

Q & A with ITS Desktop Support

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What is ITS Desktop Support?

Desktop Support is a program to which NYU departments may subscribe on an annual fee-per-computer basis. Through the program, ITS offers support services for University-owned Macintosh and Windows computers via phone, email, and on-site visits.

We at Desktop Support install, upgrade, maintain, and repair computer hardware and software. We also facilitate connections to other computing equipment, such as handheld PDAs, printers, and servers.

Who is eligible for Desktop Support?

We cover any NYU department that has a signed Desktop Support Service Level Agreement (SLA) with ITS.

To find out if your department has an SLA, check with your department head or send us email at its.desktop@nyu.edu.

When can I get help with my computer?

We provide support for eligible departments from 9 a.m. until 5 p.m., Monday through Friday (excluding University holidays).

How long will it take for me to get my repairs?

It generally takes between eight and sixteen business hours, depending on the impact of the problem and the terms of your department's SLA. The response time for on-site support (scheduled by appointment) is outlined in the SLA and based on the priority of the reported problem or request.

These priorities are determined by the impact placed on you, the client. For example, a completely non-functional computer has a priority of one. The SLA specifies that a Desktop Support staff member is normally dispatched for on-site assistance within eight business hours. On the other hand, a minor function or application that is not working falls under priority three, and a staff member is dispatched for on-site assistance within 16 business hours.

I'm interested in Desktop Support for my department. Where should I go for more information?

You can visit our website at www.nyu.edu/its/support/desktop/ to learn more about this service.

*Vincent Hou is the Team Leader
for ITS Desktop Support.*