



Calumet College
of St. Joseph
Your University of Choice

Computer Services Service Level Agreement

Contents

I. General Information	1
II. IT Support Products and Services	2
Hours of Operation	2
Contact Information.....	2
Priorities and Response Times	2
Hardware Supported.....	4
Software Supported.....	4
Services Supported	5
Scheduled Maintenance	5
Third Party Software	5
III. Support Procedures	5
Rights and Responsibilities of Users	6

I. General Information

This service level agreement has been written for the Computer Services department of Calumet College of St. Joseph. It outlines the technology support provided by the Computer Services Department to the staff, faculty and students of Calumet College of St. Joseph and outlines the procedures used to process requests and problems that are reported.

Draft update: July 30, 2014

II. IT Support Products and Services

Hours of Operation

Assistance will normally be available from 8:30 AM to 4:30 PM, Monday through Friday, except when the college is closed due to holidays, administrative closings, or inclement weather.

Contact Information

To report problems or request services for technology support:

Office: 1st floor Information\Mailroom (Room 186)

Phone: 219.473.4366

Email: computerservices@ccsj.edu

Web forms: [www.ccsj.edu/computerservices/csworkorder\[1\].pdf](http://www.ccsj.edu/computerservices/csworkorder[1].pdf)

CCSJ staff and faculty and students have the option to place service requests and report problems by stopping at the help desk office (Mailroom), telephone or by emailing a completed computer services work order form. Hand delivered work orders can also be left in the computer services mailbox if filed after hours.

Urgent or high priority requests (as outlined below) should always be phoned in to the help desk if possible. All requests and problems regardless of severity are recorded in a ticket system that is used by all personnel in the computer services department. Calls and or tickets will be assigned to the proper person(s) for action.

All work orders and problems reported by any of the avenues mentioned will be entered as trouble tickets. Computer Services will respond to email requests within one workday of receiving the email between 8:30am – 4:30pm, Monday – Friday that the college is open. Emails received after 4:30pm will be answered the next business day.

Priorities and Response Times

The help desk will use the following guidelines in prioritizing requests and will strive to resolve the problem within the target timeframe. Actual resolutions may be shorter or longer depending on the volume of requests at any one time and if hardware failure and replacement is necessary.

Priority	Criteria	Response Time	Completion Time
Urgent	Problem is mission critical and there is no workaround available. Examples: E-Mail services are not functional; network is not available; classroom computing technology is not functioning pending a class.	Within 4 hours	End of day
High	No workaround to problem available. Example: Computer with critical data won't boot; hardware error caused deletion of departmental share data	Within 4 hours	Within 1 working day
Medium	Workarounds available. Example: Can't check e-mail from one computer, but could use WebMail from another computer. Machine performance issues. Network permission changes and or additions.	Within 1 working day	Within 3 working days
Low	No effect on productivity, or unsupported software. A service request that does not require immediate attention or involves long range planning. Examples: Hardware requests. Software updates	Within 3 working days	Within 5 working days
Special	The request falls outside the scope of routine requests or requires additional research and/or testing. Example: A supported software package requires modification to suit our needs. Example: Set up the campus management system to accept online payments.	Within 3 working days	Variable/Arranged

Hardware Supported

The Computer Services department will provide support for standardized, campus-wide hardware. See [\(Link\)](#) for a list of supported hardware. Support is provided for CCSJ owned printers and scanners connected to office computers. Limited support will be provided for networked copiers that are maintained by an external vendor. This limited support includes establishing a connection from office computers to a specific copier for printing capabilities as well as programming copiers to utilize “scan to email” and “scan to network” features. The CCSJ help desk will not perform hardware maintenance on networked copiers.

All new computer hardware purchased by the College is to be installed by Computer Services. Computers 4 years old or older will be evaluated by Computer Services and recommended for upgrades or replacement when deemed necessary.

Help desk personnel cannot assist in setting up smart phones for accessing CCSJ email or wireless networks but will provide instructions for setting up these services. See [\(Link\)](#) for more information.

Data Migration for New, Recycled or Reformatted Computers

Computer Services will back up user profile data i.e. anything saved in “My Documents”. Personal files that are not stored in the default user profile path will need to be backed up by the computer user to an external source such as a thumb drive.

Software Supported

Operating Systems

Windows 7

Applications

Computer Services will install, troubleshoot and provide general support for the following software packages on CCSJ owned computers. Note: General support includes troubleshooting application errors or failures and does not include training on how to utilize the various functions of the following programs.

Adobe Master Collection

Empower

IBM SPSS

Microsoft Dynamics\Business Portal

Microsoft Internet Explorer

Google Chrome

Mozilla Firefox

Microsoft Office 2013

Netsupport

Papervision Capture

Symantec Endpoint Protection

Services Supported

The Computer Services department maintains and supports for all faculty staff and students the following services:

- Internet Access
- Wireless access
- Account\Password help
- CCSJ email accounts
- Maintenance and or availability of various CCSJ web services:
 - Student Online Services (<http://sos.ccsj.edu>)
 - Blackboard (<http://class.ccsj.edu>)
 - Primary website (www.ccsj.edu)
 - Email portal (<https://mail.ccsj.edu>)

Scheduled Maintenance

The Computer Services department strives to make all CCSJ systems available with as limited interruption to service as possible; however, ongoing improvements and maintenance is required to continuously provide this level of service and is achieved through a scheduled maintenance window.

Routine maintenance is limited to **Sundays between 12 a.m. and 12 p.m.** Notice of any other emergency maintenance or system outages is provided via the IT website and other communication channels as needed.

Third Party Software

Requests for installation of third party software must be made to the helpdesk and approved by the Director of Computer Services. This approval process is necessary to ensure that third party software installations will not create conflicts or pose security threats to aforementioned software packages and administrative systems.

Once approved, the faculty or staff member must have the software media and proof of license. Installing third party software may have an adverse effect on computer performance.

III. Support Procedures

Users who contact the IT Support Desk for technology support need to provide the following information:

- Name, office phone number, location, office hours
- Provide a clear description of the problem

Procedures:

1. Document the request or problem

- Requests or problems will be captured by telephone (x366), email (computerservices@ccsj.edu), work order or physical visit to the help desk office (Mailroom\room number?). **Note:** Problems will not be recorded in passing or by visiting individual personnel offices.
2. Log the call into the help desk management system
 - A trouble ticket is created for all problems and requests from the information provided by the user. Limited troubleshooting will take place during the initial phone call. Follow ups will be done in Step 3.
 3. Assigning calls
 - All trouble tickets logged into the system will be assigned to the appropriate Computer Services staff member.
 - The Computer Services staff member will contact the user to follow up on the call. Contact will be made via phone call, email or office visit.
 4. Close the trouble ticket
 - All actions taken to resolve the call will be recorded in the system. After the ticket is successfully resolved the ticket will be closed.

Rights and Responsibilities of Users

Staff and faculty will be given rights as a “User”. If a staff or faculty member needs special software installed or elevated rights as part of their work responsibilities, supervisor approval is required. Once supervisor approval is given and third party software is approved by the Director of Computer services, the user must sign a statement of understanding that they are responsible for proof of license for all software they install.

Everyone utilizing computing services at CCSJ is responsible for reading and adhering to computer use policy ([Link to policy](#))

The following responsibilities are expected of a user:

- Back up critical data to home directory (H: drive) or external sources such as a flash drive or external hard drive.
- Keep passwords secure (i.e. do not give out or keep a written copy)
- Do not install operating system add-ons (screensavers, mouse cursors, search toolbars, anti-virus applications, etc.)
- Do not install games (Yahoo, Facebook apps, etc.)

Network shares: Department directors should keep note of which users have access to department network shares. Often access permissions are not kept up to date with personnel changes which may leave access open to users who no longer require it. Upon request, computer services will provide this information to directors and will adjust as directed.

Accompanying hardware support document referenced on page 4

The Computer Services department will provide support for standardized, campus-wide hardware. Maintenance, repairs and or replacement will be limited to CCSJ owned equipment only. Personally owned equipment will not be serviceable by the Computer Services department.

The following list of equipment and peripherals are considered to be serviceable and must be owned by CCSJ.

Standard office computer setup (CPU Tower, monitor, keyboard, mouse and speakers)

Limited Apple (Mac) support

Notebook computers

Printers

Projectors

Scanners

External hard drives