IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

BANNER TRAINING LAB
IT Services Service Level Agreement: Banner Training Lab

This service level agreement describes the computer services provided by the Banner Committee and IT Services in support of the Banner Training Lab in Kettler hall, room G13.

Problems with the video equipment in the lab should be referred to Learning Resource Center by the appropriate Banner Training Lab support person.

BANNER TRAINING LAB CONFIGURATION

The Banner Training Lab has fifteen classroom and one instructor workstations which are setup identically. The workstations have generic network ids. The network id will be specific to this lab with access available 24 hours a day, 7 days a week.

Banner Training Lab support personnel will perform first-tier support, and IT Services will provide second-tier and third-tier support as described in following table.

<table>
<thead>
<tr>
<th>First-Tier Support</th>
<th>Second-Tier Support</th>
<th>Third-Tier Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run as needed CD refresh</td>
<td>Problem resolution on desktop workstations</td>
<td>Build software image for refreshing of Banner Training Lab workstations.</td>
</tr>
<tr>
<td>Basic problem resolution steps for desktop workstations</td>
<td>Installation of hardware upgrades</td>
<td>Network connection to server for software Internet Connection</td>
</tr>
<tr>
<td>Reporting desktop problems to IT Services Help Desk &amp; resolution follow-up</td>
<td>Follow-up with customer</td>
<td>Installation of network software upgrades</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Follow-up with customer</td>
</tr>
</tbody>
</table>
SCOPE OF SERVICES

Providing the Computing Environment

IT Services will assure availability to the local area network.

IT Services will apply routine software maintenance and upgrade applications software releases for software listed in Appendix A and for associated operating and utility systems. Releases will be applied to the covered units on request of the Banner Steering Committee Chairman as soon as they are agreed to be reliable and fit within the standard campus IT environment. IT Services will make these determinations.

Cost of parts incurred for repairs, replacement or for additional function or capacity would be responsibility of the Banner Project.

IT Services will review any requests from the Banner Steering Committee Chairman to add new applications software to Appendix A. The review will be made from the view of maintaining an overall stable campus computing environment, and IT Services’ ability to support the requested software, and software licensing considerations.

IT Services Operations routinely backs up campus servers on a daily basis to provide disaster and data loss recovery. The server supporting the Banner Training Lab will be included in these backups. Should a restore of any server files be required, www.its.ipfw.edu/docs/forms/restore.html provides user instructions.

IT Services can not restore any files saved on the hard drive (C: drive). Backup and restoration of files saved on the hard drive are the responsibility of Banner Training Lab personnel. IPFW faculty and staff using the lab will need to provide disks to save their files.

IT Services provides first-tier support a CD refresh utility as a method of restoring the workstation back to its original configuration. The CD refresh utility should be run if the workstation will not reboot.
Providing ITS Operations Support

IT Services will work with the Banner Training Lab first-tier support staff to assist in diagnosis and correction of technical problems which prevent proper use of the Lab’s software and hardware as indicated in Appendix A. IT Services will provide training to first-tier lab support in regards to basic problem resolution and reporting procedures.

Staff or faculty using the Banner Training Lab will be supported by the Banner Training Lab’s first-tier support in the use of the lab and the applications software. No applications-specific aid will be given by IT Services concerning the applications indicated on Appendix A, other than to log indications that the applications may not be working properly. IT Services will provide follow up on these reported problems. First-tier support must inform IT Services Help Desk of such problems.

AVAILABILITY OF SERVICES

Business Hours Support

IT Services will provide second-tier Help desk support from 7:30 AM to 11:00 PM Monday-Friday, 8:00 AM to 6:00 PM Saturdays and noon until 10:00 PM on Sundays. Any changes to these hours would be noted on the Help Desk phone menu system. Third-tier support services indicated under the previous section, Scope of Services, are provided from 7:30 AM to 9:00 PM Monday-Friday.

Outside Business Hours Support

IT Services routinely monitors the operating status of all campus servers daily, including weekends. However, any problems detected would be addressed when Network support personnel are available to do so. There is no routine response time for desktop units or printers during these hours unless special coverage arrangements are negotiated with IT Services.
PROCESSES

Response Time Goals

IT Services will regard the Banner Training Lab as a production environment. Top priority will be given to restoring service within two hours when a significant part of the lab is unable to support normal teaching activity as intended.

Network availability will be maintained at approximately 98% availability of scheduled uptime.

Problems with any lab workstations will be assigned a High priority, which is one to three working days.

Escalation Procedures

Systemwide problems resulting in the Lab being non-functional should be reported immediately to IT Services Help Desk by first-tier support. The Help Desk technicians will quickly determine which IT Services resources must be informed for quick response, and open a work order for ITS technical support.

If the lab is not back in a production level within 2 hours, Banner personnel should promptly inform the IT Services Manager of Technical Support, or the Operations Manager, or the Director of IT Services.

Reporting Procedures

Prior to contacting IT Services Help Desk, these basic troubleshooting steps should be taken:

♦ Ensure power plugs are well seated.
♦ Ensure all hardware components are turned on.
♦ Ensure keyboard is in the proper case (caps lock key not on)
♦ Reboot the workstation

If the problem persists, have the following information ready to provide the Help Desk.

! Username, which is “BanLab”
! Property Tag or PC label number of equipment involved
! Lab is on the IPFW Tree
! Software application and version,
! For Banner/SCT problems provide name of the icon used
! Description of problem and complete error message
When did it last work
What steps were taken to resolve problem, and accompanying results of each step.

Call the Help Desk at 6030, select option 0 or go to the Help Desk in KT 206.

If the problem is with the functionality of the Banner system itself. Call the Help Desk and provide the following information:

Username, use "BanLab" if in training lab
Software application is Banner
Description of problem and complete error message
When did it last work
Were any steps taken to resolve problem, and accompanying results of each step.

Let the Help desk know the criticality of the problem. If there is a training session occurring and this is holding up things make it a 7 ASAP. If it is something that does not require immediate response please let us know. We have a priority 6 for next day and a priority 5 for 1-3 days.

Help Desk will open a track and assign to Jim Richardson. If it is a 7 track they will page Jim via email. Jim will contact Help Desk and let them know he has received the page. Either Jim or the Help Desk will contact the caller to keep them apprised.
Mike B. will be the backup support person.
IT Services Service Level Agreement:
Banner Training Lab

Appendix A
Lab Hardware and Application Software

Hardware

Desktop Units
16 Gateway 450's with sound card, cd-rom, and disk drives

Software

Banner
Adobe5
BRI0
Internet Explorer 6
Netscape 4.76
SSH Client
Humingbird
MS Office Suite
Navigator for Banner
SQL
Oracle 6.1 Forms and Reports
Oracle 8 client
ODBC
MS Data Access 2.7
Ultra Edit
Winzip
TOAD
Oracle-OraHome
MacroMedia Shockwave/Flash plugins will install when browser updated
IT Services Service Level Agreement: Banner Training Lab

Agreement Partnership Document

The signers of this document agree that their responsible areas will conduct IT support services according to the content of this Service Level Agreement.

Chairman, Banner Steering Committee                    Date

Director, Information Technology Services            Date