



Data Center and Helpdesk Services
Service Levels of Understanding

DCHS SERVICE LEVELS OF UNDERSTANDING

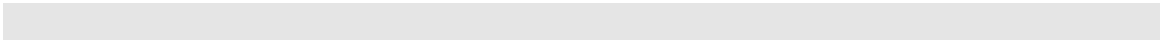
Purpose

Data Center and Helpdesk Services (DCHS) provide Service Levels of Understanding (SLU's) for the purpose of establishing a set of guidelines that will define the parameters of the Technical services provided by DCHS.

The SLU's are intended to provide a framework that will define the expectations of those who utilize this department's Technical services. Both for day to day activities, as well as for special Technical projects that may be required of the staff employed by DCHS.

The SLU's will also establish a baseline by which to measure performance of the department's staff, and a way to determine if those services are being delivered in a prompt and appropriate fashion.

Except in extraordinary circumstances, or in the event of an unforeseen event, the user should feel confident that the SLU's are a means by which Data Center and Helpdesk Services will provide the quality Technical support expected of the department.



DCHS HOURS OF OPERATION

DCHS provides first level support, via phone operators, twenty four hours a day, seven days a week, three hundred and sixty five days a year.

Second level support on a walking basis, by means of equipment technicians, is available Monday through Friday, from 7:00 a.m. until 11:00 p.m. This excludes holidays and other days on which the CSUSB campus is closed.

First level support, on a walking basis, is provided Monday through Sunday from 7:00 a.m. until 11:00 p.m. Technicians who provide second and third level support are not available on weekends. They are available on On-Call bases.

Requests to open work orders may be made twenty four hours a day, seven days a week, three hundred and sixty five days a year via email through the use of the email address: helpdesk@csusb.edu or by calling (909) 537-7677.

In the event of an emergency, Second Level & Third Level support is available via ‘On-Call Escalation Procedures’, 24x7.

Service	Hours of Availability (Phone)	Hours of Availability (Walk In)
First Level	24 x 7 /365 days/year	Monday – Sunday 7 a.m. – 11 p.m.
Second Level	Monday – Friday 7 a.m. – 11 p.m. Monday – Friday 11 p.m – 7 a.m On-Call Escalation Procedures Saturday – Sunday On-Call Escalation Procedures	Monday – Friday 7 a.m. – 11 p.m. Monday – Friday 11 p.m – 7 a.m On-Call Escalation Procedures Saturday – Sunday On-Call Escalation Procedures
Third Level	Monday - Friday 7 a.m - 5 p. m. Monday – Friday 5 p.m – 7 a.m On-call Escalation Procedures Saturday – Sunday On-Call Escalation	Monday – Friday 7 a.m – 5 p.m Monday – Friday 5 p.m – 7 a.m On-Call Escalation Procedures Saturday – Sunday On-Call Escalation

	Procedures	Procedures
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LEVELS OF SUPPORT PROVIDED BY DCHS

- First Level:

The purpose of first level support is to provide the user with an initial point of contact and a means of gaining resolution to any incident that occurs.

First level support consists of general activities related to a wide range of areas. First level support staff does not generally possess specialized knowledge, but instead provide the user the means to access the more specialized knowledge available at higher levels of support.

First level support includes the following areas:

- Answering general questions about campus supported software
- Creation and tracking of HEAT Tickets.
- Providing basic information regarding various technological issues of concern to the user.

- Second Level

Second level support involves the utilization of more specialized knowledge, and consists of on campus experts in particular areas. Second level support staff may not always work under the direct supervision of DCHS managers. Instead, via first level support, DCHS will provide the user a means of obtaining second level support from the many specialized departments located on the CSUSB campus. This can include:

- Technicians who work on specific pieces of equipment
 - Technicians trained to respond in rapid fashion to problems narrower in scope than the more generalized knowledge employed by a first level technician.
- Third Level

Third level support consists of support provided by highly specialized technicians on specific pieces of equipment/software, often in extraordinary circumstances. Coordination and delivery of third level support is provided by DCHS.

TYPES OF SUPPORT STAFF EMPLOYED BY DCHS

- Equipment Technicians (ESS)

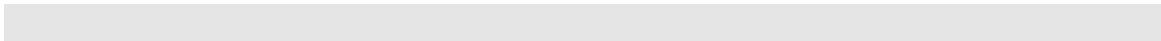
Equipment technicians deal directly with software/hardware, providing first, second, and third level support. Equipment technicians focus primarily on the diagnosing and repair (software only) of personal computers and laptops used by faculty, staff and students.

- Helpdesk Analysts

Helpdesk Analysts provide first level support to users over the phone. Helpdesk Analysts also serve as the central point of contact for all of a user's needs. Helpdesk Analysts open HEAT tickets for second and third level support needs, and also provide tracking services for said tickets.

- Operating Systems Analyst/Systems Specialists/Analyst Programmers

Operating Systems Analyst/Systems Specialists/Analyst Programmers provide first, second and third level support for all central services housed in the DCHS area. Operating Systems Analyst/Systems Specialists/Analyst Programmers provide housing for server equipment, maintain regular backup cycles, monitor the activity of the servers, provide upgrades and software patches, configure firewalls, and other such tasks necessary for proper administration of the Central Servers within the campus community.



SERVICES PROVIDED BY DCHS

- Administrative Systems
- Central Server Administration
- Specialty Software Distribution
- Administration of HEAT Tickets for second and third level support from non DCHS staff
- Exam Scanning Services
- SOTE Printing and Scanning
- Online and Paper Survey Creation and Scanning
- Student Computing Support
- CMS/PeopleSoft Support

ADMINISTRATIVE SYSTEMS

HOURS OF SERVICE:

First level support is available Monday Sunday, seven days a week, twenty four hours a day, three hundred and sixty five days a year.

SERVICES PROVIDED:

Monitoring and first, second and third level support is provided for the following systems:

- CMS/PeopleSoft
- CMS/MyCoyote Portal
- Campus Email
- Blackboard
- Nightly and weekly batch processing and backups
- Disaster Recovery
- Account Access Requests
- Report handling and distribution
- E-mail password reset.

RESPONSE TIME:

Services are provided upon request from faculty, staff and students.

If a DCHS technician is unable to immediately resolve the problem, then it will be the responsibility of the DCHS technician to escalate the call to the appropriate party who will be better equipped to handle the situation. DCHS will also be responsible for the follow up process to ensure that requests are handled in a timely fashion.

CENTRAL SERVER ADMINISTRATION

HOURS OF SERVICE: Services are provided twenty four hours a day, seven days a week, and three hundred and sixty five days a year.

SERVICES PROVIDED:

- Server equipment
- Maintenance and Monitoring
- Server Administration
- Storage and Backup Services
- System Support
- Security (Firewall Configuration & OS patches)
- Using DCHS for Application Administration

RESPONSE TIME: The DCHS webpage: <http://helpweb.csusb.edu>
Contains detailed information on escalation procedures and response time.

NOTE: The following webpage: <http://139.182.29.30/content/levels.asp>
Contains thoroughly detailed information related Central Server Administration.

SPECIALTY SOFTWARE DISTRIBUTION

HOURS OF SERVICE:

Specialty software that needs to be picked up from the Data Center can be picked up Monday through Friday, from 8:00 am to 5:00 pm

Specialty software downloaded from the DCHS website is available twenty four hours a day, seven days a week, three hundred and sixty five days a year.

<http://helpweb.csusb.edu/main.asp?link=software>

SERVICES PROVIDED:

Provide staff with first, second and third level support, installation, software and registration codes for the following specialty software:

- HEAT
- MEETING MAKER
- MICROSOFT OFFICE
- QWS3270
- SAS 9.1
- SPSS 15.0 (Windows)
- SPSS 11.03 (MAC)
- ArcGIS 9.2

DCHS is also responsible for maintaining the servers associated with HEAT and MEETING MAKER, as well as creation of user accounts for both.

RESPONSE TIME:

Faculty and staff who require copies of software need to bring in blank media for the software to be burned to. Faculty and staff can expect a twenty four hour turnaround after the blank media has been provided.

HEAT TICKETS FOR SECOND AND THIRD LEVEL SUPPORT FROM NON DCHS STAFF

HOURS OF SERVICE:

The opening of tickets is provided Monday Sunday, seven days a week, twenty four hours a day, three hundred and sixty five days a year.

SERVICES PROVIDED:

Based on departmental cooperative agreements, the DCHS Staff can open tickets for non-DCHS departments as requested by the campus community. The HEAT database is utilized by:

- Telecommunications and Network Services
- CMS Support
- Accounting
- The College of Arts and Letters
- Records & Registration
- Admissions Office
- Administration & Finance
- ACS
- The College of Education
- Payroll

RESPONSE TIME:

All HEAT Tickets are to be created and assigned to the appropriate staff upon receiving a request to do so. DCHS is also responsible for providing all users with the HEAT Ticket number for the purposes of tracking. And each DCHS technician is responsible for the tracking of all work orders opened by that staff member. The DCHS staff person responsible for opening a ticket will contact the technician assigned for the purposes of follow up on any HEAT ticket that remains open, as well as remain in constant communication with the user who first requested the HEAT Ticket

EXAM SCANNING SERVICES

HOURS OF SERVICE:

Exam scanning services are provided Monday Sunday, seven days a week, twenty four hours a day, three hundred and sixty five days a year.

SERVICES PROVIDED:

Blue Scantron (Form #) are scanned, and statistical data is created based upon the specific instructions of faculty.

RESPONSE TIME:

All Scantron exams are to be completed within twenty four hours of receipt.

SOTE PRINTING AND SCANNING

HOURS OF SERVICE:

The distribution of SOTES to faculty and their return to the Data Center falls under the auspices of Academic Personnel.

SERVICES PROVIDED:

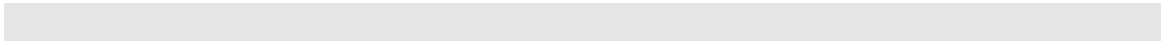
- Printing of SOTE forms
- Scanning of SOTE forms
- Processing SOTE's
- Production Reports for SOTE forms

RESPONSE TIME:

Printing of SOTE forms is completed within five days of request

Scanning of SOTE forms is completed within five days of being received by DCHS

SOTE form production reports are completed within ten days of request.



ONLINE AND PAPER SURVEY CREATION AND SCANNING

HOURS OF SERVICE: Monday through Friday, 8:00 am to 4:00 pm

SERVICES PROVIDED:

Online Surveys:

- Analysis of requirements
- Survey design
- Secure webpage coding
- Analysis of requirements
- Web page construction
- Statistics Results Implementation

Paper based Surveys:

- Analysis of requirements
- Survey design
- Printing Forms
- Web posting of results
- Analysis of requirements
- Web page construction
- Statistics Results Implementation

RESPONSE TIME (IN BUSINESS DAYS):

Online Surveys:

- Analysis of requirements: 2 days
- Survey design: 1 ½ days
- Secure webpage coding : 2 days
- Analysis of requirements: 2 days
- Web page construction: 1 day
- Statistics Results Implementation: 3 days

Paper based Surveys:

- Analysis of requirements: 2 days
- Survey design: 1 ½ days
- Printing Forms (per 1000 forms): ½ days
- Web posting of results: 2 days
- Analysis of requirements: 2 days
- Web page construction: 1 day
- Statistics Results Implementation: 3 days

STUDENT COMPUTING SUPPORT

HOURS OF SERVICE:

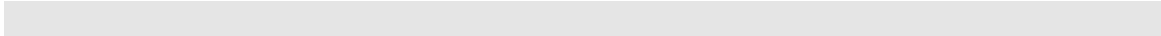
First, second and third level support is provided Monday Sunday, seven days a week, twenty four hours a day, three hundred and sixty five days a year.

SERVICES PROVIDED:

- Installation and Configuration of wireless and Ethernet cards for student computers
- First, second and third level support for common software issues
- Changing of email passwords (please note that this service is available only on a walk in basis)
- PC Hardware Configuration, Trouble Shooting, Consultation, Reconfiguration, Software Images, Data Recovery, Antivirus Installation

RESPONSE TIME:

All second and third level support is handled within two to five business days of receiving the student's computer.



CMS/PEOPLESOFT/MYCOYOTE PORTAL APPLICATION SUPPORT

HOURS OF SERVICE: Twenty four hours a day, seven days a week, three hundred and sixty five days a year

SERVICES PROVIDED:

- Provide faculty and staff with My Coyote number
- Process requests for faculty and staff My Coyote activation codes
- Provide students with My Coyote number and activation codes
- Process requests for resolution of issues related to security access, registration problems, and other technical support as needed.

RESPONSE TIME:

Services are provided upon request from faculty, staff and students.

If a DCHS technician is unable to immediately resolve the problem, then it will be the responsibility of the DCHS technician to escalate the call to the appropriate member of the CMS Support staff. DCHS will also be responsible for the follow up process to ensure that requests are handled in a timely fashion.