

## GA 27. CSS Operation Policy

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Title:	<b>CSS Operation Policy and Procedure</b>
Policy Number:	GA 27/07.18
Effective Date:	July 24, 2018
Approval and Review:	<b>Revised and approved on October 22, 2024</b>
Issuing Authority:	Office of the President

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### 1. RATIONALE

IT CSS staff are the initial and primary contact for assistance with any computing and information technology services offered by the IT Department.

### 2. Policy

The primary role of IT CSS is to support RHU end users in completing RHU business tasks. IT CSS ensures this role, within the assigned priority levels, in response to reported incidents by RHU end users. IT CSS act in a timely, professional and courteous manner, to resolve RHU users computing problems or get them started with computing at RHU. However, they do not engage in long-term help with programming or class assignments, nor do they offer private tutoring.

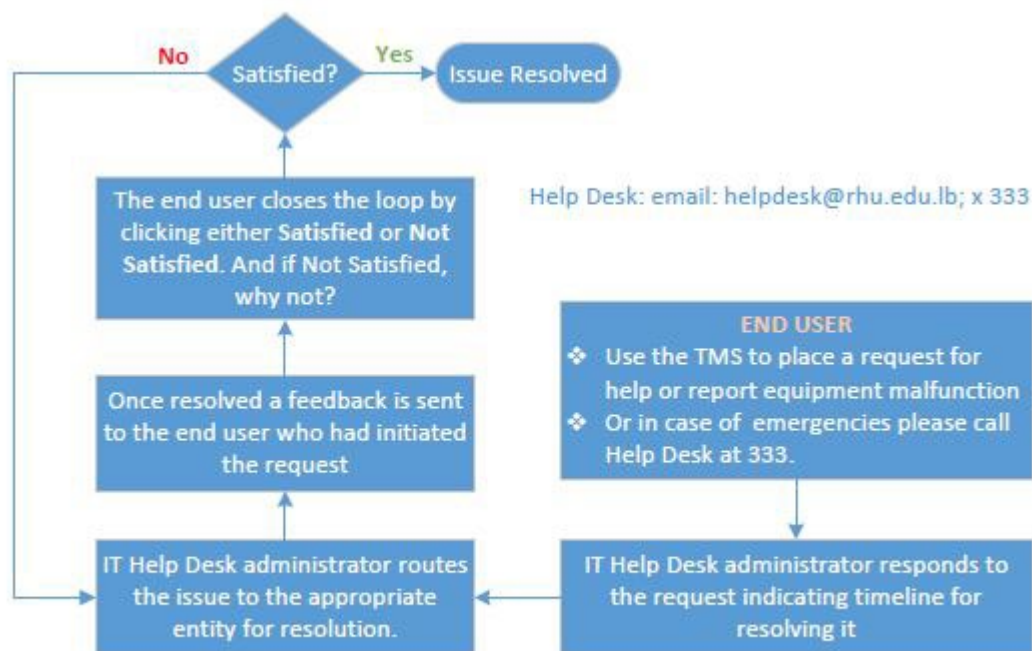
#### Guidelines

**Scope:** The CSS department provides first-line (Tier-1) support in areas including, but not limited to, the following:

- Application software, operating systems, and facilities
  - Computer Hardware and Peripherals
  - E-mail and Internet applications
  - Wired and Wireless data networks connectivity
  - RHU Surveillance
  - RHU Usernames and passwords
  - RHU ID cards printing
- **Service Availability:** IT CSS services are available to the RHU community as follows:
- **Ticket Management System (TMS):** <http://tms.rhu.edu.lb/>
  - **E-mail:** [helpdesk@rhu.edu.lb](mailto:helpdesk@rhu.edu.lb)
  - **Telephone:** 009615601386 ext.: 333
- **Walk-in:** IT CSS Office, First Floor, Block G  
8:00 AM to 4:00 PM Monday thru Friday

**Note: TMS is considered the primary means to send requests to the CSS dept.**

➤ **Communication protocol for requesting help from the IT CSS**



➤ **Priority Categories:** The following table shows different priority levels for requests, and a brief description of what constitutes each priority category and timelines for problem response and resolution by IT CSS by remote or on-site support procedures.

Severity	Description Resolution Time	Response Time	Resolution Time
Critical	Critical system/service is down. Functions not usable. No workaround or alternative is available. Data is corrupted. Many end users are affected. Regulatory/legal deadlines will be missed. User identified as high executive rank (President, VP or Dean)	30 Minutes	2 Hours
High	Some functions are usable with service restrictions. No workaround or alternative is available. Several end users affected. User identified as executive rank (Director or Chairman)	1 Hour	4 Hours
Medium	Basic functions are usable with minor restrictions. Workaround or alternative is available. One or more users affected.	4 Hours	Next Business Day

Low	Minor problem. Functions are usable. Defect is cosmetic or simply a nuisance.	Next Day	Business	3 Business Days
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**Note: The above tabulated resolution time periods are valid under the condition that the needed resources for the problem resolution are available.**

- **Reporting Method:** Ticket Management System (TMS) is considered the primary channel for request/problem reporting. RHU staff and faculty members shall send their requests and report their problems and incidents via TMS.
- **Diagnostic of Incidents:** The IT CSS staff should attempt to diagnose the nature/source of the problem, identify the severity/priority of the reported incident and identify if the service can be provided remotely or if it requires a site visit.
- **First Call Resolution:** If the nature and complexity of the request/problem permits immediate online resolution, the IT CSS staff will invest all possible efforts in resolving the problem immediately.
- **Site Visit:** If the nature and complexity of the problem requires a site visit or if the IT CSS staff fails to resolve the problem remotely, the IT CSS staff will schedule a site visit. The IT CSS Staff will invest all possible efforts to resolve the problem the fastest possible.
- **Password Change:** Since all password changes require the physical checking of the RHU ID of the requester, the IT CSS is not authorized to reset users' password over the phone. Based on the type of application they will direct the users to the appropriate desk where users can show their RHU ID card and request the change of their password.
- **Data Protection:** To protect the clients' critical data and machine, IT CSS staff members do NOT:
  - Service the clients' machine without the client presence
  - Start any work before the client backups his data and sign the **Data Liability Disclaimer**
  - Open the machine if it is under warranty
  - Reformat the hard drive without the client written approval
  - Apply changes to the registry without RHU IT CSS responsible clearance
  - Install or upgrade any operating system without IT CSS responsible clearance
  - Change the local policy without IT CSS responsible clearance

### 3. STAKEHOLDER IMPACT AND SCOPE

It is the responsibility of each RHU student and staff member to familiarize themselves with policies and procedures relevant to their area of work, and execute their responsibilities in reviewing petitions and completing forms accordingly.

### 4. RELATED DOCUMENTS

IT Manual