

# ***KSG User Guide to Computer Support***

## ***For Faculty and Staff***

***2009/2010***

### **Troubleshooting Guide**

If computer won't start:

- Check all cable connections.
- Make sure monitor and CPU box 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 are not receiving email: Make sure you are connected: check bottom right corner of Outlook to see if it shows connected.

### **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 database for answers to computer questions and updates of computer topics.

**Harvard Kennedy school  
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 under IT Services and Technology/Information**

**Services Webpage.** Use your intranet password to logon to KSG Intranet:

<http://www.hks.harvard.edu> .

## 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 Outlook and Entourage
- McAfee Antivirus Software.
- Dreamweaver (supported only; individual must purchase license)
- Adobe Acrobat Reader, Internet Explorer.
- Specialized in-house KSG web tools for teaching.
- Disk storage quotas: 1 GB for email; 250mb for private m:\ drive on server.
- 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, TBD

## 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  
By phone or e-mail

For updates on KSG computer network status:

Call the Status line at 617-495-1984

For help with Dreamweaver:

Email or call Mary Ann Krebs at 617-293-2734

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 [Don\\_Oppenheimer@harvard.edu](mailto:Don_Oppenheimer@harvard.edu).

## \*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	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 September 21, 2009 by Mary Ann Krebs)*