

OCIO SERVICE INFORMATION & SERVICE LEVEL TARGETS

Our customers should know what to expect from The Office of the Chief Information Officer (OCIO). The following information applies to all services listed in the Service Catalog (<http://cio.osu.edu/services>) except where specific exceptions are noted in the individual service descriptions.

User Support

The OCIO IT Service Desk provides user support. Detailed service hours are available on the Service Desk web site at <http://ocio.osu.edu/help/hours/>.

The IT Service Desk can be reached by:

- On-Line IT Service Desk: <http://ocio.osu.edu/help/> - report an issue, make a request, or check the status of your already reported issue or request
- Web Self Service: <https://osuitsm.service-now.com/selfservice/>
- Web Self Service for password management: <http://my.osu.edu>
- Phone: 614-688-HELP (4357)
- TDD: 614-688-8743
- Walk In Services:
 - IT Service Desk for assistance with classrooms and for equipment loan services: 025 Central Classroom Bldg., 2009 Millikin Road.
 - Walk In Service Desk and Consultation Services for assistance with Internet connectivity, virus issues, software, accounts, identity, etc.:
 - Buckeye Bar: 60A West Wing, Thompson Library, 1858 Neil Avenue Mall
 - Tech Hub, Tuttle Garage, 2059 Millikin Rd
- E-mail: 8help@osu.edu

The OCIO ensures that the services we provide are available to our user community. When there is an issue with a service, the OCIO is committed to resolving it as quickly as possible.

The OCIO uses a prioritization process for resolution of issues that is based on the number of people impacted and the seriousness of the situation.

The target resolution time is the time that elapses from the point when incident is created until the service is restored. Service may be restored either by an acceptable (to both user and IT) workaround or a permanent solution. The OCIO target resolution times, based on the priority of the incident are as follows:

Priority		Goal: Resolve within
1	Major	4 hours
2	High	8 hours
3	Medium	3 days
4	Standard	5 days

Maintenance

The OCIO has established a window during which maintenance to services is performed. This standard maintenance window is between 12:01AM to 3:00AM on Sundays. This means your service may be slower or unavailable for a portion of that time period. The OCIO staff communicates with our customers when any impacts to services are expected on the OCIO [Systems Status page](#).

Change Management

To ask about possible changes to the way a service is provided, please contact our office at 614-688-4357 (8-4357 from on campus). Departments or colleges can also work through their Relationship Manager.

Any changes to the service will follow a standard Change Management Process.

The OCIO staff will communicate any impacts to services, such as the use of standard and non-standard maintenance windows, on the [Systems Status page](#).

IT Service Continuity

Business Critical services have a Disaster Recovery/IT Service Continuity plan. Following any incident, the OCIO will activate any plan to restore services in a timely manner.

Service Requests

The standard turnaround for the completion of requests for OCIO services varies by service and is noted in the Service Description for each product.

Service Discontinuation

Discontinuation (retirement) of this service will follow a standard Service Retirement process. Customer notifications will be facilitated by OCIO Business Relationship Management to provide advance notice in order for customers to identify other alternatives.

For IT services critical to *university-wide operations*, OCIO will collaborate with university leadership and key stakeholders to coordinate service discontinuation and mitigate adverse impact to university business.