IT Services Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

SCHOOL OF EDUCATION DOLNICK CENTER

its
IT Services’ Service Level Agreement: School of Education
Dolnick Center

This service level agreement describes the computer services provided by IT Services in support of IPFW School of Education (SOE) faculty, staff and students located in the Dolnick Learning Center.

Network Connection to Dolnick

The network connection to the main IPFW campus servers, internet and VOIP phone system is provided by a Gigabit fiber optic line running from IPFW main campus to the Dolnick Center. There is also a 802.11b meg. wireless connection to Dolnick which serves as a backup to the fiber optic line.

Dolnick Telephone Configuration and Support

The current IPFW campus phone service does not extend to Dolnick Learning Center, therefore, the Center uses Voice Over IP (VOIP) technology as their phone service. This technology uses a B1 connection to the IPFW data network to transmit phone calls back to the main telephone switch.

Dolnick phones get an IP address from our DHCP server which allows them to use our data network. The various phones are included in our DHCP server by their MAC addresses.

If the network system has a problem they have an automatic backup phone system using wireless connection.

Dolnick Center staff should report any phone problems to Telephone Operations. Telephone Operations will check out the problem and contact ITS if problem appears to be on our end.

Dolnick Education Configuration

The School of Education (SOE) has thirteen session rooms, two monitor rooms and an office for the Clinic manager located in the Dolnick Center.

The two monitor rooms are DLC 101 and DLC 134. DLC 101 typically monitors session rooms 108, 109, 111, 113, 115, and 117. DLC 134 typically monitors 117, 118, 119, 120, 121, 123, 125 and 126. The monitor rooms have several TV/DVD monitor sets to observe the student and their client in the session rooms. ITS does not support the TV/DVD monitor sets. Both DLC 101 and 134 have a workstation which has the standard Novell IPFW office configuration with access to Applications Explorer; however, users logon with workstation only. Users logon with the room’s generic account i.e. DLC101. They communicate with the session
rooms via GroupWise messenger. Word is installed on these workstations. DLC 101 also has a desktop printer. This printer is attached as a local printer to the room’s workstation.

Each session room contains one workstation. Students logon with the room’s generic account i.e. DLC108 to workstation only. They use GroupWise messenger to communicate with their monitors located in either DLC 101 and DLC 134. Word is also installed on these workstations.

Dolnick Education Clinic manager’s office is located in DLC 131. The Clinic manager’s workstation has standard Novell IPFW office configuration with access to Applications Explorer. A networked printer is also in this office.

The Clinic manager has the generic DLC Admin account with administrator rights to all the session and monitor rooms workstations.

ITS support of Dolnick Center adheres to the General IT Service Level Agreement at http://www.its.ipfw.edu/regs/sla/hdesksla.pdf

ITS does not support printer hardware. SOE Dolnick Center printers should be covered under a printer maintenance contract with an outside vendor. ITS does not support phones or fax machines.

**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)
♦ Write down the steps taken prior to the problem occurring
♦ Reboot, logon and try to recreate the error
♦ If printer problem, check for printer jams, cables attached, turn printer off for 30 seconds and turn back on.

If the problem still persists, contact IT Services’ Help Desk at 481-6030, select option zero. Be prepared to have the following information available when calling:

- Username - DLC Lab for session or monitor room problems. Clinic Manager username for problems with that equipment.
- Computer model, Windows Operating system and serial number
- If problem is with software provide application name and version.
- Description of problem and complete error message
- What steps were taken to resolve the problem, and accompanying results of each step.

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Appendix A

Office Hardware Configuration

Hardware

Clinic Manager

1 Dell OptiPlex GX270 SN DS5JB51
1 networked printer HP laserjet 4M
  Queue name EDU_DLC131-HP4M

Monitor Rooms

DLC 101 Dell Optiplex GX270 SN BS5JB51
DLC 134 Dell Optiplex GX270 SN 9s5jb51

Session rooms:

DLC 108 Gateway M733 SN 19825527
DLC 109 Gateway M733 SN 19825528
DLC 111 Gateway 800 SN 19452115
DLC 113 Gateway 800 SN 19452110
DLC 115 Gateway M733 SN 20303699
DLC 117 Gateway 733 SN 17291039
DLC 118 Gateway 800 SN 20560966
DLC 119 Gateway 866 SN 19166154
DLC 120 Gateway 733 SN 20094828
DLC 121 Gateway 733 SN 20609297
DLC 123 Gateway 933 SN 24897518
DLC 125 Gateway 800 SN 20647164
DLC 126 Gateway 800 SN 20094827
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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.

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Director of SOE Dolnick Center, Date

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Director, Information Technology Services Date