INDIANA UNIVERSITY - PURDUE UNIVERSITY FORT WAYNE

INFORMATION TECHNOLOGY SERVICES

Service Level Agreement

Technical Support

with

IPFW Lafayette Street Family Health Clinic
1. Overview

1.1. This document describes the support Information Technology Services (ITS) provides the IPFW Lafayette Street Family Health Clinic.

2. Scope of Services

2.1. Responsibilities

2.2. IT Services

2.2.1. Indiana University – Purdue University Fort Wayne, Information Technologies Services

2.3. Customer

2.3.1. IPFW Lafayette Street Family Health Clinic

Lafayette Street Family Health Clinic 2700 South Lafayette St 46806
A division of the College of Health and Human Services

3. Computing Environment

3.1. IPFW Lafayette Street Family Health Clinic connects to the Internet via Verizon business DLS line which has a static Verizon IP address. Omega Solutions installed the modem and wiring for the receptionist and NEI director’s offices. The modem’s address is 192.168.1.1.

3.2. IT Services installed a Universal Power Service (UPS) and Linksys router. The 192.168.1.47 IP address was statically programmed to the WAN port on the router. The LAN at the IPFW Lafayette Street Family Health Clinic uses the 192.168.2.x subnet, and gives addresses from 100 to 149. The LAN IP address of the router is 192.168.2.1.

3.3. Connected to the router in the receptionist office are staff computers, and the director’s computer.

3.4. Only the IPFW Lafayette Street Family Health Clinic director’s computer has the Novell client installed for use on campus. The desktop computers have Windows accounts with passwords setup. The NEI director has information for the accounts.

3.5. The director’s computer and the staff computers have a printer installed.
3.6. Hardware

3.6.1. Lafayette Street Family Health Clinic is responsible for all hardware replacement or upgrades.

3.7. Software

3.7.1. All computers have MS Office installed on the hard drive. GroupWise can be accessed via Webmail or the IPFW Lafayette Street Family Health Clinic employees can install via my.ipfw.edu.

3.7.2. Trend Micro Virus protection will be installed on all machines, and kept up to date by IPFW Lafayette Street Family Health Clinic.

3.7.3. The patient tracking software is from:
          Ahlers & Associates
          1710 Washington Ave.
          Waco, Texas 76701
          Telephone 800 888-1836
          Fax 254-755-0267

3.8. Availability of Services

3.8.1. Uptimes, maintenance windows, can be found at:
          http://www.its.ipfw.edu/support/

3.9. Documentation

3.9.1. Print/Online documentation will be provided by Ahler’s.

3.10. Training

3.10.1. IPFW Lafayette Street Family Health Clinic staff should contact Ahler for their training needs on the Ahler’s System.

3.10.2. IPFW Lafayette Street Family Health Clinic staff can contact IT Services Client Support to discuss basic training needs.

      3.10.2.1. A list of training courses can be found at:
          http://new.ipfw.edu/training/index.html#

4. Support

4.1. Hours of Support
4.1.1. IT Services will provide first-tier Help Desk support services.

4.1.2. See [http://new.ipfw.edu/offices/its/help/index.html#hd-contact](http://new.ipfw.edu/offices/its/help/index.html#hd-contact) for the hours to contact the Help Desk.

### 4.2. Response Time Goals

4.2.1. Response time is defined as the time between receipt of the call and the time that an IT Services' employee begins working on the problem. Due to the wide diversity of problems that can occur, when they occur i.e., outside business hours, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

<table>
<thead>
<tr>
<th>PROBLEM CATEGORY</th>
<th>RESPONSE TIME*</th>
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<tbody>
<tr>
<td>SYSTEMWIDE: Network access or server</td>
<td>15 minutes</td>
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<tr>
<td>SYSTEMWIDE: Software application (e.g.- GroupWise, WordPerfect, or networked printing)</td>
<td>1 hour</td>
</tr>
<tr>
<td>INDIVIDUAL: Special projects</td>
<td>Any special projects requiring ITS support would be scheduled according to arrival of needed equipment, availability in the ITS master schedule, and the schedule priority of the customer.</td>
</tr>
<tr>
<td>INDIVIDUAL: Equipment moves that are not part of a new computer install/replacement.</td>
<td>1-2 Weeks</td>
</tr>
<tr>
<td>INDIVIDUAL: Miscellaneous projects.</td>
<td>As time allows</td>
</tr>
</tbody>
</table>

### 4.3. Escalation Procedures

4.3.1. If you do not hear from a technician within the appropriate amount of time (as dictated in the response time goals) you may escalate the problem, by contacting:
4.3.1.1. Help Desk
4.3.1.2. Tech working on the issue
4.3.1.3. Supervisor End-User Support
4.3.1.4. Manager of Customer Service Center
4.3.1.5. Director of IT Services

4.4. Support Not Provided

4.4.1. Problems related to accessing the Internet, phones, or fax should be addressed to Omega Solutions or Verizon by IPFW Lafayette Street Family Health Clinic staff.

4.4.2. IPFW Lafayette Street Family Health Clinic staff should contact Ahler for their software support.

5. Troubleshooting

5.1. Basic Troubleshooting Support

5.1.1. IPFW employees located at the IPFW Lafayette Street Family Health Clinic can contact the IPFW IT Services Help Desk at 260-481-6030 for phone support related to MS Office and GroupWise e-mail. If technicians are unable to answer the question, they will assign a ticket in the HEAT issue tracking system to IT Services Client Support.

5.1.2. Software related problems on university owned computers should be reported to IT Services Help Desk. If the problem cannot be resolved over the phone, IPFW Lafayette Street Family Health Clinic personnel will bring affected unit to IT Services Help Desk in KT 206A.

5.1.3. The IPFW Lafayette Street Family Health Clinic director should report any hardware issues to the IT Services Help Desk. If the IPFW IT Services helpdesk is unable to resolve the problem over the phone, the director should bring the hardware to IT Services Help Desk in KT 206.

5.2. Problem Reporting

5.2.1. Prior to contacting the IT Services Help Desk for support, the following troubleshooting steps should be taken:
5.2.1.1. Ensure power plugs are well seated.
  5.2.1.1.1. Ensure the power cord plugged into a working outlet
  5.2.1.1.2. Insure the network cable is plugged in
5.2.1.2. Ensure all hardware components are turned on.
5.2.1.3. Ensure keyboard is in the proper case (caps lock key not on)
5.2.1.4. Write down the steps taken prior to the problem occurring
5.2.1.5. Reboot, logon and try to recreate the error
  5.2.1.5.1. Close all applications
  5.2.1.5.2. Close down the workstation
  5.2.1.5.3. Power on the workstation
  5.2.1.5.4. Restart the application
  5.2.1.5.5. Retry the feature that failed
5.2.1.6. If printer problem, check for printer jams, cables attached, turn printer off for 30 seconds and turn back on.

5.2.2. 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 (this is just a starting point, some will not need this info and others will need more):
  5.2.2.1. Username
  5.2.2.2. Location of the equipment
  5.2.2.3. Operating system and serial number of the affected equipment
  5.2.2.4. If problem is with software provide application name and version
  5.2.2.5. Description of problem and complete error message
  5.2.2.6. What steps were taken to resolve the problem, and accompanying results of each step
6. Agreement Authorization

6.1. In signing this document, IT Services concurs in providing technological support to its customers according to the content of this agreement.

6.2. In signing this document, IT Service’s customers concur with all the terms and conditions established in this agreement.

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IPFW Lafayette Street Family Health Clinic PI Date

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IT Services Manager of Security, Policy, and Planning Date