

Standard Information	
Approved by:	CNC ITS Leadership
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Administrator Responsible	David Lampron, CIO
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CNC Information Technology Services (ITS) Support Standard

Statement about this Standard

ITS's aim is to ensure that all CNC employees have the technology services and tools that are required to perform their duties. ITS's mission is to work closely with CNC stakeholders to deliver continuously improved and dependable technology solutions in support of excellence in education and student services.

Purpose / Rationale

The purpose of this document is to define support standards for College of New Caledonia (CNC) employees to provide consistent access to technology services and to minimize disruption to operations and student learning.

Scope / Limits

Supporting standard hardware and software leads to economies of scale and better service. CNC will provide support for the following:

- CNC-owned hardware and software, including computers, servers, websites, software, peripherals, telephony, mobile devices, computer lab devices, classroom technology, and other equipment or IT assets that conform to the standards documented in [CNC IT Equipment Standards](#), and other standards listed on the [ITS Standards and Guidelines page](#).
- Hardware and software that has not been preapproved and/or does not meet standard requirements will not be supported. Any installed hardware or software that violates the terms of this or other company policies may be uninstalled and may result in sanctions for noncompliance.

This standard applies to all employees within CNC who work with CNC issued equipment while executing business functions, activities or services for or on behalf of CNC or its customers. Policies, Standards, and Procedures may be expanded, or exceptions may be made as needed.

Principles

These principles underpin this standard:

1. **ITS resources are limited** and will be assigned according to priority.
2. **Ability to provide just-in-time (i.e., immediate support) is finite** and reserved for critical incidents and/or for incidents immediately impacting learning.
3. **An ounce of planning and prevention is worth a pound of cure:** technology may not always work as hoped or intended. Taking time to test and plan can usually help to avoid urgent support needs.
4. **Prioritize Student Learning:** The primary focus of IT support in classrooms and labs is to minimize disruptions to student learning. All efforts will be made to resolve issues promptly and efficiently.
5. **Prompt Response:** IT staff should respond to classroom and lab support requests in a timely manner, acknowledging the issue and initiating troubleshooting steps as soon as possible.
6. **Effective Communication:** Clear and effective communication is essential when providing support in classrooms and labs. All parties should maintain professional and courteous communication.
7. **Documentation and Knowledge Base:** IT staff should maintain accurate and up-to-date documentation of common classroom technical issues, troubleshooting steps, and resolutions. This information should be regularly updated in the knowledge base to facilitate faster issue resolution in the future.

Service Standards

Hours of Support:

- **Monday-Friday 8am-4pm** (including lunch, except statutory holidays)
 - Support requests received outside of these hours fall to the next business day

Methods for Requesting Support

- **[IT Self-Service Portal](#)** – to allow for the quickest ticket creation times, users are strongly recommended to use the self-service portal for their support requests.
- **Email:** helpdesk@cnc.bc.ca - please provide as much information as possible. See Ticket Information below.
- **Telephone:** +1 250-561-5812

- **Service Desk Walk Up Window:** located near the Learning Commons at 2-710

Once a request has been received, ITS assigns each ticket a priority. We will work cooperatively to solve issues. Please exercise patience as ITS will work through tickets in order of priority as expeditiously as possible.

Ticket Information Required to Help Support or Resolve Requests

The more information provided the better and timelier ITS can assist and address a given request. Users are encouraged to use the '5 W's' when reaching out to ITS for assistance:

- **Who:** your name, department, login ID, contact info
- **What:** description with enough detail to understand the problem
- **Where:** campus, room, URL (if applicable)
- **When:** occurrence, how long? is there a deadline we should be aware of?
- **Why:** Do you have a theory about the source of your issue?

Incomplete request information is the primary source of support delays and confusion!

Note: ITS does **not** require a user's password to provide assistance!

Just-in-Time Support for Classroom and Learning Events

ITS recognizes that sometimes timing is of the essence. Active learning events are of critical importance and ITS assigns a critical priority (see below) to those requests.

ITS maintains a Service Desk Analyst at the Service Desk Walk Up Window as well as telephone support. Assuming that these resources are already not actively addressing critical tickets, they are available for just-in-time support.

Due to resource capacity and competing demands it isn't possible or feasible for ITS to deliver just-in-time support in all cases.

Classroom and Learning Events Support Processes

1. Incident Reporting:
 - a. Incidents should be reported through the designated channels (e.g., [IT Self-Service Portal](#), helpdesk@cnc.bc.ca, +1 250-561-5812, walk up: Learning Commons at 2-710).
 - b. Users should provide detailed information about the issue, including the location, specific equipment affected, a clear description of the problem, and any other information that may be relevant.
 - c. A ticket must be created for all service requests or incidents.
2. Troubleshooting and Resolution:

- a. IT staff should promptly review and prioritize classroom and lab support incidents based on estimated impact to student learning.
 - b. Troubleshooting steps should be initiated to diagnose and resolve the reported issue.
 - c. If a resolution cannot be achieved remotely, IT staff should schedule an in-person visit to the classroom or lab at the earliest, mutually-convenient time.
3. Incident Resolution and Follow-up:
- a. IT staff should diligently work towards resolving classroom and lab support incidents and ensuring that the impacted equipment and systems are fully functional.
 - b. After resolving an incident, IT staff should follow up with the user(s) to confirm the resolution and ensure that the issue has been satisfactorily addressed.
4. Documentation and Reporting:
- a. IT staff should document all incidents, including the reported issue, troubleshooting steps taken, and the resolution provided.
 - b. Regular reports and analytics should be generated to identify recurring issues, trends, and opportunities for improving classroom and lab support services.

Service Prioritization

Tickets will be addressed in order of priority based on the availability of IT resources. ITS prioritizes tickets based upon impact and urgency. **Urgency** is the time it will take for an incident to have a significant **impact** on the business, and the **priority** determines the amount of time that is allotted for resolution. Priorities are used to notify IT Services of the correct incident process to trigger and the level of effort that is required from them.

The following priority matrix will be used to assist with proper classification and routing of each incident:

Priority	High Urgency	Medium Urgency	Low Urgency
Organization Impact <ul style="list-style-type: none"> Highly business critical systems Org-wide outage 100+users Loss of learning Significant damage to reputation 	Critical 1	High 2	Medium 3

Department Impact <ul style="list-style-type: none"> • Significant bus. criticality • Regional outage 50-99 users • Potential damage to reputation 	High 2	High 2	Medium 3
Group Impact <ul style="list-style-type: none"> • Moderate business criticality • Department outage 6-49 users • Moderate reputation damage 	High 2	Medium 3	Medium 3
User Impact <ul style="list-style-type: none"> • Low business criticality • Localized outage 1-5 users • Minimal reputation damage 	Medium 3	Low 4	Low 4

Service Level Objectives (SLO)

When an end user reports an incident, the Service Desk Analyst creates a ticket and assigns a priority based on its impact and urgency.

Response						
Priority	Response SLO	Resolution SLO	Escalation Time			
			Intake & Triage	Initial Troubleshooting & Deskside Support	SMEs	
Sev 1	Critical	Within 30 minutes	8 hours to resolve	Immediate	After 20 minutes without progress	After 1 hour without progress
Sev 2	High	Within 4 business hours	21 business hours to resolve	After 20 minutes without progress	After 20 minutes without progress	After 1 hour without progress
Sev 3	Medium	Within 7 business hours	35 business hours to resolve	After 20 minutes without progress	After 2 hours without progress	After 5 hours without progress
Sev 4	Low	Within 35 business hours	70 business hours to resolve	After 20 minutes without progress	After 2 hours without progress	After 5 hours without progress

SLO Response	Time it takes for Service Desk to respond to service request or incident.	Target response is 70% of SLO
SLO Resolution	Time it takes to resolve incident and return business services to normal.	Target resolution is 70% of SLO

Legislative and Collective Agreement References

[CNC & FANC 2014-2019 Collective Agreement](#)
[CNC & CUPE 2019-2022 Collective Agreement](#)

Other related policies, documents and websites

[Acceptable Use of CNC Information Technology](#)
[Identity and Access Management](#)
[Information Cybersecurity](#)
[Information Technology Asset Procurement and Vendor Management](#)

Links to standards and guidelines which support the Standard

[IT Standards and Guidelines](#)

Standard Amendment Log

Amendment Number:	Date:
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