## IT Service Center Support

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<th>Service Name</th>
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| Description  | The IT Service Center Support service provides a centralized point of contact for reporting incidents (when services are unavailable or malfunctioning) and routine requests for services. The ITS Service Center provides support for the following:  
- All ITS Services  
- Current versions of Windows and Mac operating systems  
- All standard Furman software  
  Support for other operating systems, applications, services, and environments are provided on a "best effort" basis. |
| Eligibility   | Students, faculty and staff are eligible for this service. |
| How to Request Service | Contact the IT Service Center (864.294.3277 or service.center@furman.edu) or visit the IT Service Center in the Lower Level of the Library. |
| Availability | IT Service Center Support is generally available during the following hours during fall and spring semesters:  
  - Mon – Thur: 8:00 a.m. through 11:00 p.m.  
  - Fri: 8:00 a.m. through 6:00 p.m.  
  - Sat: 12:00 p.m. through 5:00 p.m.  
  - Sun: 12:00 p.m. through 11:00 p.m.  
  Summer hours are as follows:  
  - Mon – Fri: 8:00 a.m. through 5:00 p.m.  
  - Sat – Sun: 1:00 p.m. through 5:00 p.m.  
  The IT Service Center is closed during University holidays. Detailed hours of operation can be found at [http://its.furman.edu](http://its.furman.edu) |
| Charges      | There are no charges for this service. |
| Service Line | IT Service Center |
| Features     |  
- Provide 1st level investigation and diagnosis of reported incidents  
- Escalate incidents that cannot be resolved with IT Service Center capabilities  
- Maintain records of reported incidents and service requests and categorize these for historical retrieval  
- Communicate incident and request status to others  
- Document and close incidents when they are resolved  
- Monitor call queues to ensure incidents and requests are handled in a timely manner  
- Conduct customer satisfaction call-backs or surveys to assess quality of provided services.  
- Plan, install, configure and test call management software to manage calls to the IT Service Center  
- Maintain adequate levels of staff skills to meet Service Center goals and objectives  
- Recruit and train part-time student staff  
- Monitor and manage call queues to ensure calls are handled in a timely manner  
- Integrate knowledge management databases and repositories for call agent access  
- Provide documentation for faculty, staff and students for the self-help knowledgebase |
| Owner        | Mike Gifford |
| Pre-requisites | Be eligible for service |
| VP Customer  | Vice President of Finance and Administration |
| Delivery Channels | |
| Service Targets |  
- Contact on all calls within one business day  
- Personal contact on all critical and urgent issues within 4 hours  
- Immediate escalation and notification on all calls that cannot be resolved at the IT Service Center  
- TechQual survey within minimum expectations |