IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/Network MAINTENANCE

for

CENTER FOR ACADEMIC SUPPORT AND ADVANCEMENT COMPUTER LABS AND STEPS PROGRAM
IT Services’ Service Level Agreement: Center for Academic Support and Advancement Computer Labs and STEPS Program

This service level agreement (SLA) describes the computer services provided by Center for Academic Support and Advancement and IT Services in support of the computer labs located in Kettler hall, rooms 116, G19 and G21 and the partnership in supporting the Student Technology Education Programs (STEPS).

CASA COMPUTER LAB CONFIGURATION

Kettler (KT) 116 functions as a computer classroom lab which is used for many English, and Continuing Education classes. KT G21 is a tutorial lab used by IPFW students needing tutorial assistance with various IPFW classes. KT G19 houses the Writing Center and additional workstations available for students tutored by the Writing Center or tutors in G21.

The lab workstations in KT 116, G21 and G19 run the student-access lab image and use either a machine specific generic network account or the student’s network account.

The Writing Center located in KT G19, consists of five workstations also running the student-access lab image. They have an additional Dept Icon which gives them access to the Writing Center Database. The ADA workstation is imaged as other ADA workstation in the student-access labs.

The receptionist PC which uses the generic id, WRLAB01, is set up as a faculty/staff workstation. It also has the Dept Icon to access the Writing Center database but ONLY the receptionist machine can run the administration module.

There are 2 TutorTrac workstations in KT G21 and 1 in KT G19 for student scheduling.

Use of these computer facilities should comply with the Ethical Guidelines for Computer Users as published in the Student Handbook and at http://www.its.ipfw.edu/regs/policies/ethics.html Violations of these guidelines should be reported to the Director of CASA, or the Dean of Students by CASA or IT Services.

CASA’s support staff will perform first-tier functions. IT Services will provide second-tier and third-tier support as described in the following table.
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<th>Second-Tier Support</th>
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<td>Basic assistance to lab users and problem resolution steps for desktop workstations and printers, including a refresh of the workstation image.</td>
<td>Problem resolution on desktop workstations reported by CASA first-tier support</td>
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**Student Technology Education Programs (STEPS)**

ITS and CASA have formed a partnership to offer free technology short courses to IPFW students. CASA and ITS will collaborate in determining which courses should be offered. ITS provides the course documentation and hand-outs. CASA provides the classroom instruction. Program is funded by the student technology fee.

**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 CASA 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 workstations or workstation parts incurred for repairs, replacement or for additional function or capacity will be the responsibility of CASA. Spare workstations and a test support workstation should be included in lab expansion or replacement planning. Providing printer supplies and maintenance is the responsibility of CASA.

IT Services will review any requests from CASA to add new application software to Appendix A. The review will be made from the view of maintaining an overall stable campus computing environment.
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 servers supporting the CASA computer labs are included in these back ups. Only student e-mail and web space are stored on these servers. Individual restores for student e-mail or web space is not provided unless caused by a system failure. Faculty requiring a restore of their class files stored on these servers can go to http://www.its.ipfw.edu/regs/forms/restore.html and follow the instructions provided.

IT Services provides first-tier support a boot disk to refresh the workstation image back to its original configuration.

The hard drive (C: drive) on the CASA lab workstations will be erased by refresh process, whenever it is run. Therefore, the hard drive should not be used as a storage area for any non-temporary files. IT Services can not restore lost files from the C: drive. The CASA staff and students using the labs will need to provide disks to save their files.

Providing ITS Operations Support

IT Services will work with the CASA’s 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 CASA’s first-tier support in regards to basic problem resolution and reporting procedures.

CASA’s first-tier support will provide assistance to students or faculty regarding problems in the use of the classroom or the application software. No application-specific aid will be given by IT Services concerning the applications indicated in Appendix A, other than to log indications that the application 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 Help Desk is available from 7:30 AM to 11:00 PM Monday-Friday, 8:00 AM to 6:00 PM Saturdays and noon to 10:00 PM on Sundays. Summer hours may vary depending on customer demand. Desktop support is provided 8:00 AM to 6:00 PM Monday-Friday and third-tier support services are provided 8:00 AM to 9:00 PM Monday-Friday.
Outside Business Hours Support

The operating status of all ITS supported campus servers are electronically monitored 24 hours a day, seven days a week. However, any problems detected would be addressed when Network support personnel are available to do so. There is no routine support response time established for desktop units or printers during night and weekend hours, unless special coverage arrangements are negotiated with IT Services for specific events.

PROCESSES

Response Time Goals During Business Hours

IT Services will regard the CASA computer labs as a production environment. Top priority will be given to restoring service within two hours during business hours, when a significant part of the lab is unable to support normal student activity as intended.

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

Problems with any lab workstations that CASA’s first-tier support is unable to resolve will be assigned a High priority, which is one to three working days.

Escalation Procedures

Systemwide problems resulting in the labs being nonfunctional 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 two hours during business hours, CASA 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)
♦ Refresh workstation with boot disk or web reboot trigger

If the problem persists, have the following information ready to provide the Help Desk.
• Lab impacted i.e. KT G19 WC, KT G19 CASA, KT 116, KT G21
• Serial number, property tag or generic id of equipment involved
• Software application and version
• Description of problem and complete error message
• What steps were taken to resolve the problem, and accompanying results of each step.

Call the Help Desk at 6030, or go to the Help Desk in KT 206 or e-mail information to Helpdesk@ipfw.edu.
Appendix A
Lab Hardware and Application Software

Hardware

8 P3-933 Omnitech Windows XP KT G19 CASA
2 P3-933 Omnitech Windows XP KT G19 WC
wrlab01 (receptionist workstation) and wrlab06
4 P4-2GHz Omnitech Windows XP KT G19 WC
14 P4-2GHz Omnitech Windows XP KT G21
21 P3-933 Omnitech Windows XP KT 116
Each lab has a HP Laserjet 4M Plus
SSD Lab station SSDLAB2 in KT G21 and wrlab05 in KT G19
setup as other SSD stations
3 Omnitech P3-933 Windows XP linking to TutorTrac

Software

Setup as student-access labs with CASA and CE folders under Academic
Folder icon. Writing Center has Dept Icon with Writing Center
Database. All labs have access to software applications listed under
software tab at:

http://www.its.ipfw.edu/resources/facilities/studentlabs.html
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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.

________________________________________
Director, Center for Academic Support and Advancement  Date

________________________________________
Director, Information Technology Services  Date