Service Level Agreement
Math Classroom Labs, Math MALL

Overview

The Mathematical Sciences Classroom Computer Labs (Math Labs) are located in KT 123, 216, 218, and 220 and are used by instructors in Mathematical Sciences (Math) to teach students in specific classes. The Math MALL is located in KT G38 and is used by the Math Department to tutor students who need additional assistance with math. This service level agreement (SLA) describes the technology resources and services provided in the Math Labs and the Math MALL. It also describes the responsibilities required for maintenance and support of these facilities.

Computing Environment

Hardware

The Math Labs each contain \textit{IPFW-owned} hardware that includes a desktop computer, a projector, screen and other audio-visual equipment used by the instructor. Also, students use \textit{IPFW-owned} Windows and Mac laptops. The Math MALL also contains \textit{IPFW-owned} hardware, which includes desktop computers and a laptop, all of which use Windows. See Appendix A for a listing of specific equipment.

IT Services will either repair or facilitate the repair of the \textit{IPFW-owned} hardware in the Math Labs and Math MALL. The responsibilities are distributed as follows:

- \textit{IPFW-owned} student desktops/laptops - IT Services End-User Support
- \textit{IPFW-owned} instructor computers and AV equipment - IT Services Classroom Support
- \textit{IPFW-owned} Printers - IT Services will provide a used printer for KT 123. This printer will be covered by the IT Services printer support contract, which takes care of repairs and toner. The Math dept. will order, pay for, and fill paper when necessary. Students will not be charged for printing.

If a piece of hardware is out of warranty and needs replacement parts (e.g., power cords, batteries, etc.), the Math Department will be responsible for the cost of these replacement parts. When computers need to be replaced, the Math Department will bear the cost.

Software

The instructor computers run a standard classroom instructor station image. The image provides Windows 7 (64bit) and a core group of applications that includes web browsers, Microsoft Office and Adobe Creative Suite. The Windows laptops in the labs and the Student stations in the Math MALL run a standard student image. The image provides Windows 7 (64bit) and a core group of applications that includes web browsers, Microsoft Office and Adobe Creative Suite. The Mac laptops are hand-built with Mac OS 10.

Operating system patches are made available by Microsoft on the second Tuesday of each month, Patch Tuesday. On the week of each Patch Tuesday, IT Services technicians will arrange a time to apply these updates when the rooms are not in use.

Math requires an additional set of Math-specific software be pre-installed on all Windows computers. This includes Geometer's Sketchpad, Mathematica, Maple, Minitab, SPSS, and SAS. The Mac laptops...
only require Geometer’s Sketchpad. If additional campus-owned applications need to be added to this list, either the Chair of the Math Department or the Chair of the Math Department Technology Committee should contact the IT Services Help Desk and allow at least 4 weeks notice. If the campus does not already own licenses for the software, this requires an additional 2 weeks notice to source and purchase the application. To initiate a request for purchase of a new software application, Chair of the Math Department or the Chair of the Math Department Technology Committee will request it through the Networked Software Request form located on the IT Services Online Forms page. Math may be responsible for paying the cost of the software licenses and/or upgrades.

Instructors and students may install software from IPFW Applications but they must be aware if the computer is reimaged, that software will need to be reinstalled.

IT Services will be responsible for the image and installation of software on the computers. The responsibilities are distributed as follows:

- Images - IT Services End User Computing Tools
- Windows Patches - IT Services End-User Support
- Software installation on instructor stations - IT Services Classroom Technology
- Software installation on student stations - IT Services End-User Support

**Connectivity**

All instructors’ stations connect to the IPFW network via wired connections; the student stations and check-in station in the Math MALL also connect to the IPFW network via wire. In KT 216, 218, and 220, the student laptops can be used wired or wireless. In KT 123, only wireless connections are available. The process for making a wireless connection to the network is slightly different than the process for making a wired connection (please see Appendix B for detailed instructions).

IT Services maintains and supports the servers, routers, cables, and other equipment necessary to maintain access to the internet and network resources. The responsibilities are distributed as follows:

- Network cables - IT Services End-User Support
- Backbone servers, routers, switches, etc. - IT Services Server and Network Administrators

**Accounts**

IPFW computing accounts are required to use the Math Labs and Math MALL computers. All students, faculty and staff are entitled to an account. Guest accounts for individuals not closely affiliated with IPFW can be obtained from the IT Services Help Desk. Account and password problems should be reported to the Help Desk.

Aside from support personnel, accounts logging into the computers will not have administrative rights and may not be able to install some software or hardware.

**Backups and Restores**

IT Services routinely backs up files on campus servers to provide disaster and data recovery. **HOWEVER, the hard drives of computers are not backed up and users should have no expectations of being able to store on or recover files from the hard drives.** Also, student and faculty machines may be reimaged.
at any time, which will delete any files saved on the hard drive, so it is critical that users do not use these hard drives for storage. Users are responsible for saving their files to their own storage, such as an encrypted memory stick. Students can also use their Personal Network Storage space to save files (1:drive).

Documentation

IT Services User Technology Support will provide printed instructions for the instructor’s station covering the use of the computer and AV equipment. Online documentation for core applications such as MS Office, email, and Adobe Creative Suite is provided by IT Services User Technology Support. Documentation for any Math specific applications is the responsibility of Mathematical Sciences.

Training & Consultation

IT Services User Technology Support regularly provides training on core campus software packages such as Microsoft Office and Adobe Creative Suite. Training on specialized software packages is not available. Instructors who would like a short session on using the instructor equipment (computer and audio-visual) can schedule an appointment via the Help Desk.

Hours of Support

The Help Desk’s hours of support can be found on the IT Services web site. Hours of support may vary over breaks and during the summer. In general, support hours are as follows:

- Instructor station: Monday-Friday 7 am-9 pm; Saturday 8am-5pm
- All other equipment: Monday-Friday 8 am-5 pm
- Network/Internet: Monday-Friday 8 am-9 pm

The operating status of all IT Services supported campus servers is electronically monitored 24 hours a day, 7 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.

Incident Resolution

Critical Issues

A critical issue is one where the instructor computer, the AV equipment, the entire lab/MALL, or a significant number of computers or printers are unable to support normal teaching/tutoring activity. If there is an issue with a single student computer that prohibits the student from accomplishing course goals, and there is no spare available, this is also a critical issue.

Minor Issues

A minor issue is one that does not interfere with teaching/tutoring or when there is a spare student computer.

Problem Reporting
Critical issues should be reported immediately via the Help Desk hotline at 260-481-6969. Following basic troubleshooting steps (Appendix C) is suggested but not required.

For minor issues, following basic troubleshooting steps (Appendix C) is highly recommended. The instructor should report the issue to the Help Desk using the provided problem reporting form, which includes basic problem information (Appendix C) and the ID number of the affected equipment. Laptops should be dropped off at the Help Desk by the instructor to expedite repairs.

Response Goals

System-wide issues

IT Services will regard the Math Lab as a critical teaching environment and the Math MALL as an important tutoring environment. Top priority will be given to restoring network service, when a significant part of the classroom or MALL is unable to support normal teaching/tutoring activity as intended.

Individual computers or printers

Problems with any classroom workstations will be assigned a high priority.

Escalation Procedures

If the classroom/MALL is not back to a production level within four hours during business hours, the Chair of the Math Department or the Chair of the Math Department Technology Committee should promptly inform the Manager of the Customer Service Center, the Manager of IT Infrastructure Engineering, or the CIO of IT Services.

Compensation

Any requests requiring third party (non-IPFW) support may result in additional charges. There is no charge for support provided by IPFW IT Services personnel.

Changes and Upgrades

IT Services will notify the Chair of the Math Department or the Chair of the Math Department Technology Committee when changes directly affecting the Math Labs or Math MALL are planned. Mathematical Sciences can request upgrades and changes by filling out the IT Services Service Request Form with 4 weeks notice. Any changes to the Math Labs or Math MALL environment may necessitate changes to this SLA.

Contacts

IT Services Help Desk

- (260) 481-6030
- (260) 481-6969 (critical issues)
- helpdesk@ipfw.edu
- KT 206
Appendix A: Lab Equipment

Computers

KT 123

- Instructor Station: HP 7900
- Student Stations: 30 HP Probook 6475b, 4GB RAM, 500GB HDD, 1.8GHz CPU, Warranty Start Date: Aug 15, 2012, Warranty End Date: Sept 18, 2015; 8 very old MacBooks that cannot run the latest version of OS X and are unsupportable and not recommended for continued use on the network because of how they are configured

KT 216

- Instructor Station: HP 6200
- Student Stations: 35 HP Probook 4520s, 4GB RAM, 300GB HDD, 2.2GHz CPU, Warranty Start Date: Jun 07, 2010, Warranty End Date: Jun 06, 2011

KT 218

- Instructor Station: HP 6200
- Student Stations: 32 HP Probook 6475b, 4GB RAM, 500GB HDD, 1.8GHz CPU, Warranty Start Date: Aug 24, 2012, Warranty End Date: Aug 23, 2015

KT 220

- Instructor Station: HP 7900
- Student Stations: 35 HP Probook 4520s, 4GB RAM, 300GB HDD, 2.2GHz CPU, Warranty Start Date: Jun 08, 2010, Warranty End Date: Jun 07, 2011

KT 203 (formerly Math Tech office)

- 5 Gateway laptops
- 16 Acer laptops
- 2 Mac iBooks
- 1 Dell Latitude D820 laptop

KT G38

- Sign-in Station: 1 - HP OptiPlex 755
- Student Stations: 7 - HP OptiPlex 7010 PCs
- 1 Dell Latitude Laptop

AV Equipment

KT 123

- 1 VHS/DVD combo, amp, mixer, Panasonic projector, 4 JBL speakers, Elmo document camera, transparency projector, and SmartBoard.
AV Equipment (continued)

KT 216, 218, 220

- 1 - VHS player
- 1 - DVD player
- 1 - audio amp & mixer
- 1 - Panasonic projector
- 4 - JBL speakers
- 1 - transparency projector

KT G38

- 1 – Epson Brightlink Projector with attached Dry Erase board
Appendix B: Connectivity

Instructions for Connecting Math Laptops to the IPFW Network

Press the power button in the upper left of the keyboard to turn on the laptop.

The laptop will boot to the Windows logon screen.

** If the screensaver appears while using the laptop, use your IPFW credentials to get back in.

- Press CTRL+ALT+DEL to begin the login process.
  - If you see the following screen (or similar)
    - For Wireless login, click the icon on the left.
    - If the network cable is plugged in, click the icon on the right.

- Enter your IPFW username and password in both sets of login boxes.

Programs are available from desktop icons, or via IPFW Applications > Student > Mathematics.

** You must be logged into the wireless to use most of these programs.

When you close the lid of the laptop, your session will be logged off automatically.
Appendix C: Troubleshooting and Problem Reporting Information

Troubleshooting

- Ensure power plugs are well seated
- Ensure the power cord plugged into a working outlet
- Ensure the network cable is plugged in (if applicable)
- Ensure all hardware components are turned on
- Ensure keyboard is in the proper case (caps lock key not on)
- Reboot the equipment
- If printer problem, check for paper jams
- If web browser problem, clear the cache

Problem Reporting Information

- Your username
- Location of the problem
- Serial number of the affected equipment
- If problem is with software provide application name and version
- Description of problem and complete error message
Service Level Agreement
Math Classroom Labs, Math MALL

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.

P. Drevener
Chair, Mathematical Sciences

1/27/15
Date

Michael Darden
Director and CIO, Information Technology Services

1/27/15
Date