IT Services’ Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

UNIVERSITY SERVICES CARD SYSTEM
IT Services Service Level Agreement: University Services Card System

This service level agreement (SLA) describes the computer services provided by Walb Union Operations and IT Services in support of the university services card system.

UNIVERSITY SERVICES CARD SYSTEM CONFIGURATION

The university services card system is a database housed on the Card1 server. The database contains student, faculty and staff information necessary to create and validate university identification cards. The student, faculty and staff data is uploaded from the Student Information System and Human Resources system into the university services card system’s database by Union Operations.

Walb Union Operations creates university identification cards for students, faculty and staff upon request. Athletics validates cards by running them through a card reader. The card reader checks the database for the cardholder’s record.

The CPU attached to the system printing the cards and to the card reader should be dedicated to this application only.

Walb Union Operations staff will perform first-tier functions. IT Services will provide second-tier and third-tier support as described in the following table.

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<th>First-Tier Support</th>
<th>Second-Tier Support</th>
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<td>Basic problem resolution steps for card system, reader, and printers as described in Appendix A for both Union Ops and Athletics</td>
<td>Problem resolution on card system</td>
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SCOPE OF SERVICES

Providing the Computing Environment

IT Services will assure availability to the local area network.
Walb Union Operations will upgrade their licensed software to meet the demands of their operating system and hardware. IT Services will apply routine software maintenance, and upgrade applications software releases for the university services card system and associated operating and utility systems. Releases will be applied to the covered units on request of Walb Union Operations as soon as they are agreed to be reliable and fit within the standard campus IT environment. IT Services will make these determinations.

Cost of server and associated hardware or software for the university services card system incurred for repairs, replacement or for additional function or capacity would be responsibility of Walb Union Operations.

IT Services Operations routinely backs up campus servers on a daily basis to provide disaster and data loss recovery. The server supporting the university services card system is included in these back ups. Should a restore of any server files be required http://www.its.ipfw.edu/regs/forms/restore.html provides user instructions.

Providing ITS Operations Support

IT Services will work with the Walb Union Operations’ first-tier support staff to assist in diagnosis and correction of technical problems which prevent proper use of the university services card system. IT Services will provide training to first-tier support in regards to basic problem resolution and reporting procedures. A copy of the troubleshooting steps for the university services card system is included in this document as Appendix A.

Walb Union Operations’ first-tier support will provide assistance to Athletics regarding problems in the use of university services card system. No application-specific aid will be given by IT Services concerning the university services card system, 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 must inform IT Services Help Desk of such problems. Any questions regarding how to use the software or problems in printing the cards should be referred to the vendor.

AVAILABILITY OF SERVICES

Business Hours Support

IT Services will provide support services indicated under the previous section, Scope of Services, from 7:30 AM to 6:00 PM Monday-Thursday, and 7:30 AM to 5:00 PM on Friday.
Outside Business Hours Support

The operating status of all ITS’ supported campus servers are electronically monitored 24 hours a day, 7 days a week. However, any problems detected would be addressed when Network support personnel are available to do so. There is no routine support response time established for desktop units or printers during night and weekend hours, unless special coverage arrangements are negotiated with IT Services for specific events.

As many of the activities requiring validation of the cards would occur outside business hours, Walb Union Operations and Athletics will provide their staff contingency plans to cover emergencies.

Processes

Response Time Goals During Business Hours

IT Services will regard the university services card system as a production environment. Top priority will be given to restoring service within two hours during business hours, when the database is not accessible or not functioning as intended.

Network availability will be maintained at approximately 98% availability of scheduled uptime.

Escalation Procedures

Problems resulting in the university services card system 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 system is not back in a production level within two hours during business hours, Union Operations 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:

♦ Ensure power plugs are well seated.
♦ Ensure all hardware components are turned on.
♦ Follow the appropriate troubleshooting steps described in Appendix A

If the problem persists, have the following information ready to provide the Help Desk.
• Username, which is "ID"
• Property Tag or generic id of equipment involved
• Server is Card1
• Software application - EpiSuite
• 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 6030, or go to the Help Desk in KT 206 or email information to Helpdesk@ipfw.edu.
Appendix A
Troubleshooting Steps

Is Card System Database down?
If you can retrieve a record the database is operational
If you are unable to retrieve a record reboot the CPU and try again before reporting.
If still failing, follow the steps to report the problem to ITS Help Desk.

Card Reader Problems - Athletics
Beeping does not imply there is a problem. It beeps whenever any card is swiped through the reader. If the card reader will not read the card or the system does not respond
1. Verify no other appliance is plugged into the same outlet
2. Run the cleaning card through
3. If still failing, power down card reader and CPU
4. Power back up and try again.
5. If still down, contact Union Ops to verify they can bring up a record. If unsuccessful, Union Ops should reboot their CPU and try again.
6. If it continues to fail, contact ITS Help Desk and open a track. Inform them of results of Union Ops database query.

Card Printer Problems
1. Shutdown and power off CPU and card printer.
2. Power card printer on first, then CPU
3. If still failing, contact vendor
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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.

Operations Supervisor, Walb Union Operations

Date

Director, Information Technology Services

Date