IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

STUDENT LIFE ORGANIZATIONS AND LAB

its
IT Services’ Service Level Agreement: Student Life Lab

This service level agreement describes the computer services provided by IT Services in support of the Student Life organizations and lab located in Walb 218. This lab was created on request of the director of Student Life to provide additional facilities for the various student organizations on campus. The computer equipment in this lab is provided by funding from the Student Technology fee and managed by IT Services in conjunction with the director of Student Life.

REQUESTS FROM A STUDENT ORGANIZATION

Any 'How do I' questions can be handled at the Help Desk as normal.

Any requests for services beyond that such as accounts, password resets, computer repair, additional network connections, donated equipment, etc. are referred to the Director or Assistant Director or secretary of Student Life for their approval.

Student Life will e-mail their request to the Help Desk with the organization name and what they want done, such as creating an account or resetting a password. For requests requiring more information be exchanged rather than have Student Life be the middleman, they will e-mail the Help Desk to let us know which student organization will be contacting us and in what regard. If Student Life has any stipulations about what the organization can or can not request, they will include that information in the e-mail, otherwise, we will treat the organization as any other university user.

STUDENT LIFE LAB CONFIGURATION

The Student Life lab consists of 2 workstations. Barring any unforeseen circumstances, these workstations will be upgraded when the workstations in the student-access lab in Walb 221 are upgraded.

Use of these workstations require a valid IPFW student lab network account to log on. These workstations have access to the full student-access lab software suite (see Appendix A).

Use of the Student Life 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 Life or IT Services.

Users of the Student Life lab are expected to be self-sufficient in the use of the equipment provided. Requests for additional
hardware or software services would be at the request of the
director of Student Life and approved by ITPC.

Student Life staff is responsible for housing the equipment and
verifying any requests for service and support are valid. IT
Services Walb consultants provide first-tier support, and IT
Services Help Desk and Tech Support provide second- and third-
tier support as described in following table.

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SCOPE OF SERVICES

Providing the Computing Environment

IT Services will assure availability to the local area network.

As the Student Life lab runs from the student-access lab server
all policies and procedures governing the student-access server
apply to the Student Life Lab. These are outlined below.

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 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 a boot disk 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, 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 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. Student Life staff should also convey information.

**Providing ITS Operations Support**

Students using the Student Life lab facilities are expected to be self-sufficient in regards to using the software applications needed. ITS Walb lab consultant will provide first-tier assistance to Student Life lab users regarding workstation, and printer problems. They 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.

**AVAILABILITY OF SERVICES**

**Business Hours Support**

IT Services’ first-tier support is available during Walb lab hours as posted at [http://www.its.ipfw.edu/resources/facilities/studentlabs.html](http://www.its.ipfw.edu/resources/facilities/studentlabs.html)
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. Help Desk summer hours may very depending on customer demand. 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

Walb First-tier support is 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

Should the Student Life lab experience a critical failure the Walb student-access lab is available. 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 student-access 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

Systemwide problems resulting in the Student Life lab being nonfunctional should be reported immediately to IT Services Walb consultant by Student Life staff. First-tier support will further diagnose the problems and notify Help Desk accordingly. 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 Life lab is not back in a production level within one day, Student Life staff 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 Walb consultant, 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 the problem persists, have the following information ready to provide the Walb consultant

- 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.
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Appendix A
Lab Hardware and Application Software

**Hardware**

2 Omnitech P4 2.66 Gig computers

**Software**

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

______________________________   ______________________________
Director, Information Technology Services     Date