



Technical Support Project Service Level Agreement

General

CASE provides qualified technicians to provide technical support and design projects to enhance the goals of members and member organisations. Staff often times work with trainees or students to provide technical training and experience.

Scope of Services

Hardware support is provided for hardware that is no longer within warranty.

Support is provided for hardware or software issues that prevent the use of workstations for normal organisational functions. Support is not provided for the use of specific software applications. Training on the use of network functions such as email, file sharing and compliant use of equipment to organisational guidelines may be arranged on a case by case basis.

Support Requests

With the exception of complete network outages, technical support requests should be made using our online Request Tracking system located at <http://www.case.org.au/support>. Emergencies can be reported directly to the manager of our technical support team.

Support requests will only be actioned when submitted by authorised staff of member organisations.

All requests must be made via the online support request system. Technicians will not action requests made directly to them.

Submission of support requests constitute authorisation for invoicing of services as per current fee schedules.

Target Time Lines

Timelines are considered targets for addressing the technical issues of members and member organisations. These targets should not be considered guarantees of service delivery. All times are considered 'in hours' defined as business days between 9.00am and 5.00pm. Support projects may be scheduled after hours or on non-business days and if scheduled in advance these will not incur surcharges. On call technical support requests that resolution out of business hours will be charged at premium rates.

- Support tickets acknowledged within 2 hours.
- Workstation related software or hardware issues resolved within 48 hours.
- Server related issues that prevent core service delivery resolved within 4 hours.
- Network related issues that prevent core service delivery resolved with 8 hours.

Terms of Service

Hardware repairs carry a 90 day warranty.

CASE invoices for completed technical support requests fortnightly. Terms are 30 days unless other arrangements have been made in advance. Members will be advised of work schedules, approximate complexity of requests and estimates of cost for authorisation if the cost of services exceeds \$250.

Technicians are not authorised to perform work that has not been assigned to them by the technical support manager in advance.

Technicians have agreed to operate within a code of ethics recommended by the Systems Administrator Guild of Australia (SAGE) as published at:
<http://www.sage-au.org.au/ethics.html>

Staff may elect not to provide support for systems that do not meet baseline requirements of fully patched and updated operating systems that have current active anti-virus protection. At the time of writing CASE provides limited support for systems running Windows 98 and will not accept responsibility for the security of systems using this operating system. CASE does not support systems running Windows NT4 or servers running Windows operating systems.

CASE staff will not install or support any unlicensed or illegal software/hardware. It is the responsibility of members to provide properly licensed software and original media of operating system software when required by technicians.

CASE reserves the right to not action requests from member organisations with accounts in arrears over 30 days.

In the case of unsatisfactory service members should contact the Manager of Technical Services in writing within 48 hours. Members may escalate concerns to the Management Committee of CASE by contacting the President or any other committee members by email as listed at: <http://www.case.org.au>.

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