff use Bomgar remote control tools when available to provide assistance and service support.

Standard productivity software, Microsoft Office and Adobe Acrobat Pro are included in the monthly subscription fee.

Support is provided by the most efficient method available primarily via chat or over the phone, with remote control assistance, via email, and through in-person visits. Service features are organized around the lifecycle of a supported computer:

- Plan/Purchase
- Deploy
- Manage
- Retire/Replace

Plan/Purchase:

- Published supported hardware standards
- Licensing for Microsoft Office and Adobe Acrobat Pro (MS Visio and Project not included^[1])
- Recommended computer hardware available through BearBuy and are updated quarterly^[2]
- Tablet support for iPad and Android devices

Deploy:

- Configuration with a baseline standard set of software including a current operating system, licensed common software applications, anti-virus/anti-spyware software, and remote administration tool
- Compliance with campus security policies, and other configurations that may be specific to divisions or units
- Connection to the campus wired and wireless networks
- Bound to Active Directory for management
- Migration of customer documents and preferences
- Configuration of standard network printers
- Retention of customer data for a minimum of two weeks to ensure completed data transfer. We can also copy data to customer provided media for archival purposes
- Installation of software not included in the baseline standard when requested and properly licensed. Customers may be asked to provide installation media
- Physical relocation of computers, if small and limited in scope, is included. Move coordination is by arrangement at an hourly charge.
- Smartphones deployed with active snc client to comply with security best practices

Manage:

- Administrative rights on devices are granted by exception. User account can be given elevated permission to facilitate software updates without requiring full administrative rights
- 5GB for individual file storage for specific folders, aggregated by department
- 60GB UCSF Box storage
- Management of departmental file shares at an hourly cost
- **Patch management**
 - ○ ■ ITS will provide automated, remote patching for applications on the standard image
 - Patching is done once per month, unless critical security patches are released that cannot wait until the next patching cycle
 - Patches are applied and usually require no action from the user. If action such as a reboot is required, notification will appear on the screen from BigFix.
 - *Patch management is available for non-IT Field Services users. Please see this page for more information: </services/non-it-field-services-system-patching> [3].*

ITFS Patching Policy

- ○ ■ **What we patch**

Operating Systems	Browsers	Applications
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macOS	Safari	Adobe Flash/Shockwave
Windows 7	Firefox	Adobe Acrobat
Windows 10	Chrome	Apple iTunes
	Internet Explorer	Apple QuickTime
		Microsoft Office
		Microsoft Compatibility Pack
		Microsoft Development Tools
		Digital certificates
		Java

■

How we patch

- For **Windows**: updates are pushed simultaneously via Big Fix and applied as workstations pick up the authorized jobs.
- For **Macs**: updates are pushed via BigFix and are applied as workstations pick up the authorized jobs or self-service offers. Alternatively, Mac updates are also available via the native Apple Software Update application.

■ When we patch

- For **Windows** :
 - Non-critical patches: Third Tuesday of each month
 - Critical patches: Released as needed, with adequate client notification

■ **Windows** Monthly Schedule:

	Monday	Tuesday	Wednesday	Thursday	Friday
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2nd Week		Microsoft releases patches. CAB submitted.	Tier 1 computers are patched. Enterprise clients emailed.	Tier 1 computers are diagnosed, Tier 2 computers are patched.	Hold for Tier 2 Remediation.
3rd Week	Hold for Tier 2 Remediation.	Email reminder sent	Enterprise computers are patched		

- For **Macs**:
 - Non-critical patches: Third Tuesday of each month
 - Critical patches: Released as needed, with adequate client notification

■ **Macs Monthly Schedule:**

	Monday	Tuesday	Wednesday	Thursday	Friday
2nd Week		CAB submitted.	Tier 1 computers are patched. Enterprise clients emailed.	Tier 1 computers are diagnosed, Tier 2 computers are patched.	Hold for Tier 2 Remediation.
3rd Week	Hold for Tier 2 Remediation.	Email reminder sent	Enterprise computers are patched		

• **Software Support**

- Support technicians will install and upgrade software in response to customer requests, changes to campus standards, security requirements, or to resolve

problems. Software may be installed with remote tools

- Supported software is installed on university-owned Windows and Mac computers used for research, instruction, and university business
- License key and installation media must be provided for software that is not site license or covered in the service.
- In accordance with security policy, only software that is being actively updated/patched by the vendor will be installed. Exceptions will be made for university business or business systems which are not compatible with current software versions
- Remote connectivity via VPN is supported for non-international connections

• **Software Troubleshooting Support**

- Initial investigation is always provided to determine if the software issue is system or network-related.
- Problems with some business systems or specialized software may be referred to system/application specialists.

• **Software Function/Usage Support**

- The Service Desk facilitates finding documented solutions to requests regarding features and functions of supported software.
- Service Desk staff will assist customers with application use questions in the form of referring to help systems, Google, FAQs, and other online resources.
- For software not on the list, Desktop Support will resolve installation and functional errors where solutions are practically available.

• **Hardware Support - Computer Repairs**

- Support for computer warranty repairs includes equipment pickup/drop off coordination, shipping, tracking, verification of repairs and return.
- Computer loaner is available for the duration of a repair/upgrade that requires the removal of the machine.
- Customers will be responsible for the costs of any hardware components that need to be replaced for machines that are no longer under warranty. View the Criteria for Basic Support. ^[4]

• **Hardware Support - Mobile Devices**

- Support staff will provide assistance for configuration and installation to Exchange (email and calendar) and UCSF wireless connectivity on iOS, Android, Blackberry, and Windows Mobile smartphones.
- Support staff will provide assistance for iOS and Android devices of standard UCSF apps beyond email, calendar and contacts.
- All other non-standard devices and apps are out of scope and support is available at best effort and 15 minutes or less and hourly rate.
- Support staff can provide assistance on site for an hourly rate. (Minimum of 15 minute charge)

Printing Support

- Standard networked printing is supported. Includes client side connectivity and printing functionality. Standards are being developed with Strategic Sourcing to drive down costs, and with Documents Media and Mail to ensure compatibility with their hardware service.
- Support for multi-function devices besides printing is supported at an hourly rate.
- Provide triage and troubleshooting of printer problems.
- Printer hardware maintenance is required and is provided in partnership with UCSF Documents, Media & Mail managed printer program.
- Installation of client-provided driver software for peripherals such as printers, external storage devices, and input devices.

Retire/Replace:

- - ITS coordinates computer disposal with campus surplus and e-waste programs.
 - Hard drives are destroyed prior to disposal.

Cost: \$59 per FTE per month

Request ^[5]

Faculty

Students

Staff

Guest

Information Technology Services

The Basic Computer Support service is an integrated suite of support services for campus faculty and staff university-owned Windows, Mac, iOS, Android, and Lync devices. Support staff use Bomgar remote control tools when available to provide assistance and service support.

Criteria for Basic Support ^[4]

FAQs for Field Services ^[6]

Premium Support ^[7]

ITFS Service Catalog ^[8]

Event Support ^[9]

GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

[Site Login](#) [Site Index](#)

[Suggest an IT Improvement](#) | © UC Regents

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Source URL: <https://it.ucsf.edu/services/basic-support>

Links

[1] https://it.ucsf.edu/how_do/mcca-renewals

- [2] <http://jacs.ucsf.edu>
- [3] <https://it.ucsf.edu/services/non-it-field-services-system-patching>
- [4] <https://it.ucsf.edu/policies/criteria-basic-support>
- [5] <https://ucsf.service-now.com/ess>
- [6] <https://it.ucsf.edu/services/faqs-field-services>
- [7] <https://it.ucsf.edu/services/premium-support>
- [8] <https://it.ucsf.edu/services/itfs-service-catalog>
- [9] <https://it.ucsf.edu/services/event-support>