

## PerceptIS FAQs

Q: What is PerceptIS?

A: PerceptIS is an Information Technology Services company headquartered in Cleveland, Ohio, that provides locally sourced help desk, desktop management, application support and IT support services to not-for-profit organizations in Northeast Ohio.

Q: What metrics will be used to gauge PerceptIS effectiveness?

A: Standard industry measures for service delivery will be used such as issue resolution rate, average time to resolution, inquiry response time, and general customer satisfaction. Those metrics will be benchmarked with our peer institutions.

Q: What service packages are available to faculty, staff and departments? At what costs?

A:

<b>Package</b>	<b>Cost</b>	<b>Features</b>
Baseline Service	\$0	Unlimited 24/7 call center, remote desktop management, self-help knowledge base, 1 walk-in visit
Standard Care Package	\$149/year/computer	Baseline services, plus unlimited walk-ins or dispatches to your office/lab, one business day response
Custom Care Package / Premium Service Agreement	TBD as defined by user need.	Baseline services, plus custom services as provisioned, plus unlimited walk-ins or dispatches to your office/lab, one hour response; additional IT support activities beyond desktop support

Q: What are the costs if a user does not purchase a Care Package?

A: If your issue cannot be resolved over the phone, with on-line tools, or the remote access capability (if you choose to invoke this service), a PerceptIS technician will be dispatched to your office/lab at the following rates:

Software Issues (Macs and PCs)	\$45/hour
LINUX and UNIX	\$75/hour

Q: How many machines are covered under any given plan?

A:

<b>Package</b>	<b>Number of Machines Covered</b>
Standard Care Package	1 machine per plan
Custom Care/Premium Service Agreement	Based on department/group specifications

Q: How quickly will a technician be dispatched once a call is logged?

A: On average, technician will be dispatched as follows:

<b>Package</b>	<b>Average Time to Dispatch</b>
Custom Care/Premium Service Agreement	Within 1 hour (M-F)
Standard Care Package	Within 1 business day
Baseline Services	Within 1 business day*

\*Standard Care Package dispatch requests have priority in dispatch queue

Q: Does PerceptIS provide Mac and Linux support?

A: Yes.

Q: Will a technical support person be dispatched to my office/lab if neither I nor my department have subscribed to a fee based Care Package?

A: Yes. If PerceptIS cannot resolve your problem on-line or on the phone – a no cost service – it will dispatch a technician to your office/lab and charge the standard hourly rates outlined above. If the technician still cannot resolve your issue – or if the problem is hardware related – you will not be charged.

Q: Does PerceptIS perform hardware repairs?

A: Yes. PerceptIS provides Dell warranty work, and will assist with most simple hardware issues such as replacement of memory cards or swapping out a hard drive. The customer is responsible for necessary parts if the equipment is no longer under warranty.

Q: What is remote access? How secure and confidential is that process?

A: When you call the help desk with a problem, the support analyst may request to access your computer. Without your consent, the technician cannot access your computer. If you grant access, the technician can remotely troubleshoot and attempt to diagnose any problems. The process is completely transparent, as you will be able to see (on your computer screen) everything the analyst is doing to remotely resolve the issue. At no time can someone access your computer to perform remote diagnostics without your explicit permission.

Q: Is bringing a computer for troubleshooting to one of the “walk in” centers discounted over the dispatch rate?

A: Services are charged by the same hourly rate whether rendered through dispatch or via one of the walk-in centers. It is more convenient (and potentially more efficient) for some users to bring their laptops into a walk-in center, whereas a desktop might be more easily serviced with a dispatched technician.

Q: Would a technician be dispatched anytime, 24/7?

A: Technical dispatch is available from 9:00 a.m. to 5:00 p.m., Monday through Friday. Walk-in centers are open 9:00 a.m. to 7:00 p.m. during the school year, and 9:00 a.m. to 5:00 p.m. during the summer months, Monday through Fridays. However, there will be 24/7 call in or email technical support available beginning in September. If the technician cannot resolve your problem over the phone, then PerceptIS will dispatch a technician during regular dispatch hours.

Q: Would a technician be dispatched to my home?

A: No. Dispatch is only available to offices, labs, and residence halls on campus.

Q: When will all the enhanced services be available?

A: Remote desktop management, walk-in centers, the Quick Response dispatch are available now. 24/7 call center coverage and on-line support capabilities will become available in September.

Q: Will PerceptIS handle the computer refresh program?

A: PerceptIS will coordinate the computer refresh effort with Dell who has been engaged to handle the delivery and installation of new systems, as well as the removal and disposal of old systems for those management centers that choose to participate in the computer refresh program. Services include:

- \* Standard software installation and upgrades
- \* Standard imaging and desktop refresh
- \* Installing or upgrading standard operating systems

Q: Have there been any previous announcements/discussions/presentations about this plan and transition prior to now?

A: Along with the ITS executive management team, PerceptIS management has met with, presented to, and discussed this plan with administrative and academic units and managers, including senior management, chief technology officers, finance and budget managers, in all management centers and many departments at Case, including a number of student organizations.

Q: My management center already pays central taxes for IT services. Why should we now pay for something that was previously freely available?

A: First and foremost, the Case community will continue to receive the baseline enhanced services as part of its allocation. These include technical infrastructure, enterprise wide application support, plus new tool sets such as remote desktop control and a knowledge repository. Second, the university community has continuously asked for better response time, more responsiveness, and deeper technical skills. ITS' ability to deliver the heightened level of premium support demanded was well beyond the funds available to central ITS.

Q: Where are the walk-in centers?

A: These are currently located in Peter B. Lewis, Wade Commons, and Sears. Depending on the volume of service required at the various locations, this is subject to change. PerceptIS will consider provisioning additional walk-in centers if market conditions warrant.

Q: What services will be attended to in the walk-in centers?

A: Examples of services provided at walk-in centers include:

- \* PC and Mac troubleshooting & configuration
- \* Network connectivity
- \* Virus protection
- \* Troubleshooting the cause of persistent crashes or software problems

Q: If I have a quick question, will someone talk to me at the walk-in center?

A: Yes. Both walk-in center technicians and phone technicians would be happy to provide technical advice for quick questions.

Q: Is there a preference to resolve issues over the phone, or dispatch a technician? If I have a Care Package, why wouldn't I just be put into the queue for dispatched services?

A: PerceptIS' first preference is to troubleshoot issues over the phone. This approach is not only more efficient for the customer, but typically many problems, especially software and configuration issues can be resolved quickly in this way. If the phone technician cannot resolve your issue, he/she will arrange a dispatch to your office/lab as soon as one is available. For Care Package customers, this will be on average within one business day.

If you have additional questions, please submit them to [PerceptIS-FAQ@case.edu](mailto:PerceptIS-FAQ@case.edu)  
Thank you.