



**Memorandum of Understanding
Lab Software Configuration Support / Desktop Support**

Introduction

This document is intended to define an agreement between **Support and Enablement (SE)** and the **College/Dept name (i.e. SPHL)** for the delivery of Computer Lab/Classroom/Cart/Conference room Software Configuration or Desktop Support.

SE will provide Lab Administration and/or Desktop Support for the period **July 1, 20XX through June 30, 20XX** to address technical issues in the lab/desktop environment.

Support Services Provided by SE

- Normal business hours are Monday-Friday 8am-5pm
- 24 hour response time during normal business hours
- Lab configurations are performed 2 times during the year (Fall/Spring)
- Configuration and upgrades of software and applications in the lab and desktop environments
- Hardware and Software planning recommendations
- Hardware, Operating System, Application Software installation and Network Connectivity trouble-shooting
- Computer and Printer installation and setup

Custom Departmental Requirements

- Current Lab Software Configuration list (see enclosure 3)

Billing

SE will invoice College/Dept \$000.00 (\$180 per computer for lab) for FYXX annual Computer Lab/Classroom/Cart/Conference room at the start of the new fiscal year. College/Dept will be charged \$60.00 per hour per incident, for onsite lab and desktop support after services have been rendered on a monthly basis. College/Dept will provide SE an FRS#.

FRS#: 01-

This agreement remains valid until superseded by a revised agreement mutually endorsed by the signatories below.

Signatories:

Name of Contact, Title
School/Dept Name

Date

Alison Robinson, Assistant VP and Deputy CIO
Division of Information Technology, Support and Enablement

Date

Information Technology Psep Memo

Manfred "Dutch" von Ehrenfried



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