IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

PLACEMENT TESTING LAB

its
IT Services Service Level Agreement: Placement Testing Lab

This service level agreement describes the computer services provided by Placement Testing and IT Services in support of the Placement Testing lab in Kettler hall, room 232.

PLACEMENT TESTING LAB CONFIGURATION

All seventeen Placement Testing lab PC’s are set up identically and use generic network logins. These network logins are machine specific with access available 7am-11pm daily. Use of the Placement Testing 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 Placement Testing staff or IT Services.

There are two Administrator (Admin) machines sharing a monitor and keyboard. One unit runs Accuplacer and the other runs CLEP. Placement Testing staff switches between the two admin machines via a KVM switch.

Placement Testing personnel will perform first-tier support, and IT Services will provide second-tier and third-tier support as described in following table.

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<th>Second-Tier Support</th>
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SCOPE OF SERVICES

Providing the Computing Environment

IT Services will assure availability to the local area network.

Placement Testing Services will upgrade their licensed software to meet the demands of the operating system and hardware installed in the lab. 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. Releases will be applied to the covered units on request of Placement Testing Services as soon as they are agreed to be reliable and fit within the standard campus IT environment. IT Services will make these determinations. Placement Testing first-tier support will verify the software is functioning as expected.

Cost of workstations or workstation parts incurred for repairs, replacement or for additional function or capacity will be the responsibility of Placement Testing. Spare workstations and a test support workstation should be included in lab expansion or replacement planning. Providing printer supplies and maintenance is the responsibility of Placement Testing.

IT Services will review any requests from Placement Testing to add new application 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 server supporting the Placement Testing lab will be included in these back ups. Should a restore of any server files be required http://www.its.ipfw.edu/regs/forms/restore.html provides user instructions.

IT Services provides first-tier support a Cleanhd utility as a method of restoring the workstation back to its original configuration. Cleanhd should be run on a daily basis. We recommend running at the end of the day in preparation for the next day’s testing. Cleanhd should also be run whenever a workstation is not functioning as expected.

The hard drive (C: drive) on the Placement Testing machines will be erased and refreshed with the standard Placement Testing lab image by the Cleanhd utility, whenever it is run. Therefore, the hard drive should not be used as a storage area for any non-temporary files. IT Services can not restore lost files from the C: drive. The Placement Testing staff and students using the lab will need to provide disks to save their files.
Providing ITS Operations Support

IT Services will work with the Placement Testing first-tier support staff to assist in diagnosis and correction of technical problems which prevent proper use of the lab’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.

Placement Testing’s first-tier support will provide assistance to students or faculty regarding problems in the use of the lab or the application software. No application-specific aid will be given by IT Services concerning the 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 must inform IT Services Help Desk of such problems.

AVAILABILITY OF SERVICES

Business Hours Support

IT Services will provide support services indicated under the previous section, Scope of Services, from 7:30 AM to 6:00 PM Monday-Thursday, and 7:30 AM to 5:00 PM on Friday.

Outside Business Hours Support

The operating status of all ITS’ supported campus servers are 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.

PROCESSES

Response Time Goals During Business Hours

IT Services will regard the Placement Testing lab as a production environment. Top priority will be given to restoring service within two hours during business hours, when a significant part of the lab is unable to support normal testing 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 after it is reported

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Escalation Procedures

Systemwide problems resulting in the lab being nonfunctional 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 the lab is not back in a production level within two hours during business hours, Placement Testing 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 Cleanhd or inform Help Desk if not possible
- Test the software in question

If the problem persists, have the following information ready to provide the Help Desk.

- Username, which is "Placement Testing Lab"
- Property Tag or generic id of equipment involved
- Server is PLAB1
- 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.

Call the Help Desk at 6030, or go to the Help Desk in KT 206 or email information to Helpdesk@ipfw.edu.
Appendix A
Lab Hardware and Application Software

Hardware

Desktop Units
18 OmniTech PIII-933 with ZIP-250, cd-rom and disk drives
1 GP6-333 for Accuplacer administrative machine
1 HP 4 Plus laser printer

Software

Accuplacer
CLEP
K200/SAM 2000
RN-CAT
Zoomtext
IT Services’ Service Level Agreement: Placement Testing 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.

__________________________________________________________
Coordinator, Placement Testing
Date

__________________________________________________________
Director, Information Technology Services  Date