The Division of Information Technology (IT) offers enhanced computer support services for faculty and staff workstations on a contractual basis for departments, units or divisions ensuring a stable and reliable computing environment. This service includes complete setup and technical support of a typical functional office environment. Additionally, specialized support tools including remote management, centralized workstation software updates (patches), centrally maintained and distributed software applications, security and authentication, file sharing, computer and software inventory management, firewall configuration and anti-virus updates can be used to effectively and in some cases remotely provide support, correct problems and maintain software.

Hours of Operation
The endpoint support service is available during normal university workdays from 7 a.m. to 5 p.m.

Note: Some maintenance procedures may require after hours access to client facilities in order to provide the service; such access will be pre-arranged with the customer and scheduled as far as possible in advance.

Scheduled Maintenance

General Maintenance
Service calls will be limited through preventative and remote maintenance of computer workstations.

Division of IT support analysts will perform computer maintenance on a prescribed schedule outlined in the service-level agreement with each customer (department, unit or division).

Emergency Maintenance
Normal maintenance procedures may be superseded by emergency or critical situations that may require access, either remotely or in person, to the computer workstations covered under this service. Should an emergency require unscheduled access to a computer covered under this service, the contact list in the service level agreement will be used to notify the department as quickly as possible.

In the event of a critical situation involving security of the computer desktop, the data contained on the computer or other university assets (network, servers, etc.), the Division of IT may need to remotely apply a patch or other change that requires a reboot of the computer. Should this situation arise, customers will be provided as much lead time as possible. As every effort will be made to conduct this type of maintenance outside of normal business hours, it is important that customers save all files and work in progress and log out of their machines at the end of the business day.

Disaster Recovery
This service does not provide computer workstation data backup or data recovery nor physical computer recovery or insurance.
Security

The Division of IT does not assume responsibility of maintaining physical workstation security.

Division of IT support analysts will install, update and maintain software designed to enhance computer workstation security. To ensure compliance with GW security standards, support analysts will:

- Limit access to the computer operating system administrator account
- Install, or update if installed, and configure automatic software patching, network software, anti-virus and firewall software according to GW/Division of IT standards
- Install, or update if installed, other departmental software according to the service level agreement

Division of IT Responsibilities

Desktop Hardware

The Division of IT will develop hardware specifications based on user requirements and assist the client with lifecycle replacement planning and strategic purchasing in order to facilitate deployment of standard workstations.

The Division of IT will set up and configure workstations and peripheral devices, including printers (standalone and networked), scanners, and external storage devices. Included in this service is securing the workstation in accordance with standards set by the GW security office and ensuring it meets standards for connectivity to the GW network.

The Division of IT will provide hardware diagnosis and repair, to determine the most likely cause of a failure. In the event of a hardware failure of a replaceable component, the division will arrange for a replacement, provided that the machine is under warranty. The Division of IT will replace failed hardware components as long as doing so does not void the manufacturer's warranties.

The Division of IT will assist in a departmental move on the Foggy Bottom Campus or the Virginia Science and Technology Campus. The Division of IT will break down systems and setup systems at the new location. Physical move of systems must be performed by or arranged by the department with a third-party moving company. Division of IT staff will NOT move equipment.

Computer Software (Computer Operating System and Application Management Services)

The Division of IT will create an image (computer operating systems and applications) for all computers within the department, unit or division that includes all licensed and supported software. This image will provide the Division of IT the ability to install and maintain applications and operating systems and ensure timely updates and patching.

Software Images

Prior to the inclusion of any software on the image, a client must provide the Division of IT with the license for the software to ensure that the software is deployed legally. The customer is responsible for all software licensing costs. The Division of IT will provide software for which the university has a site license or other acceptable use capacity.

The Division of IT will install and maintain applications and operating systems and ensure timely updates and patching. The Division will provide support for all operating systems and applications supported by the Division of IT. If a customer requests additions to the supported list, such additions will be reviewed on a case-by-case basis, and
support may be available only at an additional cost. If the Division of IT determines that software added to a computer that is not on the image and is not covered under a service-level agreement is the cause of a recurring problem, DIT reserves the right to require that the system be returned to the baseline state (reimaged) before providing further service.

**Customer Responsibilities**

- In order to patch and otherwise maintain desktops covered under this service, all computer workstations should be left on 24 hours a day.

- Customers are responsible for reporting all technical problems to the IT Support Center (ITSC). The ITSC can be contacted at (202)-994-4948. The ITSC can also be contacted by email at ithelp@gwu.edu or by opening a web ticket at [http://my.gwu.edu/mod/helpdesk/](http://my.gwu.edu/mod/helpdesk/).

- New computer, printers and multi function devices purchases should be done in close coordination with the Division of IT.

- Notify the Division of IT two weeks prior to any office moves. In the event of a physical office move, the division will assist in the disconnecting and reconnecting of computers. The Division of IT will not perform the physical move of the equipment. To have network connections and phone jacks activated in the new location, you must put in a request to itorder@gwu.edu.

- Refrain from removing Division of IT-installed software or installing additional software without prior consultation with an IT support analyst.

- Customers should save files in a consistent location and be prepared to identify such locations to desktop support staff in the event that the computer must be re-imaged. Re-imaging computers (reinstalling all software to the baseline state) will erase all files on the computer. Desktop support staff will seek to move specifically identified files and directories to a temporary location prior to a re-imaging process. Desktop support staff cannot recover files lost during a reinstallation of the computer image.

- Computer desktop support will be limited to the hardware and software outlined in the service-level agreement. Desktop support staff will not provide training.