IT Services Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

IPFW PUBLICATIONS DEPARTMENT
IT Services’ Service Level Agreement: IPFW Publications Department

This service level agreement (SLA) describes the computer services IT Services provides to the Publications Department located in Kettler Hall 148.

Xserve Support

IT Services is responsible for the network connection to the server. Publications is responsible for all other aspects of server support. IT Services has entered into a contract with a third party vendor for Mac support on campus which covers the costs of labor. The vendor will provide support for the Publications Mac server under this contract, but IT Services will chargeback the costs of that labor to Publications. Costs of hardware and software are the responsibility of Publications.

Mac Desktop Support

IT Services will provide network access to Publication Macs which meet the current IPFW network minimums for hardware and operating system.

Support for the Mac desktop units will be provided by a third-party vendor contracted through IT Services. There will be no charge for the costs of labor to Publications for Mac desktop support. Publications would be responsible for the costs of hardware and software.

Other IT Services

All other IT Services including installation of Macs will be handled in accordance with the IPFW General IT Support service level agreement at: http://www.its.ipfw.edu/regs/sla/hdesksla.pdf

Process for Requesting Mac Support

At the request of Publications, and with approval of IT Services, the Mac support vendor plans on visiting IPFW the third Friday of each month to work on any non-urgent requests such as operating system or software upgrades for campus Mac users.

For more urgent requests or problems, Publications staff contact IT Services Help Desk at 481-6030 and provide a description of the problem or request.

If the problem is with the Xserve and the problem description indicates it might be the network connection, IT Services will verify if network connection appears to be culprit. If so, IT Services will correct the problem and notify Publications.
If the problem does not appear to be related to the network IT Services will place a service call with the support vendor. The support vendor will make arrangements with Publications to make an on-site visit or in case of emergency IT Services will instruct the vendor to come as soon as possible.

If Publications is reporting a Mac desktop problem IT Services Help Desk and the support vendor have an agreed upon series of questions and troubleshooting steps to follow depending upon the situation. The caller should be prepared to provide this kind of information.

1) Is this a laptop or desktop?
2) Mac Operating system
3) Serial number of hardware
4) Problem Description and any error message
5) If software application involved, the software name and version
6) If hardware is involved there will be questions on the type of hardware device, any software needed for the device to function, etc.
IT Services’ Service Level Agreement: IPFW Publications Department

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, Publications

Date

Director, Information Technology Services

Date

May 16, 2006