Computer Service Catalog

Helpdesk Support - $30/month or $50/call

What is this service?

This covers Helpdesk supportsupport services relating to connectivity, IT network, computers and applications.

What is included?

- Password resets
- Network Troubleshooting
- Policy Waiver Forms
- High-Level Desktop and Networking Inquiries

What should you expect?

Professional and timely support for services mentioned. This is considered subscription based services. **(All non-subscribed service calls for Desktop Support will be $100/ hr)**

Provisioning Service Level Goals -

- Password resets and *some* level 1 requests are handled immediately over the phone.
- Normal priority requests are handled within seven (7) work days.
- ASAP priority requests are resolved within five (5) work days.
- Urgent priority requests are resolved in less than two (2) work days.