

Purpose of the Service Level Document

The purpose of this Service Level Document is to outline the relationship and responsibilities between Information Technology Services and Seattle Central Community College faculty/staff members and students. This agreement also specifies the services and commitments provided by campus user support units as well as the expectations and obligations of our faculty/staff members and students. The Service Level Document is a standardization tool which helps reduce unrealistic expectations and allows Information Technology Services to better provide efficient, high quality information technology support.

Information Technology Services – Defined

Terms and titles pertaining to support will be used throughout this document. In order to eliminate confusion, this section is intended to assist in understanding the terminology used ..

Information Technology Services is an official Seattle Central Community College division consisting of the I.T. Services director, network administrators, and information technology specialists and information technology technicians supporting the Student Computer center, the Technology Learning Center, Systems (network and desktop) services, the college website, and helpdesk staff. Titles include Director, Network Administrator, IT Specialist levels 1-55, IT Technician levels 1 and 2.

Student Computer Center: The Computer Center comprises the open labs in BE 3148 and the library and Computer Center Classrooms 3133, 3151, 3156, 3161, 3165, 3167, 3168, 3173, 3174, 3175. These are managed and supported by Computer Center staff. Doralinn Jung is the supervisor.

Systems Support: Networks, hardware and software for students, faculty and staff, are installed and maintained by the Systems Support Team. Larry Fenton and Kevin Riley are the supervisors. Dylan Martin is the admin for the Unix systems.

User support: Assistance with use of hardware and software and with computer related accounts is provided by helpdesk staff and by the Technology Learning Center staff. “User support” is designated on the appropriate helpdesk tickets.

Technology Learning Center: The Technology Learning Center, in room BE 3111 is available for drop-in help with use of Seattle Central hardware and software. The TLC also provides scheduled and informal training sessions. Judy Blair is the supervisor.

Helpdesk: Helpdesk (NEED) is the initial point of contact for computing assistance. NEED staff will enter helpdesk tickets and will provide emergency response. Maria Ales is the supervisor.

I.T. Services office: The I.T. Services division office, located in BE 3157 provides planning, administration, purchasing, inventory, reporting, and business functions for the ITS division. Harriet Wasserman is the director. Forrest Schroeder-Einwiller is the administrative assistant.

Distributed Support Specialists: When funding is provided, I.T. specialists can be assigned responsibility for a specific division, or department. Distributed support requests are made through NEED, but the specialist may be also contacted directly and will assure that appropriate NEED tickets are placed. As of January 2010, Distributed Support is provided to BITCA Macintosh users, to Basic and Transitional Studies, and to International Programs.

Website: I.T. Services maintains and supports the college website, working closely with the Public Information Office. Shelly Becker is the webmaster.

Points of Contact

The campus helpdesk specialists are the first point of contact for information and problems regarding all College computing resources. Through the helpdesk (“NEED”) faculty and staff can receive telephone and on-site assistance with regard to all college computing issues. District-wide computing issues, such as e-mail account and HP account issues, can be addressed through the District helpdesk, located at the Siegal Center, 587-4128.

The Computer Center front desk is the point of contact for information concerning the Student Computer Center.

Drop-in help is available in the Technology Learning Center, room 3111 during weekday hours. Rooms and telephone numbers are listed below. **For more information see the individual topics on the IT Services section of the college website** <http://seattlecentral.edu/it-services/index.php>

Information Technology Services Help Desk 206-587-NEED (6333) NEED@sccd.ctc.edu

Seattle Community College District Helpdesk
206-587-4128 Help with HP3000, e-mail and Hershey Imaging issues

Technology Learning Center BE 3111 206-587-6332 jblair@sccd.ctc.edu

Computer Center (*student labs*) BE 3148 206 587-4194 dojung@sccd.ctc.edu

IT Services Division Office BE 3157 206 587-6327

Dispute Resolution

Should a dispute arise regarding the quality of service you receive from an Information Technology Services Specialist or Technician, persons listed below may be contacted to help resolve the matter. These points of contact will work with the appropriate supervisor or staff members to solve the dispute in a manner that meets this service level agreement’s mission..

Harriet Wasserman, Director, IT Services, 2BE 3157 (206) 344-4344, hwasse@sccd.ctc.edu

Doralinn Jung (*student lab issues*), Manager, Student Computer Center, 2BE 3148 (206) 287-5521

Document Change Management

This document, and the service levels it outlines, will change as new technologies emerge. Some service levels will benefit from increased levels of support while others may no longer be needed. Amendments

will be published when service levels change. For the most current information on any of the covered topics, visit the IT Services website <http://seattlecentral.edu/it-services/index.php>

Information Technology Services staff strive to provide technology services to support faculty, staff and students in their learning, teaching, administrative, and community service endeavors as they pursue efforts to develop educated persons. The following service levels are provided to help meet this goal.

Facilities & Services

- **Assistive Technology Support:**

I.T. Services works with Disability Support Services to provide computer-based assistive technology accommodations. Disability Support Services provides assessment, training, and ongoing follow-up services to the involved individuals and departments. I.T. Services provides assistive technology support in classrooms and labs according to individual requirements as submitted by Disability Support Services.

For more information on assistive technology at Seattle Central, SMSU, visit the Disability Support Services web site: <http://seattlecentral.edu/disability-support/index.php>

Note: I.T. Services supports only those aspects of assistive technology that directly relate to equipment usage The Seattle Central Disability Support Services department supports additional items and services relating to accommodations.

- **Citrix accounts, access and support**

Citrix accounts are created weekly for all Seattle Central Exchange account holders. Emergency account requests should be sent to the helpdesk. Details and instructions are on the college website.

Software applications are added to the Citrix system from helpdesk requests when technically possible and when licensing allows.

Support is provided weekdays from 8 a.m. to 6 p.m. The system is scheduled for 24 X 7 operations, except during scheduled downtimes. There is no night or weekend support.

When a faculty or staff member terminates employment at Seattle Central the department head should notify NEED, identifying any replacement person or supervisor to whom the employee's Citrix account should be transferred.

- **Computer Lab and Classroom Support**

Campus computer labs and classrooms provide faculty and students access to technology. Most of these facilities require a valid student network login to use the equipment. All of these computers are re-imaged regularly, therefore, data cannot be saved locally on these computers. All lab and classroom software is installed on network servers. Software is installed at faculty request prior to the start of each quarter. Requests during the quarter are met if time and technology permit. Software is purchased and installed according to the Seattle Central Community College Software Purchasing and Installation procedure. Verification of adequate licensing is required for any new software, or software upgrade, to be added to a facility's configuration.

Trial and beta versions of software will not be loaded in computer labs or classrooms.

Classrooms are reserved by divisions at schedule planning time, through the normal college procedures. Computer Center classrooms can be scheduled during the quarter by individual faculty members or by divisions, through the helpdesk (NEED).

- **Computer Lab (CL) fee**

Classes which meet more than once per quarter in a multi-computer classroom or lab and classes for which special software is installed, must charge a CL fee. This fee is added to the quarterly schedule information. Amounts are set by the trustees and the legislature. Current (2010) fee is \$40 for the first “CL” class and \$20 additional if enrolled in more than one CL class.

- **College-wide Computer Labs**

Information Technology Services operates two open computer labs: BE 3148 and the Computer Center branch in the library. These labs offer the full student network suite of standardized software. Open lab staff members provide services and answer application questions pertaining to functionality and assist with basic use of the hardware and software. They cannot act as tutors and are cannot serve as instructors for software or software applications in lieu of classroom teaching.

For more information on the open computer labs at Seattle Central visit the Computer Center web site under IT Services.

- **Email and Network Accounts**

Seattle Community Colleges email systems are managed by district IT staff at Siegal Center. Each college department has a designated person who can request account creations and deletions through <https://inside.seattlecolleges.com/adtool>. For help with accessing the Exchange system, employees should contact their department person, or NEED..

All Seattle Central employees and students have accounts on the college WiFi and library reference systems and Google education accounts. All students and faculty also have student network accounts. Details are on the college website under IT Services.

- **File Backup and Recovery**

IT Services backs up the Citrix system nightly and restores the backup to a “hot spare” server. IT Services does not backup individual office desktops and recommends the use of the Citrix system. Users wanting individual backups of their desktops systems should obtain appropriate equipment. IT Services will help with the setups. Student “O: drives” and the classroom “H: drive” are not backed up and are provided as a convenience only.

Note: *The district staff does back up the email system nightly, but **only** for system disaster recovery. Individual mailboxes are not backed up and therefore cannot be restored. Also, individual workstations are not backed up. It is the end user’s responsibility to maintain backup copies. If you want to back up your email or workstation, copy your files to another location.*

- **Hardware Repair and Installation**

IT Services performs repairs or helps arrange outside repairs. Contact the helpdesk, NEED, for assistance.

IT Services staff members do not troubleshoot, maintain, or repair student, faculty or staff personally owned equipment. Hardware must have CCS or SCS identification to be supported.

Some instructional areas maintain equipment not supported by ITS. These items are designated by XCS numbers.

When hardware needs to be moved to a new location, facilities should be contacted for the actual move. NEED will arrange reconnection in the new location.

- **Helpdesk**

Helpdesk (NEED) phones are answered from 7 a.m. to 6 p.m. Monday through Friday. During these hours the NEED staff will attempt to answer support questions. When possible, they will go to a classroom to assist with emergency needs. If a question cannot be resolved within 10 minutes, they will enter a ticket for technical staff to resolve. Messages can be left at other times. Staff is limited, so users may need to leave a message when they phone. E-mail to NEED, or using the helpdesk form on the website is recommended. Requests should include:

1. Name, department and telephone number of the person needing support.
2. The CCS or SCS number on the equipment
3. A brief description of the problem.

Note: *The Help Desk cannot guarantee that a requested technician will be assigned to a specific service ticket, but do let us know if a specific technician is familiar with the area or with the problem and we will include the info in the request.*

Instructors with problems in demonstration rooms or labs, when NEED is not available may contact Computer Center staff in the open lab. Room 3148, 206 587-4194.

Contacting Your Distributed User Support Specialist

Faculty and staff supported by a Distributed User Support Specialist may request support in any of the following ways:

1. Call the NEED staff at (206) 587-6333. NEED will create a service ticket which will be assigned to the appropriate Distributed User Support Specialist.
2. Direct contact by means of telephone or personal visit. The support specialist will enter a helpdesk ticket or will assist the user in making the ticket.
3. Email a support request
4. Leave a voice mail message

Priorities

In determining the priority of a request IT Services considers the severity, scope, impact and age of the request. Not all requests are handled first-come, first-served.

1 – Emergency

Emergency calls are situations where blocks of campus, departments servicing multiple customers or labs and classrooms dependent on technology are completely out of service. Helpdesk staff will contact technical staff by phone or in person for emergency requests.

2 – Urgent

Urgent calls receive attention within four working hours. Urgent calls are defined as individual computers that are completely out of service with no alternative accommodations. Urgent calls are determined by the Help Desk Supervisor or the Distributed User Support Specialist supervisor.

3 – Normal

Normal calls are defined as routine requests for technical service, including software and hardware installations, that affect daily productivity.

4 – Low

Low priority calls are defined as routine requests which have little impact on daily productivity. Examples include unnecessary software upgrades, hardware upgrades and installation of non-critical new computer systems.

Computer Repair Status Forms

A Computer Repair Status Form is a small “post-it” note identifying the technician and the status of a repair or installation. When a technician performs an on-site visit, he or she will leave this form on the computer.

On-Site Help

If a technician needs to perform an on-site visit, he or she will attempt to contact you to set up an appointment. If it is determined that a system needs to be rebuilt, the technician will attempt to back up work related files and applications. Ultimately, data stored on the hard drive is the users’ responsibility to back up.

- **Keycards**

IT Services receives many requests related to keycards and door readers. The keycard system is the responsibility of the Security division. Each department has a designated “keycard person”. Requests for new keycards, or changes, should be submitted to SCCCKeycards@sccd.ctc.edu by the department head or the keycard person. Faculty access to computer labs and classrooms is added automatically to the faculty keycards at the start of each quarter. If faculty assignments change after the keycard date, the division keycard person must submit a request form.

- **Network Connection**

Only college owned computers can be connected to the wired networks. This is according to the security agreement and is not subject to any exceptions.

- **Notification of Planned Down Time**

When there is scheduled down time for any portion of the college or district networks, IT Services will attempt to give one weeks’ notice through the _Official distribution list. District wide network maintenance windows are listed on the district website.

- **Network Problems**

IT Services technical staff members are responsible for assistance with software configuration and problem determination of network connections for faculty and staff on campus. Repair times are estimated and vary based on workload and technical complexity.

- **Printing**

Seattle Central maintains an agreement with a vendor, QBSI, for HP laser printer maintenance, support, supplies, repairs and parts. Printer meters are read either locally or remotely each quarter. Divisions are billed on an Interdepartmental Charge form at 2.5 cents per page for black, and 20 cents per page for color prints. In student labs, costs are paid through a “cash to card” system using the students’ ID cards or printer cards. Printer cards can be purchased for \$1 in the library. Cost for student printing is 3 cents per black page and 25 cents per color page. IT Services provides paper for the student labs, but not for offices..

Multifunction devices (copiers and copier-printers) are not managed or supported by IT services. Support is through the appropriate vendor.

- **Purchasing computer equipment and software**

All computer related purchases require approval by IT Services. Detailed procedures are on the IT Services website.

- **Scheduling and special “set ups”**

For special events which require college computer equipment, the event planner must contact NEED as far in advance as possible. Our equipment is set to operate during specific time periods and often requires login accounts. Software installation must be through ITS technicians, so careful scheduling is necessary. IT Services will work with departments to accommodate special events whenever possible. Room reservations must be made with the instructional scheduler, or the events coordinator depending on the type of event.

- **Software Support**

Software support is available only for college owned and installed applications. To see a list of software available to you please see the IT Services web page. Prior to adding new software packages or versions IT Services staff members test for compatibility and stability, then determine minimum configuration requirements. Software is not supported or available for general campus use until this evaluation has been completed.

See the “Software Purchasing, Receiving, and Installation” procedure document on the IT Services website for requirements.

Microsoft Campus Agreement Software

Seattle Central’s Microsoft Campus Agreement applies to all computers owned by the college.. This includes faculty and staff computers, computers in classrooms and labs..

This license agreement is centrally funded by IT Services. There is no direct cost to any other College department. This agreement is an annual contract.

Copies for Home Use

The Microsoft Campus Agreement also provides an additional benefit to Seattle Central faculty and staff . If you are a “technology user” (someone who uses a computer as a regular part of their job), you are granted a license to use a single copy of each software application covered under the agreement on your home computer. Upon leaving college employment you agree to remove any software loaded on your home machine obtained through this agreement. Copies of Office for home use may be picked up in room BE 3157.

Students, as well as faculty and staff, can purchase Microsoft software for personal use through Journey Ed. Details are available through NEED or in the IT Services office.

Note: IT Services does not support home installations of home-use software. Any needed technical support must be obtained from non-college sources.

Adobe Software Licenses

Adobe software for IT Services supported systems is available at a discount through the CLP agreement. Contact NEED for Adobe requests.

For home use, or use on systems not supported by IT Services, Adobe software is available on the Journey Ed agreement. Adobe Creative Suite 4 is available through the Citrix systems for both on and off campus use. Testing of CS5 on Citrix is underway.

- **Training**

IT Services offers training through Short Courses, general training sessions, and open-lab hours. See the Technology Learning Center (TLC) site under IT Services for details.

- **TLC Open-Lab Hours**

The TLC lab is open from 8 a.m. to 4:30 p.m. Monday through Friday for informal training and immediate assistance. All Seattle Central employees are welcome to use the equipment and software and receive individual help and instruction.

Note: The TLC is not available to faculty or staff for the purpose of teaching courses to students.

- **Universal Technology Fee (UT Fee)**

This fee is charged to any student enrolled in more than three credits with the exception of Basic Studies and Distance Learning students. The fee is \$3 per credit, to a maximum of 18 credits. This fee was established by a student vote and is managed by a committee of five students and four employees, chaired by the Dean of Student Life and Engagement. Funds are used for student computing equipment and support.

- **Web Services**

In addition to the Official sites designed and maintained by the webmaster, Seattle Central web sites include space for individual faculty accounts and supplemental sites for instructional programs, recognized student clubs, and some other departments. Specific guidelines apply to each type of website. Details can be found in the “Web Guidelines” document at <http://seattlecentral.edu/it-services/web/OfficialCentralWebProcedures.pdf> (IT Services site, then web accounts).

To request a website, employees should submit the request form https://blake.admin.seattlecentral.edu/lfserver/web_account_request

Each department has a designated web maintenance person who submits updates for the Official sites. For assistance with creating or maintaining supplemental and individual sites employees may visit the TLC or contact NEED.

- **Wi-Fi**

Wi-Fi service is available in the Broadway Edison, Student Leadership, South Annex and Science/Math buildings. If areas in those buildings are found not to have adequate reception, contact NEED. Accounts are automatic for faculty, staff and students. For guest accounts, contact NEED at least three days in advance.

College owned laptops are not automatically set up for off campus Wi-Fi use. If such use is required for travel or a scheduled meeting, contact NEED. The access will be provided, and the computer will be re-imaged on its return to campus.

Seattle Central Faculty and Staff Members IT Related Responsibilities

Seattle Central Faculty and staff members can enable I.T. Services to provide the best possible support by agreeing to:

- Read and understand this document. Any questions should be directed to one of the points of contact listed in the Points of Contact section.
- Read and comply with the other policies and procedures of computing at Seattle Central and the Seattle Community College District , which are available on the IT Services website under “Policies”
- Obtain the necessary accounts for access to systems prior to the requested support.
- Contact the Help Desk or your Distributed User Support Specialist to resolve any software, hardware, or peripheral problems.
- Make requests for service while in front of the affected computer, whenever possible.
- Be able to provide the following information when placing a request for support:
 - Contact information (first and last name, department, phone number and CCS or SCS number on equipment)
 - A clear and specific description of the problem or request
- Provide support technicians with access to equipment both electronically and physically during on-site service.
- Make backup copies of important files on a regular basis and be familiar with the computer’s file structure.
Ultimately, data stored on the hard drive is the users’ responsibility to back up.
- Notify Computer Services when members leave the department and need their account accesses removed or transferred.
- Turn off data projectors and secure the room when finished utilizing college/departmental computing facilities.

Last updated: 8/06/2010