IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

STUDENT-ACCESS LABS
IT Services Service Level Agreement: Student-Access Labs

This service level agreement describes the computer services provided by IT Services in support of the Student-Access Labs located across the IPFW campus. These labs are funded by the Student Technology fee and managed by IT Services.

STUDENT-ACCESS LAB CONFIGURATION

The student-access lab equipment configurations, locations and hours are available on the web at http://www.its.ipfw.edu/resources/facilities/studentlabs.html

Students must have activated their IPFW network account to logon in the student-access labs. Any faculty and staff with IPFW network accounts can also logon in the student-access labs.

Student network accounts are created upon admissions. Students activate their accounts via the First-Time users link on my.ipfw.edu login Web page.

Students who have forgotten their network id or password and have a security question can use the forgotten network id/password link on my.ipfw.edu login Web page, Otherwise, they can go to the ITS Help Desk or any student-access lab with picture identification to have their password reset.

The student lab network accounts are valid for the student’s career at IPFW or until the student has not registered for two consecutive terms, not including summer sessions.

Use of the student-access labs 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 ITS student consultants are provided instructions on handling violations of these guidelines.

All costs associated with creating, maintaining, managing and enhancing the student-access labs are funded by the student technology fee.
IT Services provides all levels of technical support in the student-access labs as described in following table.

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<th>First-Tier Support Lab Consultants</th>
<th>Second-Tier Support ITS Help Desk/Desktop Support</th>
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<td>Refresh workstation image</td>
<td>Problem resolution on desktop workstations</td>
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<td>Assisting students in using the computer equipment.</td>
<td>Installation and repair of desktop hardware</td>
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<td>Basic problem resolution steps for desktop workstations and printers</td>
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<td>Reporting desktop or printer problems to IT Services Help Desk</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 and to the internet.

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. The lab software installation and removal process is documented in SP&P 1.1.

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 backups. 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. Faculty requiring a restore of their class files stored on these servers can go to http://www.its.ipfw.edu/regs/forms/restore.html and follow the instructions provided.

IT Services provides first-tier support a boot disk and web method 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 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 labs 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.

Providing ITS Operations Support

IT Services hires and trains numerous student lab consultants to provide first-tier support. Library receives funding from the Student Technology fees to provide first-tier support for the student-access lab in their building. These lab consultants assist ITS second-tier support in the diagnosis and correction of technical problems which prevent proper use of the student-access lab’s software and hardware as indicated in Appendix A.

First-tier support will provide assistance to students or faculty regarding problems in the use of the labs or the application software. They are not expected to know all the various software applications indicated in Appendix A, other than to log indications that the application may not be working properly. First-tier support will inform IT Services Help Desk of such problems. T Services will provide follow-up on these reported problems.

AVAILABILITY OF SERVICES

Business Hours Support

IT Services’ first-tier support is available during lab hours for all ITS managed labs. ITS Help Desk support services are available from 7:30 AM to 11:00 PM Monday-Friday, 8 AM to 6 PM
Saturdays and noon-10 PM Sundays. Help Desk summer hours may very depending on customer demand. Desktop support services are available from 8 AM to 6:00 PM Monday-Friday. Network support services are available from 7:30 AM to 9 PM Monday-Friday.

Outside Business Hours Support

First-tier support for the student-access labs and ITS Help Desk, 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.

Escalation Procedures

System-wide 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, IT Services Student Resource Supervisor, or Library lab supervisor 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 by ITS consultants:

♦ 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)
♦ Refresh workstation with supplied boot disk
If the problem persists, have the following information ready to
provide the Help Desk.

- Lab location
- 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.

Call the Help Desk at 16030, or go to the Help Desk in KT 206 or email information to Helpdesk@ipfw.edu.
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Student-Access Labs

Appendix A
Lab Hardware and Application Software

Hardware

Hardware available in labs is listed at
http://www.its.ipfw.edu/resources/facilities/studentlabs.html

Software

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

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.

________________________________________
Vice Chancellor, Student Affairs Date

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Director, Information Technology Services Date