

Desktop System Plan

Policies & Procedures as Set Forth by Information Technology Services

- I. [DSP Eligibility](#)
- II. [DSP Division and Department Contacts](#)
- III. [Equipment and Services Included with the DSP](#)
- IV. [Modifying DSP Slot Information](#)
 - a. Adding a New Slot
 - b. Change in User
 - c. Change in Location
- V. [Ordering a New DSP System](#)
- VI. [Current DSP System Disposition](#)
- VII. [Troubleshooting a DSP System](#)

I. DSP Eligibility

The following University of Missouri – St. Louis employees are required to be members of the Desktop System Plan:

- 75-100% FTE Faculty
- 75-100% FTE Staff, if 50% or more of staff's salary is paid from a general revenue PS Account (400000)
- Exceptions:
 - EEOC Code 6 – Skilled Craft
 - EEOC Code 7 – Service Maintenance

Any University of Missouri - St. Louis department may purchase additional DSP slots for faculty and staff who do not meet the above criteria.

II. DSP Division and Department Contacts

The DSP division contact is a single point of contact for each campus division. The divisions are subdivided into departments, and each division contact is responsible for all departments within its division.

The DSP division contact has the following responsibilities:

- Track all DSP slots and their respective information (i.e. user, location, system) at all times
- Confirm DSP slot information three times each fiscal year with Information Technology Services DSP staff
- Notify ITS DSP staff of DSP slot change information as it occurs (i.e. change in user, change in location)
- Act as point of contact for departments within the division to:
 - Answer DSP policy and procedure questions from faculty and staff within the division
 - Approve or deny charges associated with the DSP

The DSP department contact is a single point of contact for a campus department. The department contact is appointed by the division contact. The division contact delegates which responsibilities the department contact will have, and the department contact is then responsible for ensuring that the division contact is kept apprised of all department business related to the DSP.

Not all departments have a department contact, but all departments do have a division contact.

III. Equipment and Services Included with the DSP

The Desktop System Plan provides a new desktop on a four-year replacement cycle. The DSP provides a base desktop system, maintenance on that system, data port and standard software. Details of the current base desktop system and standard software can be found on the DSP website¹.

If an individual's desired configuration includes options beyond the base desktop system, the department must pay the difference.

A flat panel monitor is included in the base desktop system. All users should have a flat panel monitor at this time. Those that do not currently have a flat panel monitor will be given a 17" flat panel monitor with the base desktop system. If a user currently has any size flat panel monitor, their existing monitor will not be replaced when they receive a new desktop system.

IV. Modifying DSP Slot Information

Any time there is a change in DSP Slot information, the division contact must notify ITSⁱⁱ of the change as soon as possible. DSP slots are assigned a unique id, based on their division, and a chronological number. DSP slots are also assigned a year number to determine which year in the four-year replacement cycle the user will be eligible to order a new system (determined as year number 1, 2, 3 or 4).

a. Adding a New Slot

If a division needs to add a new slot to the DSP, a Form 161ⁱⁱⁱ will need to be completed and submitted to Nichelle Hunter^{iv}. After the Form 161ⁱⁱⁱ has been received and added to a database, the new user associated with the slot will be sent an Invitation to Order (see Ordering a New System). All new slots are added to the current year in the cycle.

b. Change in User

If a new user is being assigned to a DSP system, ITS^{Error! Bookmark not defined.} will need to be notified of the change by the DSP division contact as soon as possible. After ITS has been notified of and recorded the change, an acknowledgement of the request will be sent to the DSP division contact. After the DSP division contact has received this acknowledgement, the user may contact the Technology Support Center^v to have a work order created to reconfigure the system for the new user.

If the new user being assigned to a DSP system is a full-time tenure-track new faculty member and the system is more than one year old, or if the user prefers a different platform system than that which they are assigned (prefers desktop to laptop, laptop to desktop, Apple to Windows, or Windows to Apple) the slot will be reassigned to the current year in the cycle, and the faculty member will be sent an Invitation to Order a new system.

c. Change in Location

If a DSP system will be moved to a new location, ITS^{Error! Bookmark not defined.} will need to be notified of the change by the DSP division contact as soon as possible. After ITS has been notified of and recorded the change, an acknowledgement of the request will be sent to the DSP division contact. After the DSP division contact has received this acknowledgement, the user may contact the Technology Support Center^v to have a work order created to move the system. DSP systems should not be moved until after ITS has been notified. DSP systems should only be moved by ITS staff.

V. Ordering a New DSP System

As stated previously, systems are replaced on a four-year cycle. ITS tracks this information based on the slot's assigned year number.

Three Invitations to Order are sent out in a given year. To assist with the timeliness of receiving a system after the order has been placed, the number of recipients invited to order is divided in half. 50% of intended DSP users of the designated year will be invited to order their new system in September. The remaining 50% of intended DSP users of the designated year will be invited to order their new system in January. All recipients who failed to respond to the invitation sent in September or January will again be invited to place their order for a new system in April.

Intended recipients will receive an Invitation to Order by email, delivered to their UMSL Exchange email address. All DSP division and department contacts will be CC'd on the Invitation to Order, for informational purposes.

The Invitation to Order includes a link to the DSP website¹ the user should click on, brief instructions on placing an order and a deadline to place their order. If an order is not placed by the designated deadline, the user will be sent another Invitation to Order in April.

The DSP website¹ has information about the Desktop System Program and a link to the online ordering section of the website. The online order form requires an SSO (Gateway) id and password to log in. The user who has logged in can then either proceed to a section to place an order for their self, or they can proceed to a section to place an order for another DSP user. This second section is intended for division contacts, department contacts or other department staff to assist DSP users with placing their order.

After the user has submitted their order, they should see a webpage that says, "Thank you! Your order has been submitted." This is the user's confirmation page, which lists the details of the order; this page should be printed for the user's records. The DSP division contact will receive an email detailing what has been ordered. If the user does not see this webpage after submitting their order, and the DSP division contact does not receive an email, the order was not successfully submitted, and the user should log in to submit their order again.

Once the order has been submitted, ITS staff is assigned a work order to replace the existing DSP system. The staff will contact the DSP user when they are ready to replace the existing DSP system. At that time, the staff will assist the DSP user with preparing their existing system to be replaced, including transferring data and files. The staff will set up a mutually agreed-upon appointment with the DSP user to replace the existing system. ITS staff often receives numerous DSP orders at once after the Invitation to Orders are emailed to recipients. Due to the number of orders submitted, it may take several days or weeks for ITS staff to contact the user to schedule an appointment.

VI. Current DSP System Disposition

On the online order form, the user will see a section titled, “Please tell us what to do with your current system.” There will then be two options:

“I acknowledge that Information Technology Services will pick up my current desktop system when my new system is installed.” – If this option is selected, ITS staff will remove the current system at the time of installation. The department will not keep the system.

“My current system is not a DSP system or I do not have a system.” – This option should be selected if the DSP slot does not already have a system assigned to it. If a user does not know if there is a system already assigned to their DSP slot, they should contact their department or division contact for clarification prior to placing the order.

VII. Troubleshooting a DSP System

If a user is having trouble with their DSP system, they should contact the Technology Support Center^v immediately. An ITS staff member will assist the user with troubleshooting the system and take the necessary steps to find a solution. Only trained ITS staff are allowed to work on a system without voiding the warranty of the system.

ⁱ DSP Website: <http://www.umsl.edu/technology/dsp/index.html>

ⁱⁱ [ITS: dsp@umsl.edu](mailto:dsp@umsl.edu)

ⁱⁱⁱ [PS DSP 161 Form.xls](#)

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^v Technology Support Center: 314-516-6034, <http://www.umsl.edu/technology/support/>