IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

MULTICULTURAL SERVICES LAB
IT Services’ Service Level Agreement: Multicultural Services Lab

This service level agreement describes the computer services provided by IT Services in support of the Multicultural Services (MCS) Lab located in Walb 118. This lab was created on request of the director of Multicultural Services to provide additional facilities for the various multicultural student organizations on campus. The computer equipment in this lab is provided by funding from the Student Technology fee and managed by IT Services in conjunction with the director of Multicultural Services.

MULTICULTURAL SERVICES LAB CONFIGURATION

The Multicultural Services Lab consists of 3 workstations and a networked printer. Barring any unforeseen circumstances, these workstations will be upgraded when the workstations in the student-access lab in Walb 221 are upgraded.

Use of these workstations require a valid IPFW network account to log on. These workstations have access to the full student-access lab software suite (see Appendix A).

Use of the Multicultural Services Lab 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 or IT Services.

Users of the Multicultural Services Lab are expected to be self-sufficient in the use of the equipment provided. Requests for additional hardware or software services would be at the request of the director of Multicultural Services and approved by ITPC. Printer supplies such as toner and paper are the responsibility of Multicultural Services.

Multicultural Services staff is responsible for housing the equipment and verifying any requests for service and support are valid. Multicultural Services staff provide first-tier support, and IT Services Help Desk and Tech Support provide second- and third-tier support as described in following table.
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<th>First-Tier Support Multicultural Services</th>
<th>Second-Tier Support ITS Help Desk/Desk Top</th>
<th>Third-Tier Support Network Support</th>
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<tr>
<td>Use boot disk before reporting problem to ITS Help desk</td>
<td>Problem resolution on desktop workstations</td>
<td>Build software image for refreshing of workstations</td>
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<td>Take basic steps to resolve printer problems i.e. unjamming, powering off/on.</td>
<td>Installation and repair of desktop hardware</td>
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<td>Reporting desktop or printer problems to IT Services Help Desk</td>
<td>Notice to place service call to printer maintenance vendor when necessary</td>
<td>Internet Connection</td>
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<td>Full technical support of the server</td>
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**SCOPE OF SERVICES**

**Providing the Computing Environment**

IT Services will assure availability to the local area network.

As the Multicultural Services Lab runs from the student-access lab server all polices and procedures governing the student-access server apply to the Multicultural Services Lab. These are outlined below.

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. For software installations or upgrades licensed by other IPFW departments, the licensee will need to complete the form at [http://www.its.ipfw.edu/regs/forms/lab_request.html](http://www.its.ipfw.edu/regs/forms/lab_request.html) The installation or upgrade will be applied to the covered units on request of the licensee as soon as they are agreed to be reliable and fit within the standard campus IT environment. IT Services will make these determinations.

Faculty or staff requesting that software be purchased by IPFW and installed in the student-access labs will need to present their request to ACITAS and ITPC.

IT Services will review software installation and upgrade requests 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 student-access labs are included in these back ups. Only student email and web space are stored on these servers. Individual restores for student email or web space is not provided unless caused by a system failure.

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 student-access lab workstation is erased by the refresh, whenever it is run. Therefore, the hard drive should not be used as a storage area for any non-temporary files. IT Services cannot restore lost files from the C: drive. IPFW students using the student lab equipment are instructed to provide disks to save their files in the lab account packet information, in lab use documentation and on the student resources web pages. Multicultural Services staff should also convey information.

Providing ITS Operations Support

Students using the Multicultural Services Lab facilities are expected to be self-sufficient in regards to using the software applications needed. IT Services will not provide assistance in using the various software 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 will 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

ITS consultants for the student-access labs, are provided emergency support numbers should the student-access labs experience system-wide problems outside business hours. There is no routine maintenance support for desktop units or printers outside business hours.

PROCESSES

March 1, 2004
**Response Time Goals**

Should the Multicultural Services lab experience a critical failure, the Walb student-access lab is available. IT Services regards the student-access labs as a production environment. Top priority will be given to restoring service within two 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 will be assigned a High priority, which is one to three working days.

**Escalation Procedures**

Systemwide problems resulting in the Multicultural Services lab being nonfunctional should be reported immediately to IT Services Help desk by MCS staff. 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 MCS lab is not back in a production level within one day, MCS staff 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)
- Reboot workstation with boot disk or contact Walb consultant to do so.

If the problem persists, have the following information ready to provide the Help desk technician:

1. Machine is in MCS Lab WU 118
2. Property Tag or serial number of equipment involved
3. Software application and version
4. Description of problem and complete error message
5. What steps were taken to resolve the problem, and accompanying results of each step.
 Appendix A
Lab Hardware and Application Software

Hardware

3 Omnitech P4 2.66 Gig workstations
1 HP4000N printer

Software

Software available in Student-Access labs is listed under Software tab at http://www.its.ipfw.edu/resources/facilities/studentlabs.html
IT Services’ Service Level Agreement: Multicultural Services Lab

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, Multicultural Services               Date

______________________________  __________________________
Director, Information Technology Services        Date