IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

LEARNING RESOURCE CENTER
MOBILE AND FIXED
CLASSROOM WORKSTATIONS
IT Services’ Service Level Agreement: LRC Mobile Demo and Fixed Classroom Workstations

This service level agreement describes the computer services provided by Learning Resource Center (LRC) and IT Services in support of LRC’s mobile and fixed classroom workstations.

LRC PC CONFIGURATION

Mobile Workstations

LRC has several cart-loaded mobile PC’s available for classroom use. The hardware configuration for the mobile PC’s can be found at the URL listed in Appendix A. The mobile workstations are setup identically and use the generic network id **LRCFLOAT** with network access available from 6am until 11pm.

If logged onto the network these workstations will connect to a student-access lab server and have access to all software available in these labs. If the machine is not logged onto the network, only the software requested by LRC to be installed on the hard drive, will be available.

Fixed Classroom Units

LRC has a teacher’s workstation set up in various classrooms across campus. A list of these locations can be found at the URL provided in Appendix A.

All of the classroom workstations are set up identically and use the generic network id **LRCCLASS** with network access available from 6am until 11pm. The hardware configuration of these machines is listed in Appendix A. These workstations will log on to a student-access lab server and have access to all software available in these labs. **LRCCLASS** account does have a password which LRC would provide the instructor.

Faculty/Staff Account Access

IPFW faculty or staff may wish to logon to an LRC mobile or fixed classroom workstation with their own network ID. This requires a special parameter called faculty-access be set on their IPFW network ID. Logging on to an LRC workstation without having this special parameter set up can cause problems when they next logon to their office workstation. Faculty or staff wishing to have this capability must contact the Help Desk.

LRC Workstation Use

Use of the LRC mobile workstations and fixed classroom workstations 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 Dean of Students by LRC or IT Services.

LRC 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>Refresh of hard drive on LRC mobile or fixed stations</td>
<td>Open a track to attach to mobile unit. Notification of track will be e-mailed to LRC Associate Director.</td>
<td></td>
</tr>
<tr>
<td>Basic problem resolution steps for desktop workstations</td>
<td>Problem resolution on desktop workstations</td>
<td>Build software image for refreshing of LRC mobile and fixed classroom workstations</td>
</tr>
<tr>
<td>Bring malfunctioning mobile units to the Help Desk for tracking and to KT 216A for ITS Technician pick-up</td>
<td>Installation of Workstation hardware</td>
<td>Network connection to server for software</td>
</tr>
<tr>
<td>Report desktop problems for fixed classroom workstations to IT Services Help Desk</td>
<td>Installation of Workstation software</td>
<td>Internet Connection</td>
</tr>
<tr>
<td>Resolution follow-up</td>
<td>Follow-up with customer</td>
<td>Installation of server software</td>
</tr>
<tr>
<td></td>
<td>Keep classroom drops database current</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 vendor recommended software maintenance and upgrade software application releases on the lab server for software listed at http://www.its.ipfw.edu/resources/facilities/studentlabs.html and for associated operating and utility systems. Releases will be applied to the lab server as they are agreed to be reliable and fit within the standard campus IT environment. IT Services will make these determinations.

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IT Services will apply vendor recommended software maintenance and upgrade software applications on the hard drive of LRC mobile units for software listed in Appendix A. Releases will be applied to the covered units on the request of LRC as soon as they are agreed to be reliable and fit within the standard campus IT environment. IT Services, working with LRC, will make these determinations.

LRC has an administrator account to load faculty software when needed. Only the LRC Associate Director can open a track (work order) with IT Services to install any software on these workstations.

Cost of workstation parts incurred for repairs, replacement or for additional function or capacity would be responsibility of LRC. Costs of software added or upgraded to the Appendix A list of hard drive installations, would be the responsibility of LRC, if not covered by a site-license agreement.

IT Services will review any requests from Learning Resource Center 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 servers supporting the network access of the LRC mobile and fixed classroom units are included in these backups. Should a restore of any server files be required http://www.its.ipfw.edu/regs/forms/restore.html provides user instructions.

IT Services provides a refresh disk to LRC first-tier support. This disk will refresh the hard drive of the mobile or fixed classroom workstations back to their original configuration. The refresh utility should be run whenever a workstation is not functioning as expected or has been infected with a virus.

The hard drive (C: drive) on the classroom fixed machines will be erased by the refresh utility, whenever it is run. Therefore, the hard drive should not be used as a storage area for any non-temporary files. The mobile units will have their hard drive restored back to the original configuration whenever LRC refreshes with their disk utility. IT Services can not restore lost files from the C: drive. Staff and students using LRC machines will need to provide disks to save their files.

Classroom Drops
Classroom data drops requested by LRC Associate Director are installed and paid for by IT Services. Requests for classroom drops are queued until we have a group of 5 drops to be installed unless there is a more immediate need.

LRC Associate Director will contact ITS’ Help Desk when an inactive classroom data drop needs to be made active. A track will be opened and the appropriate priority assigned according to the needs of LRC. Generally, these tracks are completed within 3 working days. IT Services will contact LRC Associate Director to inform him/her the drop is active.

IT Services will keep the classroom inactive and active drops database current.

LRC and IT Services Help Desk will provide classroom data drop information to callers.

Providing ITS Operations Support

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

Students or faculty using the LRC’s mobile or fixed classroom stations will be supported by LRC first-tier support in the use of the classroom and the applications software. No applications-specific aid will be given by IT Services concerning the applications indicated in 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 first-tier Help Desk support services from 7:30 A.M. to 11:00 P.M. Monday-Friday, 8 A.M. to 6 P.M. Saturdays, noon to 10 PM Sundays. Summer hours may vary depending on customer demand. Second-tier Desktop support is available from 8am-6pm Monday-Thursday, 8am-5pm Fridays and third-tier Network support from 8am-9pm 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**

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

Problems with the LRC mobile machines will be handled in the following manner:

- LRC will bring the mobile cart to the Help Desk to have a track opened.
- The Help Desk will open a track under LRCFLOAT.
- The track will include which LRC tech brought the equipment, reported problem and assigned a High Priority (one to three working days). A copy of the track will automatically be emailed to LRC Associate Director.
- Track will be assigned to Tech Support.
- A copy of the track will be attached to the workstation.
- The LRC employee will take the PC to KT 216A where an IT Services technician will work on it.

Problems with LRC Fixed classroom workstations will be handled in the following manner:

- Track will be opened under Lab id corresponding to the workstation location - i.e. SB G30, CM 212
- Track will describe problem and any steps taken to resolve the problem.
- ITS Help Desk will ask LRC priority to be assigned.
- Track will be assigned to Tech Support.
- A copy of the track will automatically be mailed to LRC's Associate Director.

When work is completed,

IT Services technician will update the work order with the final resolution and assign to the Helpdesk. If LRC mobile workstation, equipment will be taken to KT 216A. An email will automatically be generated to LRC Associate Director. If LRCFloat workstation LRC can pick up from KT 216A.

**Escalation Procedures**

Systemwide problems resulting in the mobile machines or the
classroom fixed stations 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 classroom is not back in a production level within the time requested Learning Resource Center 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)
- Run refresh utility if circumstances warrant

If problem persists, have the following information ready to provide the Help Desk for Fixed Classroom Stations. Call the Help Desk at 6030, select option 0 or go to the Help Desk in KT 206.

- Building and room location of downed equipment
- Property Tag 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.
- Any pertinent information in regards to class needing it now, or when it will be needed.

For problems with mobile units bring the device to ITS’ Help Desk in Kt 206

- LRC# and/or Property Tag number of downed unit
- 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.
- Wait for Help Desk to create, print and attach Track to unit
- Take unit to KT 216A
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Appendix A

Hardware and Software Configuration

http://www.its.ipfw.edu/resources/instruction/lrc.html
IT Services Service Level Agreement: LRC Mobile and Fixed Stations

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.

Associate Director, Learning Resource Center          Date

Director, Learning Resource Center                    Date

Director, Information Technology Services            Date

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