Instructional Technology Desktop Support

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Instructional Technology Desktop Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>This service provides specialty hardware and software support for the academic departments. Support is provided for computers, peripherals, software and online resources associated with academic and research goals. It includes assistance in the specification, purchase, configuration, testing and troubleshooting of instructional technology resources.</td>
</tr>
<tr>
<td>Eligibility</td>
<td>Faculty, staff and students are eligible for this service</td>
</tr>
<tr>
<td>How to Request Service</td>
<td>Contact the IT Service Center (864.294.3277 or <a href="mailto:service.center@furman.edu">service.center@furman.edu</a>)</td>
</tr>
<tr>
<td>Availability</td>
<td>8:00 am – 5:00 pm M-F except Holidays and Campus Shutdowns. After hours by arrangement. Consultations by special request at the requestor’s convenience.</td>
</tr>
<tr>
<td>Charges</td>
<td>Service is provided at no cost to the customer. In some situations, the customer may be responsible for replacement parts or repairs, or software licensing beyond the scope of that which ITS provides.</td>
</tr>
<tr>
<td>Service Line</td>
<td>Learning Technology Services</td>
</tr>
</tbody>
</table>
| Features     | - Consults with the customer community on the support required regarding existing and potential needs for software and hardware tools to support their academic goals.  
- Provides expertise from within Learning Technology Services to address specific software and hardware related needs.  
- Provides specialized and expert support as required for faculty for non-standard, supported software.  
- Provides specialized and expert support as required for department-specific computer labs.  
- Provides academic faculty and staff the opportunity to review and test alternative technologies in order to reduce budgetary commitments.  
- Assists with current grading and survey technologies being utilized by the departments.  
- Provides opportunities for faculty to review, evaluate and practice using available technologies.  
- Provides time and cost estimates for acquiring, licensing, implementing and delivering new technologies.  
- In collaboration with the CTL and the Instructional Technology Workgroup, recommends specific applications for widely used instructional technology activities such as blogs, wikis, surveys and videoconferencing. |
| Owner        | Susan Dunnavant, Ed.D., Director of Learning Technology Services |
| Pre-requisites | - Existing infrastructure, governance and funding to support forwarded technology requirements.  
- Furman NetID required for customers to gain access to internal resources.  
- Minimum threshold of participation/utilization may be needed to sustain specific offerings.  
- Systems and applications installed and configured, and services delivered through standard enterprise computing services of ITS. |
| VP Customer  | Vice President for Academic Affairs and Dean |
| Delivery Channels | - Completed work requests  
- Systems and applications acquired through current policies including oversight of CIO  
- Informational presentations to the academic departments, the ACC or Technology Liaisons  
- Consultations with faculty by ITS, CTL, Library or other key personnel charged with resource delivery  
- Online documentation of resource availability, operation, scope  
- Assistance in use and application administration provided through personal contact |
| Service Targets | - Initial response to user request for consultative support within one business day – 90% or more of the time.  
- 90% or more positive feedback from Track-It survey responses.  
- 90% or more of technical trouble requests assigned through the IT Service Center resolved, escalated or negotiated with user as a longer range project within 1 business day.  
- 90% of software installation and upgrade requests resolved within two weeks.  
- 95% or more positive responses from customers on related items in TechQual survey. |