This document defines the services and costs associated with AHC-IS desktop computer support. It also serves as an understanding between areas receiving computer support and the AHC-IS office. This document references information contained in AHC-IS’s Desktop Policies and Procedures document and the AHC-IS Computer Support Cost Schedule.

Services

- AHC-IS requires all supported computers to meet or exceed the minimum computer configurations as discussed in the AHC-IS Desktop Policies and Procedures, and Standards document. If hardware does not meet minimum requirements, offices / areas requesting support must upgrade equipment.

- Included as part of AHC-IS’s desktop support package for a single workstation:
  - Technical support for both PC or Macintosh platforms (setup & ongoing maintenance)
  - Access to AHC-IS Computer Helpline for hardware / software issues
  - Connection to the AHC file servers and/or Windows server with allocation of reasonable disk space for each user
  - AHC-IS will install and configure all licensed software on the desktop computer

- Every supported computer connected to the AHC server(s) receive the following services:
  - Connections to and support of networked (shareable) printers
  - All data and files backed up daily from the server and available for emergency recovery
  - Virus management software functioning on the server at all times
  - AHC-IS staff will provide the operational support required of server and related backup hardware
  - AHC-IS supports standard software packages for desktop computers. Offices / areas should conform to these standard applications unless it can be shown that the software is incapable of performing a necessary task. Software applications are listed on the “AHC-IS Desktop Policies, Procedures and Standards” document.

- If an office / area intends to use pre-existing software, AHC-IS will require proof of licensure. It is the intention of AHC-IS that only licensed software be used on any supported workstation.

- AHC-IS will assist in replacement or installation of new computer hardware and software. AHC-IS will provide recommendations for new computer equipment, will receive the equipment, set-up and configure the equipment, and track all warranty information.
Costs

- AHC-IS asks each office \ area receiving computer support to offset the associated costs for that support. The cost for a particular office \ area will most often be calculated by the number of computers being supported by AHC-IS.
- An inventory of all supported computers will be maintained by AHC-IS. This inventory will be the source to determine the number of computers currently included in the support understanding. This inventory list will be provided to each office \ area for verification.
- The cost for computer support is detailed in the AHC-IS Policy 3002 - Technical Support Costs document.
- Each quarter a report of supported computers will be delivered to each office / area with an associated cost. This cost represents the technical support that was provided over the preceding quarter.
- AHC-IS will transfer the funds from your designated CUFS account to the AHC-ISO account via an IV in Forms Nirvana.
- If new equipment is added during the year, costs will be pro-rated for the time the new equipment was actually in use.

Expectations

- Offices / areas should not enter a computer support relationship with AHC-IS unless the intention is to continue the arrangement indefinitely. If the office / area decides to cancel the computer support arrangement with AHC-IS, the department must provide a document detailing the plan for how the machines will be maintained and supported in the future. This document will be forwarded to the University Privacy and Security Officer.
- If an office / area feels it does not receive adequate support from AHC-IS, problems should first be communicated to the director of AHC-IS. If problems are not resolved satisfactorily, the issue should be escalated to higher levels within the AHC Sr. Vice President’s office.

The signatures below represent and understanding of the services, obligations, and costs outlined in this document.

AHC Administrative Information Systems  Service Area Representative

Area \ Office ____________________________

Print Name:  Edward Deegan  Print Name:  ____________________________

Title:  Dir. AHC-IS  Title:  ____________________________

Signature:  ____________________________  Signature:  ____________________________

Date:  ____________________________  Date:  ____________________________