

UFVSUS
president@ufvsus.ca

UFV/SUS ITS Partnership

Friday April 20th, 2018

Dear UFV Students,

SUS's contract with Geeks Are Us ends on April 30st, 2018. To continue to provide UFV students with IT support services, SUS has entered a service agreement with UFV's Information Technology Services (ITS) department. The service agreement is for a period of 5 years and will be under annual review.

This agreement adds technical support value while maintaining the current fee schedule: students will enjoy improved services for no added cost.

Services Provided

Students can expect high quality technical support that meets their unique educational needs.

Personal Devices

As students, we often use a wide variety of personal devices to assist our learning. ITS will provide support and advice in the following categories.

Operating Systems Supported

Apple (Mac) and Windows (PC) devices will be supported.

Hardware Services

ITS will offer hardware repairs, as well as data backup and recovery.

Software Services

ITS will offer software installation and upgrades, as well as virus and malware removal.

General Inquiries

Above and beyond baseline services, ITS will have expanded support for general inquiries and issues such as Wi-Fi connectivity, password resets, and system access.

Hours and Location

The new ITS Service Desk will be located in Building G, Room 135 and will be open more hours than FixIT.

Longer Hours

The new IT support service shall operate for 40% more hours than FixIT. The IT Service Desk is available to provide support Monday through Thursday, 8:00 a.m. – 8:00 p.m. and Friday, 8:30 a.m. – 4:30 p.m. excluding statutory holidays.

Accessible Location

G135 is a highly visible, high-traffic, accessible location nestled between the library and food services in Building G. This location will provide a previously-unknown ease of access for students.

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Personnel Changes

Two full-time staff will be hired by ITS and integrated into their team of over 40 professionals.

Knowledgeable Staff

Staff will be trained in supporting personal devices and a suite of services not previously possible at UFV.

Continued Student Hiring

The expansion of the IT Service Desk will allow for more co-op and employment opportunities for students in the technology field, effectively raising student employment.

Joint Branding

To signify the cooperation between UFV and SUS, a joint logo has been developed for the service.



We are excited to launch this program in close collaboration with UFV and look forward, as always, to improving student services. ITS shall undertake renovations in the new student IT support location and is planning to open the service prior to the start of the Fall academic semester.

Your SUS President,

A handwritten signature in black ink that reads 'Gurvir Gill'.

Gurvir Gill
President UFV SUS
Pronouns:
He, Him, His



**GURVIR (G.)
GILL**
President

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