

CCIT Technical Support Policy

Executive Summary

In order to ensure that your experience with CCIT is as effective and efficient as possible, CCIT outlines in this policy its technical support process, request submission mechanisms, definitions for determining the priority or a request with respect to the severity of its actual or potential impact, and target service levels for acknowledgement, assessment, & resolution/mitigation of requests

CCIT's Technical Support Process

When a support request is submitted it enters the incoming request queue of CCIT's Bugzilla Knowledge Management and Support System for review and prioritization. All support requests are given a unique ticket number which CCIT and the reporter use in referencing, tracking, and managing the request.

CCIT's business hours are Monday through Friday from 9 a.m. to 5 p.m. excluding University holidays. For purposes of determining response time with regard to target service levels, requests received outside of business days are treated as if they were received the next business day. Although you may receive a response from CCIT staff outside of defined business days and hours, this has no bearing on our meeting target service levels.

During business hours, a CCIT staff member is on-call as the "Officer of the Watch" or OOW. The Officer of the Watch is responsible for reviewing support requests, categorizing requests, determining their severity, and assigning tickets to the most appropriate functional team.

The category in which a request falls determines the mechanism used for determining severity and the service levels to be targeted. As such CCIT has defined the following support categories:

- **Desktop & Infrastructure Requests:** Desktop and infrastructure support encompasses issues having to do with client workstations, desktop application software, network file storage, application servers, enterprise backups, remote access solutions, information technology procurement functions, and business processes dependent upon information technology.
- **Software Development Requests:** Software development support encompass requests for new functionality, requests for enhancement to existing functionality, and requests for support regarding defects in delivered functionality within CCIT maintained custom software solutions.
- **Web Design & Online Communications Requests**

The priority of a support request is based upon its severity and impact to an individual, a functional unit, or the organization. Priority levels help to determine which requests require more immediate attention and assist in providing the best possible service as quickly as possible to our clients.

For each level of severity within a request category, CCIT has identified target service levels for the acknowledgement, assessment, and resolution/mitigation of requests.

- **Acknowledgement:** Acknowledgement is defined as the communication by support personnel receiving assignment of a support issue to the reporter of the issue that they have begun the process of assessing the support request.
- **Assessment:** Assessment consists of researching and understanding the scope of an issue, determining the issues potential or actual impact, and determining how best to mitigate or resolve the issue. Upon completion of assessment, determinations are communicated.

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- **Resolution/Mitigation:** Wherever possible, CCIT attempts to correct the problem so as to bring about a resolution. However, it is recognized that not all problems can be corrected fully and that partial solutions which moderate or alleviate a condition may sometimes provide more timely relief until such time as a more comprehensive solution can be implemented.

Target service levels are affected by prior commitments, volume of requests within a given period, availability of staff and material resources, the severity of requests received in parallel, coordination of external entities, and scheduling difficulties.

All support requests are maintained within a dynamic priority queue and are serviced in order of the priority assigned to them. This means that at any given moment, a higher priority request may displace a lower priority request. Reasonable attempts are made to achieve target service levels and communicate changes of schedule or circumstance to clients awaiting service.

As with any troubleshooting process, accurate and timely resolution depends on accurate and timely information. When submitting a support request:

- Provide a detailed problem description.
- Communicate the nature and severity of an issue so it is clearly understood by those reviewing and assessing the request.
- Observe appropriate request submission interfaces for the submission of support requests.

The above considerations assist us in assessing, prioritizing, and routing requests to the most appropriate team members so as to service your requests and provide solutions expeditiously.

If you feel that a support request's priority needs to be escalated, contact the staff member to which the support request is assigned.

Support requests are typically closed when the reporter confirms a resolution has been achieved or if there is no response to our attempts to contact the reporter of the support request. We may also close support requests if we cannot resolve an issue in the immediate or distant future.

Request Submission Interfaces

- **Web**

Bugzilla is CCIT's Bugzilla knowledge management and support system offers the most direct means of filing a support request. Because of its directness, this is CCIT's preferred interface for the submission of requests. Additionally, outside of normal business hours, this is the best mechanism for alerting CCIT to critical or issues.

By logging in using your UNI and password at the following URL, you can submit detailed requests and assist us in our assessment by specifying the request's severity and category:

<https://ccit.college.columbia.edu/bugzilla/>

In specifying the severity of a request via this interface, CCIT requests that you carefully observe the definitions of severity for the category of request. By filing a major or critical request through this system, staff members will be paged.

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- **Email**

By sending an email to ccit@columbia.edu, your support request will be filed within CCIT's Bugzilla. However, the email interface provides less detail than your submitting a request directly via the above URL.

- **Phone**

If you do not have access to a web browser or email client (either your own or a colleague's), you may phone CCIT to report a technical support issue by dialing (212) 854-6207.

Desktop & Infrastructure Support

CCIT is charged with maintaining a highly-available, secure, stable, and cost-effective computing environment in support of and in achievement of the missions and strategies of its clients. Due to the scope of the domain encompassed by desktop and infrastructure issues, support for these issues is cross-functional and requires the close cooperation of CCIT's team members.

CCIT is committed to providing timely and comprehensive solutions to desktop and infrastructural issues in a manner proportional to business need and potential or actual business impact.

The following chart defines how CCIT prioritizes and responds to desktop and infrastructure support requests.

Severity Levels	
Critical	<p>Description</p> <p>This is the highest level of severity and should only be assigned to issues that require immediate attention because they threaten business critical processes, involve major outages, or pose major safety and security issues.</p> <p>Criteria</p> <p>A critical issue is one which satisfies any of the following criteria:</p> <ul style="list-style-type: none">• Undermines business critical processes essential to the mission of the organization.• Prevents the effective use of any major service.• Seriously affects a substantial number of computer users.• Poses a major threat to information security.• Might severely impact the reputation of the organization.• In the judgment of CCIT staff members, this level of severity is warranted. <p>Examples</p> <ul style="list-style-type: none">• Hardware failure disrupting activities of essential system or time-sensitive and business critical activities.• Information security vulnerability posing risk to access, integrity, or confidentiality of organization. <p>Service Level Targets</p>

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	<p>Within or outside of normal business hours:</p> <ul style="list-style-type: none"> • Acknowledgement: The problem should be acknowledged immediately. Appropriate support personnel should be contacted immediately. CCIT management and senior management of The College should be notified immediately. • Assessment: The problem should be assessed within one hour of being reported. All affected parties, CCIT management, and the senior management of The College should be notified of the assessment and the expected time of resolution. • Resolution/Mitigation: Critical problems should be resolved or mitigated within two hours. <p>All necessary resources will be re-allocated to resolve the issue. This may, in turn, affect CCIT's ability to meet other defined service level targets. In such cases, reasonable attempts will be made to manage expectations and communicate new expected times of resolution.</p> <p>Appropriate Request Submission Interfaces</p> <p>Web & Phone</p>
<p>Major</p>	<p>Description</p> <p>Major issues are those that pose a serious impact to business processes if not addressed quickly.</p> <p>Criteria</p> <p>A major issue is one which satisfies any of the following criteria:</p> <ul style="list-style-type: none"> • Prevents the effective use of any service and affects a substantial number of computer users. • Disrupts the activities of a substantial number of computer users and no work around exists • Poses a minor threat to information security. • Might possibly impact the reputation of the organization. • Creates very serious implications for an individual user. • In the judgment of CCIT staff members, this level of severity is warranted. <p>Examples</p> <ul style="list-style-type: none"> • System unavailable to a percentage of the organization's users. • Failure disrupting activities of a functional area. • Inability of user to access essential piece of information. <p>Service Level Targets</p> <p>Within or outside of normal business hours:</p> <ul style="list-style-type: none"> • Acknowledgement: The problem should be acknowledged immediately. Appropriate support personnel should be contacted immediately. CCIT

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	<p>management should be notified immediately.</p> <ul style="list-style-type: none"> • Assessment: The problem should be assessed within two hours of being reported. All affected parties and CCIT management should be notified of the assessment and the anticipated time to resolution. • Resolution/Mitigation: The problem should be resolved or mitigated within four hours. <p>All necessary resources will be re-allocated to resolve the issue. This may, in turn, affect CCIT's ability to meet other defined service level targets. In such cases, reasonable attempts will be made to manage expectations and communicate new expected times of resolution.</p> <p>Appropriate Request Submission Interfaces</p> <p>Web & Phone</p>
<p>Normal</p>	<p>Description</p> <p>This represents the 'typical' problem, and should be the most frequently assigned level of severity.</p> <p>Criteria</p> <p>An issue which satisfies any of the following criteria:</p> <ul style="list-style-type: none"> • Prevents the use of any fully supported service or application by an individual. • Disrupts the activities of a substantial number of computer users, but a work around exists. • Inconveniences the activities of a substantial number of computer users. • Might imply a minor threat to information security. <p>Examples</p> <ul style="list-style-type: none"> • Monitor/LCD screen is dead • Computer won't boot • Software installation when software is critical to job responsibilities • File system quota exceeded • Shared network printer down <p>Service Level Targets</p> <p>During normal business hours:</p> <ul style="list-style-type: none"> • Acknowledgement: The problem should be acknowledged within four hours. • Assessment: The problem should be assessed within one business day of being reported. The effected parties should be notified of the assessment and the expected time of resolution. • Resolution/Mitigation: The problem should be resolved or mitigated within one to two business days.

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	<p>Appropriate Request Submission Interfaces</p> <p>Web & Email</p>
<p>Minor</p>	<p>Description</p> <p>An issue creating minor business impact as it does not threaten or impact productivity.</p> <p>Criteria</p> <p>An issue which satisfies any of the following criteria:</p> <ul style="list-style-type: none"> • Causes inconvenience to an individual • Any problem in a "limited support" category <p>Examples</p> <ul style="list-style-type: none"> • CD-Drive non-functional • Mouse is jumpy on the screen • Questions regarding application features • Installation of most peripheral devices <p>Service Level Targets</p> <ul style="list-style-type: none"> • Acknowledgement: The problem should be acknowledged within one business day. • Assessment: The problem should be assessed within one to two business days. The effected parties should be notified of the assessment, and the expected time of resolution. • Resolution/Mitigation: The problem should be resolved within three to five business days. <p>Appropriate Request Submission Interfaces</p> <p>Web & Email</p>
<p>Enhancement</p>	<p>Description</p> <p>Enhancements are those issues that have little to no business impact and do not materially affect productivity.</p> <p>Criteria</p> <p>All issues that do not fall into the above described levels of severity.</p> <p>Examples</p> <p>Installations of software peripheral to business functions Cosmetic enhancements (e.g. desktop settings, browser settings, and favorites)</p>

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	<p>Service Level Targets</p> <p>Acknowledgement: The problem should be acknowledged with one to two business days.</p> <p>Assessment: The problem should be assessed within one week. The effected parties should be notified of the assessment, and the expected time of resolution.</p> <p>Resolution/Mitigation: The problem will be assigned the least priority, and therefore, no definite resolution date. However, best efforts will be made to assist the user within one week.</p> <p>Appropriate Request Submission Interfaces</p> <p>Web & Email</p>
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Software Development

CCIT leads, manages, develops, delivers, and support high value custom software solutions across multiple domains of knowledge & practice in achievement of its clients' goals. In order to accomplish this so as to achieve CCIT's goals of highly-available, secure, stable, and cost-effective solutions, CCIT's software development team maintains a versioned approach to software development.

As many disciplines are involved in the development of its proprietary software solutions, support for these issues is cross-functional and requires the close cooperation of CCIT's team members. CCIT is committed to providing timely and comprehensive solutions to issues in a manner proportional to business need and potential or actual business impact for applications still within their defined support lifecycle.

With CCIT's software development process, functionality is released in ordered, packaged deployments known as, well, "releases". Releases are scheduled based upon resource availability and the time necessary to execute a successful project given the functionality to be delivered within a defined release.

- **Major Releases** typically contain code re-writes and new development including sweeping architecture changes, high-value requests for enhancements, and significant user interface changes. Major releases are typically delivered in 6 to 12 month cycles.
- **Minor releases** typically contain code optimizations, bug fixes, high-value/low-risk requests for enhancements, and minor user interface changes. There is limited architecture development in minor releases. The changes must be accomplished using the architecture deployed in a former major release. Minor Level Versions are released in 3 to 6 month cycles.
- **Revision releases** are provided on an as needed basis and typically contain security fixes, baseline functionality fixes, and critical bug fixes. The critical label refers to defects that result in major loss of baseline function for which there is no workaround. Revision releases can be thought of as patches to existing functionality.

All releases go through testing and quality assurance prior to release.

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Software development requests fall within two broad categories:

- New feature requests are requests for enhancement to or a modification of the existing functionality of an application.
- Support requests are requests concerning defects of delivered functionality within an application.

New Feature Requests

New feature requests are accepted via CCIT's web and email request submission interfaces whereupon they are given a severity level of "enhancement" within CCIT's Bugzilla knowledge management system.

With new feature requests, no service levels exist for acknowledgement, assessment, or incorporation of a new feature request.

Typically, during client consultations regarding functionality to be incorporated into forthcoming releases, CCIT will present all new features or enhancements received. Working with CCIT, the application's clients would prioritize potential features or enhancements with respect to the application's lifecycle, business need, and potential value.

If accepted for investigation, CCIT will assess the feature and the scope of work required to incorporate the feature. The assessment of the feature and a recommendation of how best to incorporate the feature amongst an application's projected release schedule of major and minor releases.

If accepted for incorporation by the client group, it will be assigned to a future release and a schedule for the release will be established.

Support Requests

Support requests concerning delivered functionality are prioritized and assigned on the basis of actual or potential business impact. Our objective is to find a configure change, code change, or workaround that will provide a satisfactory solution. In the case where it is technically impossible to meet these targets, we will work with you to escalate the issue and establish a project plan.

The following chart defines how CCIT prioritizes and responds to software development support requests.

Severity Levels	
Critical	Description This is the highest level of severity and should only be assigned to issues that require immediate attention because they threaten business critical processes, involve major outages, or pose major safety and security issues. Criteria A critical issue is one which satisfies any of the following criteria: <ul style="list-style-type: none">• Undermines business critical processes essential to the mission of the organization.• Prevents the effective use of any major service.

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	<ul style="list-style-type: none"> • Seriously affects a substantial number of computer users. • Poses a major threat to information security. • Might severely impact the reputation of the organization. • In the judgment of CCIT staff members, this level of severity is warranted. <p>Service Level Targets</p> <p>Within or outside of normal business hours:</p> <ul style="list-style-type: none"> • Acknowledgement: The request should be acknowledged immediately. Appropriate support personnel should be contacted immediately. CCIT management and senior management of The College should be notified immediately. • Assessment: The request should be assessed within one hour of being reported. All affected parties, CCIT management, and the senior management of The College should be notified of the assessment and the expected time of resolution. • Resolution/Mitigation: An initial workaround or means of mitigation should be identified within 24 hours. A solution should be delivered within 7 days. <p>All necessary resources will be re-allocated to resolve the issue. This may, in turn, affect CCIT's ability to meet other defined service level targets. In such cases, reasonable attempts will be made to manage expectations and communicate new expected times of resolution.</p> <p>Target Release for Solution</p> <ul style="list-style-type: none"> • Minor Release • Revision Release <p>Appropriate Request Submission Interfaces</p> <p>Web & Phone</p>
<p>Major</p>	<p>Description</p> <p>Major issues are those that pose a serious impact to business processes if not addressed quickly.</p> <p>Criteria</p> <p>A major issue is one which satisfies any of the following criteria:</p> <ul style="list-style-type: none"> • Prevents the effective use of any service and affects a substantial number of computer users. • Disrupts the activities of a substantial number of computer users and no work around exists • Poses a minor threat to information security. • Might possibly impact the reputation of the organization. • Creates very serious implications for an individual user. • In the judgment of CCIT staff members, this level of severity is warranted. <p>Service Level Targets</p>

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	<p>Within or outside of normal business hours:</p> <ul style="list-style-type: none"> • Acknowledgement: The problem request should be acknowledged immediately. Appropriate support personnel should be contacted immediately. CCIT management should be notified immediately. • Assessment: The request should be assessed within two hours of being reported. All affected parties and CCIT management should be notified of the assessment and the anticipated time to resolution. • Resolution/Mitigation: An initial workaround or means of mitigation should be identified within 7 days. A solution should be delivered within 14 days. <p>All necessary resources will be re-allocated to resolve the issue. This may, in turn, affect CCIT's ability to meet other defined service level targets. In such cases, reasonable attempts will be made to manage expectations and communicate new expected times of resolution.</p> <p>Target Release for Solution</p> <ul style="list-style-type: none"> • Minor release • Revision release <p>Appropriate Request Submission Interfaces</p> <p>Web & Phone</p>
<p>Normal</p>	<p>Description</p> <p>This represents the 'typical' problem, and should be the most frequently assigned level of severity.</p> <p>Criteria</p> <p>An issue which satisfies any of the following criteria:</p> <ul style="list-style-type: none"> • Prevents the use of any fully supported service or application by an individual. • Disrupts the activities of a substantial number of computer users, but a work around exists. • Non-critical loss of functionality of the software impairing some operations, but software remains usable. • Inconveniences the activities of a substantial number of computer users. • Might imply a minor threat to information security. <p>Service Level Targets</p> <p>During normal business hours:</p> <ul style="list-style-type: none"> • Acknowledgement: The problem should be acknowledged within four hours. • Assessment: The problem should be assessed within one business day of being

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	<p>reported. The effected parties should be notified of the assessment and the expected time of resolution.</p> <ul style="list-style-type: none">• Resolution/Mitigation: An initial workaround or means of mitigation should be identified within 14 days. A solution should be delivered within the next product release. <p>Target Release for Solution</p> <ul style="list-style-type: none">• Major or minor release• Revision release <p>Appropriate Request Submission Interfaces</p> <p>Web & Email</p>
Minor	<p>Description</p> <p>An issue creating minor business impact as it does not threaten or impact productivity.</p> <p>Criteria</p> <p>An issue which satisfies any of the following criteria:</p> <ul style="list-style-type: none">• Causes inconvenience to an individual• Cosmetic Issues• Errors in documentation• Any problem in a "limited support" category <p>Service Level Targets</p> <ul style="list-style-type: none">• Acknowledgement: The problem should be acknowledged within one business day.• Assessment: The problem should be assessed within one to two business days. The effected parties should be notified of the assessment, and the expected time of resolution.• Resolution/Mitigation: An initial workaround or means of mitigation should be identified within 30 days. A solution should be delivered within a forthcoming, but not necessarily the next, product release. <p>Target Release for Solution</p> <ul style="list-style-type: none">• Major or minor release• Revision release <p>Appropriate Request Submission Interfaces</p> <p>Web & Email</p>