IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

SERVICES for STUDENTS with DISABILITIES
SPECIALIZED COMPUTER NEEDS
IT Services’ Service Level Agreement: Services for Students with Disabilities Specialized Computer Needs

This service level agreement describes the computer services provided by IT Services in support of computer equipment and software available for students with disabilities through the IPFW Services for Students with Disabilities department (SSD). The standard computer equipment used by the office staff of SSD is covered by the IPFW General IT Support available at http://www.its.ipfw.edu/regs/sla/hdesksla.pdf

ADA Equipment Supported by ITS

ADA workstations setting on adjustable tables, equipped with 21 inch monitors and specialized software are available in every student-access lab, Neff teaching labs, Writing Center, CASA and SSD office suite. The ADA workstations are housed on adjustable tables. Specialized software is available on these workstations (see Appendix A). The specialized equipment and software in these locations are funded by the student technology fee. The workstations will be upgraded as they reach their end of warranty.

ITS will work in conjunction with SSD in creating documentation for students using the specialized software in the student-access labs.

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 ADA workstations 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 IPFW staff aware of any violation.

Situations may arise where specialized peripheral devices are needed for a student to use the ADA station in the Walb student-access lab. ITS in conjunction with SSD will strive to meet the needs of the student within the guidelines of the American with Disabilities Act.

SSD, Writing Center and CASA staff provides first-tier support on the ADA workstation located in their office. IT Services provides first-tier support on the ADA workstations located in the student-access labs. IT Services Help Desk and Tech Support provide second- and third-tier support as described in following Support Table.
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**Other Specialized Computer Equipment or Software**

SSD provides additional computing resources for their student clients. Computer equipment to be networked should be in compliance with current IPFW network standards. ITS will service IPFW owned standard workstations, laptops and printers. Any other specialized computer equipment or software is outside IT Services’s realm of expertise. Problems should be reported to the vendor.

**SCOPE OF SERVICES**

**Providing the Computing Environment**

IT Services will assure availability to the local area network.

The ADA lab stations as described in the ADA Equipment Supported by ITS section run from the student-access lab server. Therefore, all polices and procedures governing the student-access server apply to these workstations. These are outlined below.

IT Services will apply routine software maintenance, and upgrade applications software releases for lab software listed in Appendix A and for associated operating and utility systems. Specialized software listed in Appendix A will be upgraded and maintained as needed to meet operating system, hardware or network requirements. SSD may also request specialized software be upgraded. ITS will review requirements of upgrade and determine its reliability in the lab environment. SSD and ITS Client Support will work together in testing and documenting any
changes to the specialized software.

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. 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 and lab users a Cleanhd utility as a method of restoring the ADA workstation back to its original configuration. It is recommended that client areas with a lab ADA station run cleanhd on a daily basis or whenever machines have been used.

The hard drive (C: drive) on the ADA lab workstation is erased 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 cannot restore lost files from the C: drive. IPFW students using the student-access 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. SSD staff should also convey information.

Providing ITS Operations Support

Students using the ADA lab workstations 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.
ITS does not provide assistance in using specialized equipment or software provided by SSD.

**AVAILABILITY OF SERVICES**

**Business Hours Support**

IT Services’ first-tier support is available during lab hours for all ITS managed labs. ITS Help Desk is available from 7:30 AM to 11 PM Monday-Friday, 8 AM to 6 PM Saturdays and Sundays noon-10 PM. Second-tier support services indicated in the **Support Table** are available from 8 AM to 6:00 PM Monday-Thursday, and 8 AM to 5:00 PM on Friday. Third-tier support services indicated in the Support Table are available from 7:30 AM to 9 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 response time for desktop units or printers during these hours.

**PROCESSES**

**Response Time Goals**

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.

If SSD clients experience critical problems with equipment supplied by SSD, it is the responsibility of SSD to have backup plans to support the student’s need. If failing equipment is university owned computer equipment as described under the section, *Other Specialized Computer Equipment or Software*, repair of said equipment will follow tracking priorities and procedures as explained in the IPFW General IT Support available at [http://www.its.ipfw.edu/regs/sla/hdesksla.pdf](http://www.its.ipfw.edu/regs/sla/hdesksla.pdf)

**Escalation Procedures**

Systemwide problems resulting in the student-access labs or the
ADA lab workstations being nonfunctional should be reported immediately to IT Services Help desk by ITS lab consultants or IPFW staff aware of the problem. 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 student-access labs or the ADA lab workstations are not back in a production level within one day, SSD staff should promptly inform the IT Services Manager of Technical Support, or the Operations Manager or the Director of IT Services.

If problem on other SSD equipment as described in Response Time Goals section has not been addressed within the priority’s time frame or service was unsatisfactory, SSD staff should inform any of the ITS managers or 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)
- If lab ADA machine, run Cleanhd, if cleanhd fails run with supplied disk copy
- If SSD supplied equipment, follow any procedures provided pertaining to the failing device.

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

- If equipment is SSD owned or lab workstation
- Model number and type of equipment
- Location of equipment
- Property Tag or serial number of equipment involved
- 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.
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Appendix A
Specialized Application Software in Student-access Labs

Specialized Software
Zoomtext
Dragon Naturally Speaking
Via Voice

Lab Software
Software available in Student-Access labs is listed under Software tab at http://www.its.ipfw.edu/resources/facilities/studentlabs.html

Lab Hardware
Available in Student-access labs, Neff teaching labs, CASA, Writing Center, Warsaw lab and SSD

OmniTech 2.66 Gig workstation on adjustable table
21 inch monitor

Other Hardware Available for Students in SSD office

1 OmniTech 933 workstation (dual equipped with a one hand keyboard/regular keyboard adjacent to the CCTV - magnification device) used by students requiring special equipment to take tests

1 Gateway 800 workstation
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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, Services for Students with Disabilities       Date

__________________________________________
Director, Information Technology Services           Date