IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

IPFW STUDENT HOUSING COMPLEX
IT Services Service Level Agreement: IPFW Student Housing

This service level agreement describes the computer services provided by IT Services in support of the American Campus Community offices located in Cole Commons and the students living in the IPFW Student Housing complex.

AMERICAN CAMPUS COMMUNITY OFFICE CONFIGURATION

American Campus Community (ACC) staff located in Cole Commons have IPFW network and email accounts. Staff log into the IPFW local area network with access to IPFW Icons and the GroupWise email system.

IT Services supports ACC staff in the access and use of the IPFW network and network applications in accordance with the IPFW General IT Support service level agreement at http://www.its.ipfw.edu/regs/sla/hdesksla.pdf

IT Services does not provide support for any other computer or security systems used by American Campus Community staff beyond verifying the network is available to such applications when applicable. ACC staff should contact the vendor for any questions or problems regarding any system that is not part of the IPFW Icon tree.

ACC staff use VPN to remotely access various American Campus Community systems. Support of all American Campus Community systems are the responsibility of American Campus Community.

There are also numerous activated network drops located in the Cole Commons lounge area for access to the Internet, and to the IPFW network with a valid IPFW network account.

NETWORK CONFIGURATION FOR STUDENT’S PERSONAL COMPUTER EQUIPMENT

Data jacks are pre-activated in each bedroom and living area of the individual apartments, and in the lounge area of each apartment building. These data connections provide students access to the Internet and Web e-mail via myIPFW.

Wireless access is available in the lounge and laundry areas of each apartment building.

Students must have their IPFW student network account activated via the myIPFW First Time Users link to use either the wired or wireless access.

Non-IPFW Residents of Student Housing

Special steps must be taken to allow non-IPFW students access to
the Internet from their student housing apartment.

IVY Tech students living in IPFW housing will be provided IPFW student network accounts. Student housing staff should provide the student’s name, birth date and a phone number to IPFW Registrar. Registrar will have this information entered in the SIS system. These students will then be able to activate their accounts via the myIPFW First Time Users link.

For other non-IPFW students or staff living in student housing apartments, Student Housing staff should provide the following information to ITS Help Desk to gain this access: port address, resident’s name, phone number and when this access can be turned off.

**SUPPORT OF STUDENT’S PERSONAL COMPUTER EQUIPMENT**

ITS will have support staff trained to assist students in connecting to the IPFW network from student apartments. The support staff will have set hours when they are available to make on-site visits, and will be scheduled through the ITS Help Desk.

During the Fall Move-in dates, a table will be set up in the Cole Commons to distribute network cables, along with the network configuration instructions and a red tag. ITS will have staff checking apartment doors for red tags to provide on-site connection assistance. The red tag lists the days and hours that ITS staff will be checking the buildings. If the student is not able to connect their personal computer equipment to the IPFW network they are instructed to hang the red tag on the apartment doorknob on the dates listed. Resident students are provided a number to call if they can not be home during those times, or if the ITS support staff has not visited them by Sunday night of Move-in week. The support staff will not go into the apartment unless the student is there.

After Move-in week students can call the ITS Help Desk for assistance in getting connected to the IPFW network. If the Help Desk is not able to resolve the problem over the phone, they will schedule an appointment when support staff can visit. If problem is on a laptop, students can bring their equipment to the Help Desk in KT 206 for connection assistance.

Arrangements for Spring and Summer Move-in will be structured according to expected need.

**STUDENT HOUSING LAB CONFIGURATION**

The lab located in Cole Commons consists of 8 workstations and 1 printer. This lab is available 24 x 7 to students with access to Cole Commons. Barring any unforeseen circumstances, these workstations will be upgraded in the same schedule that

April 14, 2006
workstations in the student-access labs are upgraded. Funding for this lab is provided by the Student Technology fee.

These workstations have access to the full student-access lab software suite (see Appendix A). Use of these workstations requires a valid IPFW student network account to log on. New students activate their IPFW network/email account via myIPFW First-Time Users link. The student 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.

Colecom generic account was created at the request of Student Housing director for guests. This account can logon to the Cole Commons workstations but does not have an associated email account. Student Housing director can disable/enable the account or change the password via the modify generic account folder in myIPFW.

Users of the computer lab are expected to be self-sufficient in the use of the equipment provided. Use of the computer 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 Student Housing staff or IT Services.

An ITS student consultant will be responsible for checking the lab on a regular basis to verify workstations and printer are in working order and clean. Should the need arise, Student Housing employees staffing the Cole Commons can notify ITS Help Desk of any reported problems. ITS Help Desk will notify the ITS student consultant assigned to this area. A track will be opened and closed for recording purposes.
Support for this lab will be handled as described in the following table.

<table>
<thead>
<tr>
<th>ITS Lab Consultant First-Tier Support</th>
<th>ITS Help Desk/Desktop Staff Second-Tier Support</th>
<th>ITS Network Support Third-Tier Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restock paper trays, change printer toner</td>
<td>Problem resolution on desktop workstations</td>
<td>Build software image for refreshing of workstations</td>
</tr>
<tr>
<td>Take basic problem resolution steps for desktop workstations and printer.</td>
<td>Installation and repair of desktop hardware</td>
<td>Network connection to server for software</td>
</tr>
<tr>
<td>Keep devices clean.</td>
<td>Notice to place service call to printer maintenance vendor when necessary</td>
<td>Internet Connection</td>
</tr>
<tr>
<td>Report desktop or printer problems to IT Services Help Desk</td>
<td></td>
<td>Full technical support of the server</td>
</tr>
</tbody>
</table>

**SCOPE OF SERVICES**

**Providing the Computing Environment**

IT Services will assure availability to the Internet to students connecting via the data drops or wireless access as described in the NETWORK CONFIGURATION FOR STUDENT’S PERSONAL COMPUTER EQUIPMENT section, and to the local area network for the Computer lab.

IT Services Operations routinely backs up campus servers on a daily basis to provide disaster and data loss recovery. The servers which house student email and Web space are included in these back ups. However, requests for individual restores for student email or Web space are not provided unless caused by a system failure.

IT Services provides a refresh boot disk to ITS first- and second-tier support. This boot disk will refresh the image on the lab workstation back to its original configuration.

The hard drive (C: drive) on the Cole Commons 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 computer lab are instructed to provide disks to save their files in the student-access lab use documentation, and on the student resources Web pages.
Providing ITS Operations Support

Students using the computer lab facilities 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 or Student Housing staff will inform IT Services Help Desk of such problems.

Availability of Services

Business Hours Support

IT Services Help Desk is available from 7:30 AM to 11:00 PM Monday-Friday, 8:00 AM to 6:00 PM Saturdays and noon to 10:00 PM on Sundays. Summer hours may vary depending on customer demand. Support staff will be available for on-site visits depending on demand and staff availability. Desktop support for the Cole Commons lab is provided 8:00 AM to 6:00 PM Monday-Friday, and third-tier support services are provided 8:00 AM to 9:00 PM Monday-Friday.

Outside Business Hours Support

ITS Help Desk has emergency support numbers should Student Housing buildings or the student-access lab experience system-wide problems. There is no second-tier desktop support for the computer lab outside business hours.

Processes

Response Time Goals

IT Services classifies Internet access to the Student Housing Community or access to the local area network in the computer lab as a production environment. Top priority will be given to restoring service when a system-wide problem has occurred.

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 or Internet access in the buildings being nonfunctional should be reported immediately to IT Services Help Desk by Student Housing staff or by residents. The Help Desk technicians will determine which IT
Services resources must be informed for quick response, and open a work order for ITS technical support.

If the problem has not been resolved within 24 hours, the student resident, or Student Housing Staff should promptly inform the IT Services Manager of System Administration, the Operations Manager or the Director of IT Services.

**Reporting Procedures**

Steps student residents should take before contacting IT Services Help Desk are available [http://www.its.ipfw.edu/howto/studenthousingfaq.html](http://www.its.ipfw.edu/howto/studenthousingfaq.html) and provided in their packet of IT information during Move-in week.
Student Resident IT Information

http://www.its.ipfw.edu/howto/studenthousingfaq.html

Lab Application Software Available in Computer Learning Center

http://www.its.ipfw.edu/resources/facilities/studentlabs.html
click on Software button

Wireless Connectivity Information

http://www.its.ipfw.edu/howto/wireless/
IT Services Service Level Agreement: Student Housing

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, Financial Affairs  Date

________________________________________________________________________

Director, Student Housing  Date

________________________________________________________________________

Director, Information Technology Services  Date

April 14, 2006  -ii-