1. Overview

1.1. Accounts are available for campus guests to access the Internet via IPFW’s guest wireless network. Guests include, but are not limited to, guest lecturers, conference attendees, workshop attendees, vendors or other agents operating on behalf of IPFW or by permission of the university.

1.2. Accounts can be created by designated campus employees after verifying the guest’s identity.

1.3. In general, accounts are available for 1-7 days. Requests for accounts longer than seven days must be routed to the IT Services Help Desk.

2. Scope of Services

2.1. Responsibilities

2.1.1. IT Services: IT Services will provide the infrastructure necessary to offer wireless access and the means to create guest accounts which are required to access the wireless network. IT Services can provide a limited amount of troubleshooting but will not be responsible for resolving issues involving personal hardware or software.

2.1.2. Customer: Guests will need to provide their own equipment to connect to the wireless network. Guests are responsible for resolving issues involving personal hardware and/or software.

2.2. Computing Environment

2.2.1. IT Services will provide routine infrastructure maintenance and perform necessary hardware or software updates as needed to support the guest wireless service. Any critical updates needed to resolve problems will be put in place as soon as they are identified as a reliable solution.

2.3. Availability of Services

2.3.1. Guest wireless access is available 24 hours a day, 7 days a week. Occasional downtimes will be needed to maintain or upgrade the services.

3. Support and Troubleshooting

3.1. Basic Troubleshooting

3.1.1. Instructions are available online at https://vibe.ipfw.edu/vibe/wireless to assist with basic troubleshooting prior to contacting the IT Services Help Desk.

3.2. Problem Reporting

3.2.1. If the problem persists, contact the IT Services Help Desk. The guest may be asked to come to the Help Desk or a technician may be dispatched if the guest’s situation warrants.

3.3. Hours of Support

3.3.1. Support is available during Help Desk hours. Hours of support may be different during holidays and breaks. See http://ipfw.edu/its for specific information.

3.4. Response Time Goals

3.4.1. Response time is defined as the time between receipt of the call and the time that an IT Services' employee begins working on the problem. Due to the wide diversity of problems that can occur, when they occur i.e. outside business hours, and the methods needed to
resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

3.4.1.1. System wide outages will receive a high priority. Users will receive acknowledgement that a network technician has been assigned the task within 4 hours of receiving the issue, during normal business hours.

3.4.1.2. Individual workstation or user issues will be sent to a Help Desk technician and addressed within 1 business day.

3.5. Escalation Procedures

3.5.1. Guests can contact the Help Desk to request escalation of issues. If the response time goals described in 3.4 cannot be met, IT Services staff is responsible for ensuring the Customer Service Center’s manager is notified.

4. Compensation

4.1. Costs associated with wireless access points, switches, and infrastructure wiring, including ongoing maintenance activities, are the responsibility of the university, specifically through IT Services.

4.2. There are no costs for guests to access the wireless network.