Overview

This Service Level Agreement (SLA) describes the computer services provided by Information Technology Services in support of the College of Visual and Performing Arts (CVPA), which includes the following departments: Visual Communication and Design (VCD), Music and Theater, and Fine Arts (FINA). This SLA will cover details for Student Labs/Classroom machines and Faculty/Staff machines separately; however, at some points, information that applies to “Both” will be noted. As well, the General Support section will apply to both environments.

Hardware

Student Labs/Classroom

Labs contain IPFW-owned hardware that includes desktop computers, a projector, screen and other audio-visual equipment used by the instructor. (See Appendix A and B for a listing of specific equipment). IT Services will work with the CVPA Tech to support this hardware by either repairing it or facilitating its repair.

If the repair cannot be completed on site, the CVPA Tech will request a Service Ticket. It is suggested that the CVPA Tech transport small equipment to the IT Service Desk. This will assist in the fastest response time to the issue. If it is not small equipment it should be requested in the Service Ticket to have someone from IT Services transport the equipment. IT Service Desk will update the ticket when the equipment has been received.

Faculty-Staff/Offices

The details of hardware in Faculty and Staff offices vary, depending upon individual needs and what each department purchases. IT Services will work with the CVPA Tech to support this hardware by either repairing it or facilitating its repair. If a piece of hardware is out of warranty and needs replacement parts (e.g., power cords, batteries, etc.), CVPA departments will be responsible for the cost of these replacement parts.

Specific responsibilities will be distributed as follows:

- Instructor computers and AV equipment in labs/classrooms
  - 1st Tier Support: CVPA Tech
  - 2nd Tier Support: IT Services Classroom Support
- Student computers in labs/classrooms
  - 1st Tier Support: CVPA Tech
  - 2nd Tier Support: IT Services End User Support
- Faculty/Staff office computers
  - 1st Tier Support: CVPA Tech
  - 2nd Tier Support: IT Services End User Support
- If the repair cannot be completed on site, the CVPA Tech will request a Service Ticket. It is suggested that the CVPA Tech transport small equipment to the IT Service Desk. This will...
assist in the fastest response time to the issue. If it is not small equipment it should be requested in the Service Ticket to have someone from IT Services transport the equipment. IT Service Desk will update the ticket when the equipment has been received.

Software

*Student Labs/Classroom*

The instructor computers run a standard classroom instructor station image. The image provides a current operating system and a core group of applications that includes web browsers, Microsoft Office and Adobe Creative Suite.

Instructors and students may install software from IPFW Applications on lab and classroom computers, but they must be aware that if the computer is reimaged, that software will need to be reinstalled.

*Faculty-Staff/Offices*

Faculty and Staff computers run a standard faculty/staff user image. The image provides a current operating system and a core group of applications that includes web browsers, Microsoft Office and Adobe Creative Suite.

Faculty and Staff may install software from IPFW Applications but they must be aware if the computer is reimaged, that software will need to be reinstalled.

Non-standard Software is not supported by IT Services.

*Both*

IT Services will be responsible for the image and installation of software on the computers; however, the CVPA Tech may help out in some situations. The responsibilities are distributed as follows:

- Images in labs/classrooms/offices - IT Services Networked Applications Team
- Software installation on instructor stations in labs/classrooms - IT Services Classroom Support
- Software installation on student stations in labs/classrooms - IT Services End-User Support
- Software installation on faculty/staff computers - IT Services End User Computing Tools

The CVPA Tech can install additional software as needed; the CVPA Tech can also request Networked Applications Team support. The Networked Applications Team will assist as time permits.

Connectivity

*Student Labs/Classroom*
All instructor and student stations connect to the IPFW network via wired connections.

**Faculty-Staff/Offices**

Faculty and staff desktop computers connect to the IPFW network via wired connections; faculty and staff laptop computers may connect to the IPFW network via wired or wireless connections.

**Both**

IT Services maintains and supports the servers, routers, cables, and other equipment necessary to maintain access to the internet and network resources. The responsibilities are distributed as follows:

- Network cables - IT Services End-User Support
- Backbone servers, routers, switches, etc. - IT Services Server and Network Administrators

**Accounts**

**Student Labs/Classroom**

IPFW computing accounts are required to use all IPFW computers. All students in good standing are entitled to an account. Account and password problems should be reported to the IT Service Desk.

Aside from support personnel, accounts logging into the computers will not have administrative rights and may not be able to install some software or hardware.

**Faculty-Staff/Offices**

IPFW computing accounts are required to use all IPFW computers. All faculty and staff are entitled to an account. Guest accounts for individuals not affiliated with IPFW can be obtained from the IT Service Desk.

**Both**

All users of IPFW computing accounts are expected to comply with the established Ethical Guidelines for IPFW Information Technology Users, a copy of which information can be found [here](https://www.ipfw.edu/offices/its/policies/ethical-guidelines/ethical-guidelines.html).

**Incident Resolution**

**Critical Issues**

**Student Labs/Classroom**

A critical issue exists when the instructor computer, the AV equipment, or a significant number of computers or printers are unable to support normal teaching activity. If there is an issue with a single student computer that prohibits the student from accomplishing course goals, and there is no spare available, this is also a critical issue.
Faculty-Staff/Offices

A critical issue exists when a faculty or staff member is unable to perform his/her duties. This typically includes a system-wide issue that affects multiple computers, but it can be an issue that is isolated to a particular person that obstructs work activity.

Minor Issues

Student Labs/Classroom

A minor issue is one that does not interfere with teaching or when there is a spare student computer.

Faculty-Staff/Offices

A minor issue does not affect multiple machines or is not critical to performing job functions.

Problem Reporting

Student Labs/Classroom

Critical issues that occur during a live class session should be reported immediately to the CVPA Tech as First Tier Support. If the CVPA Tech is unavailable and/or if necessary, Second Tier support can be accessed by calling the Service Desk hotline at 260-481-6969. Basic troubleshooting steps are available in Appendix C. As well, the IT Service Knowledge Base (https://www.ipfw.edu/training/kb/) contains resources that may be helpful.

For minor issues, following basic troubleshooting steps (Appendix C) is highly recommended. The instructor or lab technician should report the issue to the CVPA Tech as First Tier Support. If necessary, Second Tier support can be accessed by calling the general Service Desk number at 260-480-6030. If the individual reporting the problem is an LSP (Local IT Service Provider, such as the CVPA Tech), he/she can identify himself/herself as such to be expedited to a higher level of support. Problem Reporting Information (Appendix C) and the ID number of the affected equipment will need to be provided.

Please refer to the Response Goals section under General Support for information about response times.

Faculty-Staff/Offices

Critical and minor issues that are experienced in faculty/staff offices should be reported to the CVPA Tech as First Tier Support. If necessary, Second Tier Support can be accessed by calling the Service Desk general number at 260-481-6030 (the Service Desk hotline number is reserved for classroom emergencies). If the individual reporting the problem is an LSP (Local IT Service Provider, such as is the CVPA Tech), he/she can identify himself/herself as such to be expedited to a higher level of support. Basic troubleshooting steps are available in Appendix C. As well, the IT Service Knowledge Base (https://www.ipfw.edu/training/kb/) contains resources that may
be helpful. Problem Reporting Information (Appendix C) and the ID number of the affected equipment will need to be provided.

Please refer to the Response Goals section under General Support for information about response times.

Backups and Restores

**Student Labs/Classroom**

IT Services routinely backs up files on campus servers to provide disaster and data recovery. HOWEVER, the hard drives of computers are not backed up and users should have no expectations of being able to store on or recover files from the hard drives. Student and instructor machines may be reimaged at any time, which will delete any files saved on the hard drive, so it is critical that users do not use these hard drives for storage. Users are responsible for saving their files to their own storage, such as an encrypted memory stick. Students can also use their Personal Network Storage space to save files (I:drive).

**Faculty-Staff/Offices**

IT Services routinely backs up files on campus servers to provide disaster and data recovery. Faculty and staff may store files on their computer hard drives; HOWEVER, these hard drives are not backed up, so users should have no expectations of being able to recover files from hard drives that fail. To ensure restore capability, faculty and staff should save their files on their personal network storage space (I:drive) or the CVPA server. Faculty and staff may also want to back up their important work to an external hard drive or similar device.

**Both**

IPFW has no responsibility for personally-owned machines

**Documentation**

**Student Labs/Classroom**

IT Services User Technology Support will provide instructions for the instructor’s station covering the use of the computer and AV equipment. Online documentation for core applications such as MS Office, email, and Adobe Creative Suite is provided by IT Services User Technology Support.

**Faculty/Staff Offices**

Online documentation for core applications such as MS Office, email, and Adobe Creative Suite is provided by IT Services User Technology Support.

**Training & Consultation**
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Student Labs/Classroom

IT Services User Technology Support regularly provides training on core campus software packages such as Microsoft Office and Adobe Creative Suite. Training on specialized software packages is not available. Instructors who would like a short session on using the instructor equipment (computer and audio-visual) can schedule an appointment via the Service Desk.

Faculty/Staff Offices

IT Services User Technology Support regularly provides training on core campus software packages such as Microsoft Office and Adobe Creative Suite. Training on specialized software packages is not available. Faculty and Staff can learn more about training and consultation services offered at the following website:

https://www.ipfw.edu/training/

General Support

Hours of Support

Information about IT Service Desk services and availability is detailed at this website:

http://new.ipfw.edu/offices/its/help/index.html#hd-services

The operating status of all IT Services supported campus servers is electronically monitored 24 hours a day, 7 days a week. However, any problems detected will 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.

Response Goals

The IT Services Department assigns priority in its ticketing system to technology issues that are reported to the Service Desk. This chart breaks down these priority rankings and the response goal for each:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Response Goal</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>4 hours</td>
</tr>
<tr>
<td>2</td>
<td>24 hours</td>
</tr>
<tr>
<td>3</td>
<td>1-3 days</td>
</tr>
<tr>
<td>4</td>
<td>3-5 days</td>
</tr>
<tr>
<td>5</td>
<td>5-7 days</td>
</tr>
<tr>
<td>6</td>
<td>7+ days (projects)</td>
</tr>
</tbody>
</table>
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System-wide issues

A Priority 1 will be assigned to restoring network services, when teaching and learning activities are hindered by technological issues.

Individual computers or printers

A Priority 2 will be assigned to critical issues that involve individual computers or printers.

The IT Services Department will make every effort to meet or exceed these response goals; however, depending on specific circumstances (such as first week of a semester, etc.), there may be times when these goals are not met. Also, there may be times when response goals are met; however, due to specific circumstances, repair may take longer.

Escalation Procedures

If the IT infrastructure (Priority 1 Issue) is not back to a production level within four hours during business hours, the Dean of College of Visual and Performing Arts should promptly inform the Manager of the Customer Service Center, the Manager of IT Infrastructure Engineering, or the CIO of IT Services.

Extended Repairs

In non-emergency situations, when extended time is needed for repairs, IT Services personnel will provide weekly updates in the IT Service Desk ticketing system, so requests for updates on these issues can be fulfilled by the IT Service Desk.

Compensation

Any requests requiring third party (non-IPFW) support may result in additional charges. There is no charge for support provided by IPFW IT Services personnel.

Changes and Upgrades

IT Services will notify the Dean of College of Visual and Performing Arts when changes directly affecting the CVPA are planned. The Dean of College of Visual and Performing Arts can request upgrades and changes by filling out the IT Services Service Request Form. At least 30 days notice is required for requests to change lab environments. Any changes to the CVPA environment may necessitate changes to this SLA.

Contacts

IT Service Desk

- Hours of support: http://new.ipfw.edu/offices/its/help/index.html#hd-services
- (260) 481-6030
- (260) 481-6969 (reserved for critical issues during live class sessions only)
- Email: helpdesk@ipfw.edu
- Physical Location: KT 206
Appendix A: CVPA Computing Environment – Equipment

Visual and Performing Arts (VPA) Buildings and Equipment

- **Rhinehart Music Center (MUS)**
  - RC228 (Audio Recording Lab)
    - (10) iMac student workstation,
    - iMac instructor station, (11) total
    - Printer (IT Services provides paper and toner from the Student Technology Fund)
  - RC143 (Music Technology Lab/practice room)
    - iMacs
  - RC142 (Music Technology Lab/practice)
    - Mac Pro
  - RC128 (DigiDesign Control room/Audio Recording Lab)

- **Rhinehart Music Center (MUS – Practice Rooms)**
  - RC133
    - (1) Dell
  - RC137
    - (1) Dell
  - RC140
    - (1) Dell
  - RC141
    - (1) Dell
  - RC153
    - (1) Dell
  - RC158
    - (1) Dell

- **Visual Communication & Design (VCD)**
  - VA205:
    - (20) iMacs,
    - (1) Mac Pros
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- (1) Printer (IT Services provides paper and toner from the Student Technology Fund)
  - VA209:
    - (1) iMac
  - VA211:
    - (22) iMacs,
    - (1) Mac Pro
    - (1) Printer (IT Services provides paper and toner from the Student Technology Fund)
  - VA212:
    - (22) iMacs,
    - (1) Mac Pro
    - (1) Printer (IT Services provides paper and toner from the Student Technology Fund)
  - VA216:
    - (1) iMacs
    - (2) Printer (CVPA Responsibility)

- Fine Arts (FINA)

- Williams Theatre (THTR)

- Mobile Classrooms (MCB – Interior Design)
  - MCB 140:
    - (25) Dells
    - (1) Printer (IT Services provides paper from the Student Technology Fund)
  - MCB 118
    - (1) HP
    - (1) Printer (IT Services provides paper and toner from the Student Technology Fund)
Appendix B – Teaching Stations

MCB - Crestron stations

  MCB 114
  MCB 127
  MCB 131
  MCB 132
  MCB 135
  MCB 139
  MCB 140
  MCB 143
  MCB 144

RC - Crestron Stations:

  RC 120
  RC 122
  RC 154
  RC 162
  RC 164
  RC 207

RC - Projector Only:

  RC 228

VA – Crestron Stations

  VA 204

VA – Projector Only:

  VA 204
  VA 211
  VA 212
Appendix C: Troubleshooting and Problem Reporting Information

Troubleshooting

- Ensure power plugs are well seated
- Ensure the power cord plugged into a working outlet
- Ensure the network cable is plugged in (if applicable)
- Ensure all hardware components are turned on
- Ensure keyboard is in the proper case (caps lock key not on)
- Reboot the equipment
- If printer problem, check for paper jams
- If web browser problem, clear the cache

Problem Reporting Information

- Your username
- Location of the problem
- Serial number of the affected equipment
- If problem is with software provide application name and version
- Description of problem and complete error message
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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.

The Dean of College of Visual and Performing Arts  

Date  

CIO, Information Technology Services  

Date  

Effective Date: 8/22/2016  
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