IT Services Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

MUSIC THERAPY CLINIC AT DOLNICK CENTER
IT Services’ Service Level Agreement: Music Therapy Clinic at Dolnick Center

This service level agreement describes the computer services provided by IT Services in support of the IPFW Music Therapy Clinic 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 Music Therapy Configuration

The Music Therapy Clinic has three offices. The Clinic office, room DLN 153, has a workstation, the clinic director’s office, room DLN 145, has a workstation and networked printer and the student media room, DLN 152, has two workstations, see Appendix A for equipment list.

All workstations have the standard Novell IPFW office configuration with access to Applications Explorer. The students using the two workstations in the student media room logon with generic usernames.

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. The Music Therapy
Clinic printer 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
- 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 Director

1 Gateway E-4300 SN 0034973192
1 networked printer HP laserjet 8000DN
Queue name Music-DLC-HP8000

Clinic Office

1 Omnitech 933 SN 1197049

Student Media Room

2 Omnitech 933 SN 1197063 and 1197066
IT Services Service Level Agreement: Music Therapy Clinic
Dolnick Center

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 of Music Therapy Clinic  Date

__________________________  ____________________
Director, Information Technology Services  Date