ITS Service Level Agreement (SLA)

Information Technology Services
Administrative Office, 116 Reed Library, ext. 4670

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General Information

Privacy Statement

The FredQuest ticketing system provides a 24/7 web accessible method for faculty, staff, and students to request assistance for a number of services, with the majority of those services being computer and Resnet services at this time.   Customers have the ability to view tickets they have submitted. Information Technology Services and Resnet staff has access to all tickets and use this access solely to provide necessary service and to evaluate IT and Resnet response. Customers and technicians are asked to use appropriate language when submitting and updating tickets.
http://www.writeexpress.com/appropriate-language.html

Scope

Quality customer service and technical solutions in support of student, faculty, and staff use of campus technology solutions are provided through the Help Desk and the self service portal https://fredquest.fredonia.edu as the central points of contact. The following service level agreement represents a general agreement between Information Technology Services and institutional colleagues utilizing the technology and computer resources managed by ITS.

Note: This service level agreement is subject to modifications in response to changes in technology services and support needs and may be superseded by more specific SLAS as will be the case in specialty labs.

Agreement Period
This agreement is valid for the period July 2013 through June 2014. During the month previous to its expiration, this agreement will be reviewed and a new one, based on current needs and practices, will be issued for the coming year.

Customer Service Statement
The Information Technology Services unit is committed to delivering quality customer service by:

- Striving to ensure customer satisfaction
- Responding to support requests within published time frames
- Interacting with campus colleagues in a respectful and courteous manner
- Requesting feedback for improvement opportunities
- Continuously working to improve the quality of service
- Regularly reviewing and monitoring established performance indicators

Customer Responsibilities
In order to facilitate the support process, student, faculty, and staff are asked to:

- Submit requests for assistance through the FredQuest service system https://fredquest.fredonia.edu   Requests submitted in this manner receive priority over requests generated via email or phone unless emergency and critical in nature.
- Provide complete contact information (first and last name, department, phone number, building and room number) when generating a Service Request Trouble Ticket.
- Provide detailed information to help expedite problem resolution. This includes the type of computer on which problems are being experienced (Dell or Macintosh, Desktop or Laptop), and operating system. In addition, clear and specific description of the problem or request, including any specific error codes that may be present.
- Only one request for assistance with a particular issue should be placed. Multiple requests, including but not limited to emailing and calling about the same problems, detracts from ITS' ability to resolve problems in a timely manner.
- If a phone call is placed and the line is busy it is the customer's responsibility to leave a detailed voicemail message.   The call will be acknowledged.
- Be prepared to be at the computer for which assistance is being requested, be prepared to spend the time required to resolve the issue being reported, and abide by IT computer, network, and information security policies.
- Many desktop issues can be resolved with remote access by the technician. Please consent to that short-term access if requested.
- Keep appointments arranged with IT personnel, and if the appointment cannot be kept please provide notice of the cancellation.
- Provide a minimum of one week's notice when requesting equipment setups for presentations or travel needs.

- Please confirm the availability of the facility or equipment in question prior to scheduling service.
- Notify the Help Desk when relocating a computer or peripheral equipment.
- Refrain from uninstalling software pre-installed by ITS.
- Adhere to university technology policies: http://www.fredonia.edu/Helpdesk/Policies.asp
- Check the HelpDesk website and the FredQuest service link frequently for information regarding global issues as well as for knowledgebase articles and self-service assistance.
- Please help us help you! Your patience and understanding regarding the volume of requests for assistance and the rationale for assessing service priorities is greatly appreciated!

Method of Contact
FredQuest url: https://fredquest.fredonia.edu

Urgent or critical requests should be entered immediately into the FredQuest online reporting system with a subsequent call or walk-in to the Help Desk.

Service Centers	Spring/Fall Hours of Operation	Summer & Breaks Hours
Help Desk E224 Thompson Hall 716-673-3150	Monday-Thursday 8:30 AM – 5:00 PM Friday 10:00 AM – 5:00 PM	Monday –Friday Dependent on Staffing
Production Services 116 Maytum Hall 716-673-3393	Monday-Friday 7:30 AM– 5:00 PM	Monday-Friday 8:00 AM - 4:00 PM
Media Center W203 Thompson Hall 716-673-3407	Monday-Thursday 7:30 AM-10:30PM Friday 7:30 AM- 5:00 PM Saturday 2:00 PM- 5:00 PM Sunday 1:00 PM -10:30 PM	Monday-Friday 8:00 AM - 4:00 PM

Service Assignment Prioritization & Response Times:
Service assignment is based on Monday – Friday office hours and is defined as the time between receipt of the request and the time that a technician begins the technical analysis.

 All requests for assistance are considered important and IT staff will do their best to resolve all reported problems in a timely fashion within the constraint of staffing levels and call volume. Due to the volume of calls received during the opening two weeks of Fall and Spring Semester, during finals, and other peak volume times, response times may be longer than average. Response time can also vary depending on the volume of requests at any one time and the number of staff on duty. The technical staff will inform customers if such exceptions are necessary.

Information Technology Services reserves the right to prioritize service requests based on the number of

people affected and severity of the issue. Requests are generally prioritized and assigned as follows:

The following Priority Assignment, Response times, and Resolution times are based on Monday – Friday 8:30 a.m to 5:00 p.m. office hours.				
Priority & Assignment Level	Response Time	Resolution Time	Scope	Services
Critical	30 minutes	4 hours	Issues affecting entire campus	Compromised Security Disaster Recovery Incident Mission-Critical Application Problems Network Outage Server Outage Virus or Denial of Service Attacks Unstable Data Center Environment
Urgent	1 hour	4 hours	Issues prohibiting the teaching of a scheduled class Issues affecting data stability or critical business operations	*Computer Lab problems affecting multiple systems Data Center Database Problems Data Center Hard Drive Failure Email System Issues Failed Data Center Backups Fredonia Website Issues *Smart Room problems System Administration Connection Issues VIP-President, VP
High	8 hours	2 Business Days	Issues without a workaround which affect a single individual	High Speed Centralized Printer Failure Non-functioning desktop computer Password Issues Permission Changes to existing accounts VIP-Dean
Medium	2 Business Days	4 Business Days	Issues where a work around is available	Individual Hard Drive Failure New Requests for Shared Resource Space New Department email account request Peripheral & Printer Issues Scanning Requests Wireless Access Problems
Normal	2 Business Days	10 Business Days	Issues that do not require immediate action	Banner Access CD-DVD Duplication Individual Hard Drive Failure Computer Equipment Moves Guest Account Creation (1 week)

				Hardware and Software installation and Upgrades Information Questions (i.e: How do I…?) Listserv Requests Network Connectivity-New Requests System Maintenance Targeted Messages Support Unscheduled scanning requests
Evaluation	10 Business Days	20 Business Days	Issues that require evaluation or clarification	Cool Query Data Query Computer Lab or Smart Room Software Installation/Upgrade Requests Data Requests Development Individual Email Issues
Pending Prep	10 Business Days	40 Business Days	Issues requiring scheduling	Desktop prep/installations
Pending	10 Business Days	52 Weeks	Issues that require long-term planning/development or implementation	Application Integration Consultation Hardware/Software Quotes Hardware/Software Recommendations Infrastructure Programming & Support New Application Development New Computer Delivery New Database Requests New Software Installation Online Form Development Recycled Computer Delivery Research & Development Software Application Updates Software Enhancement and Modification Web Development-

*Every effort is made to resolve reported equipment problems within the class period.

Service Request Procedures and Trouble Ticket Flow:

IT Staff will follow the process listed below for each Service Request received:

1. *Request Capture and Support Verification*: The Customer will submit a request via the FredQuest online system, or in instances when network access is not available, an IT Staff member will input a request generated from a phone call, email, voicemail, or walk-in. The Staff member will verify the right to service based on the CustomerID, affiliation of the Customer, and the approved product support list. If the request relates to an unsupported product, the Customer will be notified. Otherwise the Staff member will continue to Step 3.

2. *Trouble Tracking*: Service Request Trouble Tickets will minimally consist of the Customer's name, phone number, department, problem detail and ticket number.

3. *Acknowledge the Request*: Upon completion of the online FredQuest ticket, the Customer will receive an automated email reply containing the details of the trouble ticket, including the ticket number. It is not necessary to respond to this acknowledgement unless specifically asked to do so. The IT Staff member who opens the trouble ticket will assign the service level response time based on the type of problem, as outlined in the Priority Level chart posted above.

4. *Problem Resolution*: An IT Staff member will attempt to resolve all problems and requests for supported hardware and software. If call volume prohibits a Staff member from spending any more time on the call, or the Staff member is unable to solve the problem over the phone, the ticket will be escalated. If a technician's inquiry to a customer goes unanswered for 5 business days the request ticket will be closed.

5. *Escalate the Request, if necessary:* The IT Staff member will update the ticket and schedule an appointment for another Staff member to provide on-site service or query second tier support for problem resolution.

6. *Log Resolution:* The IT Staff member will log the resolution of the problem to the appropriate ticket. A problem will be considered resolved when a solution or a workaround that is acceptable to the customer has been implemented.

7. *Customer Notification:* The Customer shall be notified of the problem resolution.

8. *Close the Trouble Ticket:* All trouble tickets will be closed after problem is resolved, the resolution logged, and the Customer has been notified of the resolution.

Data and development requests will follow the business flow as outlined below.

Request for assistance (ticket) received via FredQuest Service System: All requests for data or modifications to programs/processes should provide a four-week lead time. An automatic email acknowledgement is sent to the customer. (Requests submitted in this manner receive priority over

requests generated via email or phone unless production-critical in nature).The ticket is escalated to the appropriate team or individual for analysis/technical review.

Analysis Phase: Technical investigation is conducted in this phase. Scope is reviewed, with additional information requested from the customer if necessary. Feasibility, including best-practice considerations, and possible alternative solutions and estimation of time to complete the request are considered at this time prior to any development work or closure. The customer may suggest fixes and solutions but the technical staff reserves the right to investigate and implement an acceptable resolution. An estimation of ten or more hours to complete the request requires manager review prior to entering the development phase. All other tickets immediately enter the development phase.

Manager Review: Once Analysis Phase has been completed the technical staff is required to enter estimated hours and change the Status to Manager Review in the ticket.   Instantly an escalation rule assesses if estimated hours are >= 10 hours and if the Director of Programming approval is required before ongoing development proceed. No approval is required if estimated hours are less than 10 hours.

Development Phase: Upon approval of the Analysis Review phase, the technician begins the actual coding or programming. Customer participation may be required to validate any questions about design/development.

Testing Phase: In a TEST environment all programming/database/systems upgrades/patches/releases are tested and require customer review and sign-off prior to being released in Production. The ticket will be escalated to the customer for review, and with approval will then move to the Implementation Phase.

Implementation Phase: New enhancements or changes are placed into production and related documentation is completed. At that time the ticket is placed in pending closed, with notification to the customer. After five days in pending closed with no response from the customer the ticket closes.

Request Student Privacy Verification: Customers whose requests include student information are moved to an approval workflow. An escalation rule reviews and updates the status to Pending Approval. Once review has been completed and approved, the status of the ticket is changed to Approved.

Administrative Office

Overview

The Administrative Office is responsible for developing and implementing the institutional technology vision and objectives to support the needs of students, faculty, and staff as articulated in the mission statement. This development is done in collaboration with the Information Technology Services Executive Board, ITS staff members, and the Information Technology Advisory Board (ITAB) and associated Steering Committees. Policy and procedure development, project and budget management, and technology consultations are provided by this office.

Services

Budget Administration
Consultation
IT Project Management
Planning
Policy and Procedure

Data Communication

Overview

Data Communications is responsible for the installation and management of the wired and wireless network, network security, bandwidth and resource management and long term development of networking systems.

Services and Support

Report network problems
Requests to activate existing data jacks
Requests for new wiring, cost estimates and network hardware specifications
Assistance with problem computer registration
Firewall and access list configuration
VPN setup and trouble shooting
General Network Information Questions

Help Desk

Overview

The Help Desk is the initial point of contact for all computer-related issues or questions. Faculty/staff desktop computers and lab computers are specified and quoted through the Help Desk and all desktop and lab hardware is configured and prepped for installation. Computer and peripheral troubleshooting and repair is also handled by the Help Desk.

The FredQuest online interface provides an initial point-of-contact for customers (students, faculty, and staff) to submit trouble tickets (requests for assistance) related to computer hardware and software installations and problems. Issues can be reported via telephone, face-to-face and email as well, but the preferred method is the FredQuest interface for optimal trouble ticket tracking and response.

The FredQuest interface contains a knowledgebase, providing customers self-help options and immediate answers to typical questions.   60% of initial questions and requests for support are resolved immediately when the trouble ticket is placed. Other trouble tickets or requests for support are escalated as appropriate.

If the problem or request concerns an unsupported operating system, hardware, software, or service the Help Desk will do their best, given call volume, to suggest other avenues of support.

Services and Support

General Hardware and Operating Systems

Only computers and peripherals purchased and owned by SUNY Fredonia are supported by the Help Desk. The SUNY Fredonia Help Desk supports the latest two versions of Windows and MacIntosh operating systems, and in rare circumstances Red Hat Linux on state owned computers.

Computer assignments are handled through the appropriate Dean or VP office. Approved assignments or reassignments must be sent from the Dean/VP office via email to helpdesk@fredonia.edu.

Desktop Administrator Permissions

The rollout of Windows 7 and Macintosh Lion OS without administrator privileges on new and reformatted computers provides a more secure computing environment for both the individual user and network as a whole, as recommended by leading security advisors. The newer OS configurations provide the necessary application processing while not requiring the need for individual user administrator permissions. Requests for software installs may be made via the FredQuest request system. Users whose SUNY Fredonia owned computer required reformat due to spyware/malware or virus infection will not be granted administrator permissions.

Cellular Phones

Support is provided for state-purchased Mobile OS cellular phone. Blackberries and personally-owned cellular phones are not supported.

New Computers

The Help Desk must prep new computers before delivery to the customer. New computers shall be prepped within 2 -4 weeks of being entered into the Help Desk's inventory. A maximum of 5GB of data will be transferred to a new

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computer.

New computer preps are done on a First In First Out basis unless otherwise prioritized by the Deans and/or appropriate Vice President.

New computers are purchased through the customer's department or through the Dean's or VP's office. The Help Desk cannot purchase a new computer for a customer.

Recycled Computers

Computers that have been replaced by a new or newer computer must be evaluated by the Help Desk before being placed back into service. These computers must meet minimum criteria in order to be recycled to another customer. Computers that do not meet these criteria will not be available for further use on campus. All recycled computers are reformatted before assignment to a new user. A maximum of 5 GB of data will be transferred to a recycled computer.

Printers and Scanners

If a printer or scanner is supported by a third-party vendor the Help Desk will provide the following services:
> Assist Vendor with initial installation when necessary
> Provide basic troubleshooting
> Notify customer when third-party support is necessary

If a printer or scanner is not supported by a third-party vendor the Help Desk will provide the following services:
> Installation
> Troubleshooting
> Repair (if possible)
> Provide quotes for replacement when necessary

Other Peripherals

Other campus owned peripherals will be supported on a best effort and time available basis.

Operating Systems: The Help Desk currently supports Microsoft Windows XP and Macintosh OS X 10.3 and 10.4. in addition to VISTA and Leopard when installed as part of a new computer acquisition.

Parallels Installation: Due to a small staffing footprint, the Help Desk provides installation of parallels only when justified by the user and certified by a supervisor that use of windows applications on a Macintosh is required to meet job responsibilities. Support of the application is not possible at this time, again due to the small staffing footprint.

Software

The Help Desk provides installation and basic troubleshooting for software licensed by SUNY Fredonia. All media purchased by the institution is retained by the Help Desk following installation. Proof of licensing (ie: from publisher or free downloads) may be required before installation is provided in smart rooms and computer labs.

The Help Desk reserves the right to remove any software suspected of impeding the performance of the network on SUNY Fredonia owned computers.

The University does not provide training for application use. The Center for Professional Development schedules application workshops as needs and instructors are identified.

Labs and Smart Rooms

 The Help Desk recognizes that Labs and Smart Rooms are integral to the faculty and students course work at SUNY Fredonia. As such, officially recognized ITAB Labs and Smart Rooms are given a Critical priority. However, it is

understood that some rooms are more heavily booked than others which will affect how quickly a problem can be resolved.

Due to staffing levels and call volume Labs and Smart Rooms not officially recognized by ITAB will receive a Normal priority.

The list of ITAB recognized Labs can be found at: http://www.fredonia.edu/ait/labs/
The list of ITAB recognized Smart Rooms can be found at: http://www.fredonia.edu/ait/smartclassroom/

Equipment & Software Quotations
Computer Quotes
Standard Dell (business line OptiPlex and Latitude) and Apple computer configurations and quotes are available as pricing and equipment reference guides in FredQuest Knowledge Base article *# 4964* at https://fredquest.fredonia.edu/.   Once funding has been secured, please submit a request for a computer quote via a FredQuest ticket (select 'Quote Requests'), indicating the quantity needed in the description field.   A quote will be prepared and mailed to you to attach to a purchase requisition.

 In the event a specialty configuration is needed, please provide specific requirements in the description field or as an attachment to the FredQuest ticket.

Printer Quotes
Standard printer quotes are available in FredQuest Knowledge Base article *#4964.*   Please print the quote and submit it with a purchase requisition, noting the quantity needed.   These standard printers have been selected based on acquisition cost and copy yield (cost to maintain).

Please NOTE**Academic Departments and Administrative Offices are encouraged to provide centralized printing via network laser or network copier rather than 'printers at the desktop' as a more cost effective printing solution. If interested in transitioning to central printing/copying please refer to the network laser printer quotes available in FredQuest Knowledge article *#4964*. Information regarding copier models can be obtained by submitting a FredQuest ticket (select Quote Requests >copier/fax) or by contacting the Purchasing Office at 673-3438.

Software Quotes
Software quotes for use on faculty/staff desktops or in smart classrooms and computer labs can be requested by submitting a FredQuest ticket.   Select 'Quote Requests' and provide specific requirements and quantity in the description field. A quote will be prepared and mailed to you to attach to a purchase requisition.   For information about currently licensed software, please check FredQuest Knowledge Base article #6316.

New technology solutions having the potential to affect multiple stakeholders require a review process to ensure that all hardware, software, support, networking, security, and data requirements are addressed prior to purchase and implementation phases. Individuals or groups looking at potential new solutions should involve the ITS Project Management Office early in the process by submitting a FredQuest ticket (select ITS Consultation>New Technology Review). Upon request a consultation will be scheduled, allowing an early discussion of review and purchase process as well as security and data/application integration needs and requirements.

Student Association Groups
 The Help Desk supports Anti Virus on computers that belong to the Student Association. Any further support can only be provided if a Service Contract has been generated.

Desktop Administrator Permissions

User administrator permissions on desktops will be removed In conjunction with the Windows 7 operating system deployment. This includes the re-formats of machines due to malware/spyware infections from downloaded software/freeware.

Multimedia

Overview

The Multimedia unit provides a wide range of essential multimedia services for students, faculty, and staff. Staff members are committed to meeting the needs of the campus community by providing instructional equipment through fixed classroom/computer lab installations and portable equipment in addition to supporting video teleconferencing, engineering, graphics services, and the research and implementation of new technologies.

Services and Support

The Media Center provides multi-media support for student and faculty utilizing teaching computer labs, smart classrooms, and regular classrooms and houses the student graphics lab, multimedia equipment, the speech pathology/audiology collection, and a Windows/Macintosh general purpose computer lab.

Engineering Services provides maintenance of multimedia electronic equipment and cable distribution systems campus-wide. Design work and development of electronic systems is provided for instructional and research related projects.

Graphic Services provides assistance in planning, producing, and executing original art work for faculty teaching, research and publications.   Work consists of original illustrations, charts, graphs, flyers, pamphlets, posters, overhead transparencies, slides and signage.

Production

Overview

The Production staff is responsible for off-loading backups to off-site locations, scanning exams, and running specific administrative processes and print services related to System Administration and Banner System output.

Services and support

Oracle upgrades and patches
Proper backup procedures and security of data stored on servers in the data center.
Exam scanning and printing services from core administrative systems.

Programming

Overview

Programming is responsible for database development and the integration, consolidation, and dissemination of data as appropriate. Primary support is given to maintaining and developing the Student Information System and web products enabling web registration, web access to personal information, and e-commerce.

Target Date: Requests for assistance with the following services should be submitted <u>no less than four weeks</u> before desired completion, and longer for larger projects.

Services and Support

Application Integration
Consultation
Cool Query Complex Data Query Development
New Application Development
New Database Requests
New Software Installation
On Line Form Development
Research & Development
Software Application Updates
Software Enhancement and Modification
Targeted Messages Software Support
Web Development-Infrastructure Programming Support

Project Management

Overview

The ITS Project Management Office (PMO) offers project planning, guidance and frameworks for SUNY Fredonia to realize best practices, efficiencies and to utilize a cross-division team approach for a wide range of ITS technology initiatives across the campus.

What is a Project?
A project is any temporary endeavor of organized efforts that creates a product, service, enhancement or plan. Projects are collaborative events that often involve research, design, and input from users. They are carefully planned to achieve specific goals.*

*This definition was adapted from the Project Management Institute and the Oxford English Dictionary.

Services

Consultation services for new technology considerations
Management of large, cross-unit or division projects

Systems

Overview

The Systems unit is responsible for the administration and security of systems that support email, web, U-drives and shared file services, and MS SQL databases. System administrators are responsible for systems stability, performance and recoverability. They proactively monitor all production systems for potential bottlenecks and make modifications to system configurations to improve performance and enhance system stability. Vendor sites are also monitored for current problems and required software upgrades. Patches for the problems are applied and product level upgrades are performed to keep software current and prevent potential system software failures. The support staff strives to maximize the amount of time the production systems are available, providing after-hours support only as critically needed and scheduling system maintenance during times that cause the least impact to the campus users.

Services and Support

Servers and peripherals purchased and owned by SUNY Fredonia.
Proper maintenance and stability of the data center environment.
System monitoring and modifications for improved performance and system stability.

ResNet Office

Overview

The ResNet Office is an Information Technology helpdesk that provides services and support for students, staff and guests living in the 14 residence halls on campus. The ResNet office uses the online FredQuest interface which provides a single point-of-contact for customers (students, faculty/staff and guests) to submit trouble tickets (requests for assistance) related to all services and support problems. ResNet employs 6-8 students every semester as computer technicians called Residential Computer Consultants (RCC's). The staff works closely as a team to facilitate information technology support calls as well as other projects throughout the year.

Services & Support

ResNet High Speed Ethernet Connections /ResNet Wireless Access
Support and troubleshooting will be provided to ensure that users can connect to the network through use of wired [Ethernet] and wireless access point connections. Authorized network devices include laptops, desktops, Smart phones, iPods and gaming devices.

Hardware and Software Assistance
Computers [desktop & laptops] and peripherals [Printers, scanners, projectors & etc] purchased and owned by SUNY Fredonia are supported by ResNet. ResNet will install and provide basic troubleshooting for software. ResNet does not provide any software to users.

Electronic Card Access
Resnet will provide card access control support for students, staff and guests residing in residential hall buildings. Card readers are cleaned/tested bi-weekly to ensure operability.

Residential Call Boxes
Troubleshooting will be provided for residential call boxes and are tested monthly to ensure operability.

Residential Network Security
ResNet maintains and administers the residential network access control system and provides remediation of network client computers working with the campus security officer, network security administrator and judicial affairs coordinator.

Residence Life Multi-Media Equipment
Resnet maintains and supports all Residence Life multi-media equipment; laptops, projectors, screens, digital cameras & etc.

Residence Life Smart Classrooms
ResNet supports two Residence Life smart classrooms on campus which are located in Kasling and Grissom Halls. Classrooms will be checked monthly and all issues regarding the equipment and sign-out procedures of the room will go through ResNet.

 SUNY Fredonia <u>Computer Purchasing Program</u>
ResNet helps in assisting with this voluntary program that provides students and employees with flexible options to purchase high-performance desktop and laptop computers at discounted prices.