

KSG User Guide to Computer Support

For Faculty and Staff

2006

Troubleshooting Guide

If computer won't start:

- Check all cable connections.
- Make sure monitor and cpu are plugged into electrical connection.
- Make sure keyboard is plugged in and that no keys are stuck.

If computer acts strangely:

- Save work, choose "Shut Down" on Start menu and restart computer.

If computer freezes:

- Wait a minute to be sure computer isn't in the middle of a process--check drive lights, printer lights, etc.
- Use *Ctrl-Alt-Delete* key combination once to end task (this takes a few minutes), then choose "Shut Down" on Start menu.
- If pressing *Ctrl-Alt-Delete* once has no effect, use the combination a second time to shut down computer (this also takes time.)
- If computer won't shut down, hit power button (for a few seconds) or pull plug; on laptops pull battery.

If printer won't work:

- If you have your own printer, turn both your computer and printer off and start again.
- Check all connections including electrical.
- Make sure there is paper in the printer.
- Check for paper jam.
- Make sure there is ink in cartridge.
- Check settings in printer control panel, purge print jobs and start over.

If you can't get into Notes:

- If in the office choose "Shut Down" on Start menu and restart computer, taking care to notice that you are actually logging on to the network.
- If dialing in from off-site, check to be sure you are connected to your ISP such as IBM Global Network or AOL.

Service Priorities

- Calls are scheduled on a first come, first served basis by the Field Systems Analyst who is responsible for all account management..
- Problems will be diagnosed and escalated as needed and in a reasonable period of time.
- Supplemental application support is available through an outsourced help desk and senior technical support staff in ITS are available for dispatch, if needed.
- ITS has no staff on-site after the normal workday. All technical personnel share on-call responsibility for emergencies.

What constitutes an Off-hours Emergency?

Emergency items include:

- Inability to connect to the network.
- Inability to access e-mail.
- Inability to access KSG web server.

Please follow the troubleshooting guide before calling in any emergencies.

Helpful Hints

- Save often.
- Back up critical files.
- Perform system housekeeping routinely.
- When in doubt call your Field Systems Analyst.
- Check ITS web page and Info for Faculty and Staff Notes database for answers to computer questions and updates of computer topics.

Kennedy School of Government Information Technology Services

Business Hours: 9:00am to 5:00pm
Monday- Friday

After Hours: 7 days a week
Emergencies only

Summary

ITS provides technical support for faculty and staff computers. The most common services and procedures for getting help are outlined below. **Detailed lists of standards and supported products are on the ITS web page and in the Information for Faculty and Staff Notes Database.** Use your internet password to logon to KSG Intranet- www.ksg.harvard.edu/its.

Services

- Application, troubleshooting and installation support for standard hardware, software and networking
- Accounts on KSG network and e-mail system
- Purchasing advice for hardware and software.
- Limited training on standard applications and operating systems
- Secure space on a server for storing personal files. (Daily backups provided.)
- Limited assistance for KSG/Harvard owned home computers and laptops

Standard Hardware Support

- Desktop and laptop computers and printers must meet minimum standards defined in Information for Faculty and Staff Database

Standard Software Provided and Supported

- Windows Operating Systems.
- MS Office (Word, Excel, PowerPoint.).
- MS FrontPage, Lotus Notes.
- McAfee Antivirus Software.
- Netscape Navigator/Communicator.
- Adobe Acrobat Reader, Internet Explorer.
- Specialized in-house KSG web tools for teaching.
- Disk storage quotas: 250mb for email; 300mb for private m:\ drive on server.
- AT&T Internet Connection Services (user purchase).
- Blackberries.

Support for non-standard or unsupported hardware or software

If you need support for currently owned or new unsupported hardware and/or software, please contact IT Director, Michael Garofano by email: michael.garofano@harvard.edu, or call 617-384-7400.

Getting Help

Please consult Troubleshooting Guide in this booklet before calling for IT support!

For Routine Services—M-F 9-5:

Contact Field Systems Analyst via phone or e-mail

For updates on KSG computer network status:

Call the Status line at 617-495-1984

For help with in-house KSG Web applications:

Email Mark Bourne at mark_bourne@harvard.edu

For Emergency Support: other hours or if unable to reach Field Systems Analyst

Call the Emergency Pager at 617-746-8793.*

To register feedback/comments on support:

Email or call Mary Ann Krebs at 617-293-2734, Manager of Field Support Services.

*How to use pager

Call pager number. When you hear beep tones, enter phone number where you can be reached. Hit the # key. You can also leave a voicemail.

Service Level Agreement

Level 1	Definition	Response time goal*
1	Key Server or Notes down	immediate
2	Computer or printer failure resulting in work stoppage	< 2 hours
	Computer not making network connection	< 2 hours
	User's primary applications not working or critical application question	< 4 hours
3	Work is proceeding but in impaired fashion	< 1 bus. day
	General Troubleshooting or application question	< 1bus. day
	Request for general information	< 1 bus. day
	Application Q&A	< 1 bus. day
4	**Account creation	< 3 bus. days
	New hardware setup	< 2 weeks
	Software installation	< 2 weeks
	Training	< 2 weeks

*Response Time Goals: Field Systems Analyst should contact user and if possible start work within listed times. Depending upon the nature of the problem, a resolution may take longer.

** Request accounts well in advance of a new person's arrival at KSG.

(Revised June 10, 2006 by Mary Ann Krebs)