

DVC Instructor - New Add Code System
<https://youtu.be/11dYV5e8dAY>

DVC Student - New Add Code System
<https://youtu.be/EUDuM5B316g>

Information Technology and Services (IT & S)



Service Level Agreement (SLA)

DRAFT

Table of contents

Purpose.....	1
Mission	1
Scope	1
Helpdesk Hours of operations.....	1
Help Desk	1
Requesting Service / Assistance	1
Services.....	2
Moving Computer Hardware	2
Priority levels.....	3
Priority Escalation.....	5
Remote desktop access and management	5
Software standards and purchases	5
Computer Hardware Standards and Purchases	5
Printers and Peripherals	5
Rights and responsibilities of employee (faculty and staff)	5
Customer responsibilities	5
Access rights.....	6
Supported Software	7
Level 1) Standard Configuration	7
Level 2) Best Effort Support.....	7
Level 3) Specialized Software.....	7
Unsupported Software.....	7
Operating Systems	7
Supported Hardware	8
Computers.....	8
Desktops	8
Laptops	8
Printers.....	8
Copier, Printer, Fax, Scanner (Multi-function Device)	9
Unsupported Hardware	9
Switches/routers.....	9

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Purpose

The purpose of this document is to define service level support and how to engage Information Technology and Services (IT&S), to ensure business and instructional needs are met. This Service Level Agreement (SLA) identifies customer expectations and defines services provided by IT&S, stating agreed-upon service level goals, operating practices, and reporting policies. This document also explains the Service Level Guideline for IT&S, faculty, staff and administration are referenced herein as *constituents*.

Mission

The job of IT&S is to be the first point of contact for DVC constituents regarding problems involving computer hardware, software or media service related issues. As resources are limited, an effort must be made to prioritize help request so those requests most time-sensitive and most central to the mission of the college are handled first and give the most resources. "Central to the mission of the college" means, for faculty, the use of technology in the instruction and assessment of students; and for staff/administrators, the use of technology in completion of their job duties. Similarly, IT&S only has the resources to fully support technologies IT&S has standardized on (and IT&S staff are trained in to support) and thus IT&S must provide less support, or in some cases no support, for non-standard technologies (see Support Levels).

Scope

IT&S is committed to delivering quality customer services by:

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

Note: This agreement is subject to modifications in response to changes in technology services and support needs.

IT&S will periodically modify and review this document to meet the changing needs of the customer. Please address concerns or questions with the Technology Systems Manager.

Helpdesk Hours of operations

Help Desk/Media Services

Monday – Thursday: 8:00am – 9:00pm.

NOTE: 2d and 4th Thursday, office is closed for staff meeting 9:00 – 10:30am.

Friday: 8:00am – 4:00pm

Help Desk is located on the first floor of the Library Administration Building Room L110.

Hours of operation are subject to change. Any modifications to this schedule will be announced ahead of time.

Requesting Service / Assistance

Ticketing Request System: SysAid () icon located on end-user's desktop

Email: helpdesk@dvc.edu

Website: <http://contracosta.sysaidit.com>

Help Desk Phone: Call extension 2-2576; commercial 925-969-2576

Media requests for event support and equipment delivery **during** regular business hours require 7 calendar days' notice and must be submitted via 25Live.

Media requests for event support **outside** regular business hours (4:30pm –9:45pm) require 14 calendar days' notice must be submitted via 25Live and are subject to approval and technician availability.

During traditionally busy times, such as the first week of a semester, response times may be longer than normal. IT&S staff will inform callers if a delay is to be expected.

Requests will be processed in the order in which received/prioritization.

Note: Submission of service request via SysAid is the preferred method. This method provides the end-user with a ticket number to associate with service request; provides technician the ability to track issues to resolution, and ensure proper prioritization. Other benefits include the ability to spot widespread outages, allows multiple technicians visibility to issue and ability to transfer between technicians.

Services

Help Desk	
Hardware / Application Support (See Support Levels)	Network Drive Mapping
Computer/E-Waste Disposal	End-User/Computer Lab*/Classroom Support
Computer/Software Inventory	Network Printing /Storage
Computer Replacement	Technology Consultation/Purchasing

*A computer lab is a facility where 3 or more computer workstations are provided for use by students for classroom or individual work. Additionally, these labs are used by students and faculty for scheduled courses, project work, and open access. The DVC Help Desk is responsible for managing lab workstations in a way to provide student access to academic resources, while at the same time protecting workstation integrity for all users sharing the lab facility. Each lab has a designated lab owner or contact, identified by the academic department. In some cases, the DVC Help Desk will serve this role. The DVC Help Desk will work directly with lab owners to plan, purchase, deploy and manage lab technology and software.

Any equipment not district owned, including, but not limited to computers, printers, tablets, notebooks, smartphones, and third-party software, are not to be connected to the campus domain or any network resources.

Only campus wireless network is available for personally-owned equipment.

Campus IT is not authorized to handle or perform repairs, updates or configurations on personally-owned equipment.

Any equipment not owned by IT&S, including, but not limited to: personal

Media Services	
Multimedia Equipment Setup	Instructional Recording (class presentations/ lectures)
Projector installation	Event Coordination

Student life groups requiring set up and operation of equipment are charged a small fee for use of equipment, operator and breakdown of audio visual equipment.

When an event requires media equipment and takes place outside of Media Services event support hours, a fee will be charged ([see below.](#)) For these events, organizational funding numbers/GLs or other payment arrangements are necessary in order to book event support

Outside business hours event staffing	Rates/fees
Hourly/technicians (subject to availability):	\$35.00 per hour with a 2 hour minimum
Video recording	\$35.00 per hour with a 2 hour minimum
Editing	\$45.00 per hour

In the event of cancellation or multimedia equipment is longer a requirement notification must be made to Media Services at least 24 hours prior to the scheduled event

Moving Computer Hardware/Furniture Configuration and Assembly

The customer is responsible for arranging physical move of office furniture, supplies, computers and printers from one location to another. IT&S does not move computers from one location to another, provide storage space for new or old machines, or clear off the

space needed for a computer setup. Additionally, the customer is responsible for the assembly and configuration of any computer furniture purchased.

Priority levels

IT&S staff will make every effort to resolve issues at the time of the service call. This will be the initial method for resolving issues before assigning a priority level. Help Desk staff will log and assign priorities for all requests not resolved at the time of the call, based on specific definitions. Requests will be handled according to the priority of the request, as determined by IT&S.

The following table briefly describes the priority levels assigned to requests for hardware/software problem resolution with associated response and **estimated** resolution times/goals. While every effort will be made to resolve all issues immediately, circumstances may delay remediation or repair. In such cases, a resolution path and approximate time frame will be determined and communicated to the customer.

During traditionally busy times, such as the first week of a semester, response times may be longer than normal. IT&S staff will inform callers if a delay is to be expected.

Response times do not guarantee resolution times, although every effort will be made to resolve all work orders upon first contact. If an immediate resolution is not available, interim solutions may be suggested and made available. Example: A part needs to be ordered to return system to operation or a subject matter expert / third-party must be contacted in order to resolve the problem.

Priority	Definition	Initial Response time	Estimated resolution time
<p style="text-align: center;">Initial Response is defined as first contact from assigned technician during hours of operation</p> <p>IT&S will make 3 attempts to contact the customer over the course of 5 business days via submitted service request, email or telephone, if follow-up / additional information or solution verification is required. If no response comes from the customer, the ticket will be closed</p>			
Priority 1: Highest/critical	<p>(Highest/Critical) issue is a problem severely impacting five or more individuals; a computer lab or the entire college (i.e., entire lab is down/no network connectivity; server is down; network is down; e-mail services not available due to network outage) (no reasonable workaround is currently available)</p> <p>Example: All computers in a department / building are non-functional</p>	Within 20 minutes	Within 1 working day
Priority 2: High/urgent	<p>(High/Urgent) issue is a problem where a single user's system has critical functionality loss/non-operational response affecting instructional student experience (no reasonable workaround is currently available)</p> <p>Example: Computer will not boot or application will not load, but there is another workstation available for use</p>	Within 4 regular business hours	Within 2 working days
Priority 3: Normal	<p>(Normal) issue is a problem that involves non-critical functionality loss, one that impairs some operations, general usage questions or request for modifications (allows user to continue to function with workarounds)</p> <p>Example: software/hardware installations/upgrades, mapping network drives; mapping / installation of network and local printers; e-mail customization/setup; can't check e-mail from computer, but could use mail.4cd.edu from another computer</p>	Within 3 working days	Within 5 working days
Priority 4: Low - Informational/ scheduled	<p>General IT or non-related IT information – purchase/quote information. There is no impact on the quality, performance, or functionality of the product (i.e., out of place icons, bookmarks/desktop customization; computer lab account creations; monitor showing b/w instead of color. CD player has no sound).</p>	Within 5 working days	
	<p>Computer lab software/hardware installations, maintenance/upgrades: To ensure all classrooms/labs are prepared for the start of each semester, all software and licensing information must be provided to the Help Desk by deadlines listed:</p> <p>IT&S will create an image for the respective lab. upon notification of image completion, department chair / dean will have 3 days to test the functionality of the applications and notify IT&S of issues. The lab image will be finalized and frozen for the session break. No changes will be made to the image unit the following session break.</p>	Fall	April 15
		Spring / Summer	November 15

Priority Escalation

The estimated resolutions times do not guarantee resolution times. Help Desk personnel will determine the initial priority of requests. Requests for higher ticket priority must go through the dean or manager to the IT Manager. The Technology Systems Manager will inform dean of the status of the request and notify Help Desk personnel accordingly.

If a service request is not being addressed in accordance with this SLA

1. Call / Email Help Desk (2-2576 / helpdesk@dvc.edu)
2. Call / Email IT Manager (2-2270 / proper@dvc.edu)
3. Call / Email VP Business Services (2-2018 / jnahlen@dvc.edu)

Remote desktop access and management

Help Desk staff will make every effort to resolve issues at the time of the service call by using remote access tools when the technical resources are available. This will allow a technician to access the caller's desktop remotely for the purpose of expediting the resolution of the call. The technician will request and must receive the caller's consent before accessing the machine remotely. The caller can view the activity on the local monitor as it occurs. If consent is not given, the call will be assigned the appropriate level of priority, which could delay the response / resolution time of request.

Software standards and purchases

Typically, software purchased by the college and offered with a site license is included in level 1 support. Faculty/staff may request to add software to level 2 or level 3 support. These requests must be submitted through the department chair/dean. IT&S will review the request and verify the supportability and the compatibility of the software with existing applications. After thorough testing, and if the software is determined to be supportable, IT&S will add the software to level 2 or level 3 accordingly.



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IT&S will maintain original DVD/CD and license keys or download capabilities. Copies will be provided to respective deans. They will also configure the software and troubleshoot problems based on the support levels. Personally-owned equipment/software will not be supported.

Computer Hardware Standards and Purchases

IT&S will provide full support for standardized computer hardware. Standardization is a key component to any efficient and productive support organization. Hardware must meet the listed recommendations to receive IT&S support. (See Supported Hardware) Other computers, laptops, or tablets can be purchased, but will not be supported.



Ticketing Request System: SysAid () icon located on end-user's desktop Email:

helpdesk@dvc.edu

Website: <http://contracosta.sysaidit.com>

Phone: Call extension 22576; commercial 925-969-2576

IT&S uses a standard computer image, which include a core set of software for all computers. The image is tested and verified to be stable and supportable.

Printers and Peripherals

IT&S provides limited support for a list of printers (see printers) and peripherals, and will install drivers and connect some of these devices to the DVC network. Support for other peripherals (scanners, instruments, webcams, etc.) is determined on a case-by-case basis, and is limited to driver installation.

Other printers can be purchased, but will not be supported.

We do not perform hardware maintenance or repair on printers or peripherals. Any issues regarding printers, end-users will be referred a third-party vendor for repairs beyond staff's ability, at which time a service fee maybe incurred by the department

Rights and responsibilities of employee (faculty and staff)

Customer responsibilities

Submit all IT related issues via a service request by one of the following methods:



Ticketing Request System: SysAid () icon located on end-user's desktop

Email: helpdesk@dvc.edu

Website: <http://contracosta.sysaidit.com>

Phone: Call extension 22576; commercial 925-969-2576

Submission of service request via SysAid is the preferred method. This method provides the end-user with a ticket number to associate with service request; provides technician the ability to track issues to resolution, and ensure proper prioritization. Other benefits include the ability to spot widespread outages, allows multiple technicians visibility to issue and ability to transfer between technicians

Please do not submit multiple tickets about the same issue. If you need to add information to an existing ticket, please log into the support system or reply to the ticket email.

When placing a service request, please provide as much of the following information as you can, otherwise, your issue resolution may be delayed:

- Detailed description of problem, include any error message(s) received. A screen shot of the displayed error message
- Name, phone number, and time you can be reached for follow-up questions, if necessary
- Is anyone else in your area/department experiencing the problem?
- Does issue relate to a particular application/software? If so, give application/software name.
- Length of time problem has existed.

Depending upon the problem, it may be necessary to provide the computer name of the system you are referring:

- Windows 10:

Right-click on **Windows logo (left corner of screen)**, and then select **System**

- Windows 7:

Right-click on **Computer**, and then clicking **Properties**

You will find your computer name under **Computer name, domain, and workgroup settings**. If your computer is on a domain, the full name will show.

- Apple/Macintosh iOS

From the **Apple ()** menu, choose **About This Mac**

In the **About This Mac** window, click the **More Info** button to open **System Profiler**

Your **Serial Number** is the information needed.

IT&S will make 3 attempts to contact the user over the course of 5 business days via submitted service request, email or telephone. If no response comes from the user, the ticket will be closed

It is the responsibility of the employee to ensure data has been backed up/stored in another location besides their laptop or desktop when dropped off at Help Desk for service or reimaging.

If additional information is discovered or information reported has changed, please notify the Help Desk as soon as possible so the ticket can be updated.

DO NOT give out your password...District or campus IT will NEVER ask for your password.

Life Cycle Equipment Replacement Term

- Computers are replaced every six years (72 months), a duration that corresponds to industry benchmarks for the useful life of laptop and desktop computer systems
- Prior to the end of the 72-month term, those with a life cycle program asset in their possession will be contacted by the Help Desk Manager or local support tech team, via SysAid, to select a replacement computer and to establish a date for the equipment exchange.
- Replacement will be based on the system/manufacture date of the equipment, (i.e., if the system date is 2012, regardless of the actual month it was manufactured, the replacement timeframe will be 2018).
- Replacement of computers is subject to available funding and systems on-hand at time of replacement.

Responsibilities of campus personnel receiving equipment

- Campus personnel are expected to exercise care to assure against theft and damage of equipment provided to them. In situations where negligence or violations of this policy result in damage or loss of equipment, the cost for its repair or replacement could become the responsibility of the employee. Negligence is determined by the Vice President of Business Services.
- Equipment is provided to campus personnel exclusively for their use. Its use by others is prohibited except for occasional use by other campus personnel who are eligible to participate in the Life Cycle Replacement Program. In certain instances, equipment can be reallocated to another employee at the college but only with the prior documented permission of the information Technology Systems Manager.
- Upon separation from the college or district, for any reason, the Life Cycle Program equipment must be returned to either the campus Help Desk.
- It is prohibited to affix stickers, adornments or to alter anything on the body of the equipment that could affect the value of the machine when it is returned to the leasing vendors.

Default Equipment

The default computer platform for the Computer LifeCycle Replacement Program is listed below under **Supported Hardware**.

Administrative Rights

The Computer Life Cycle Replacement program equipment is delivered with limited administrative rights. This level of administrative rights called "Power User" will allow users to add a network printer, modify drivers for hardware devices and make changes to certain programs. A separate Administrative Privileges Service Level Agreement must be completed to receive full administrative rights, which assigns responsibility for the operating integrity of the device and its contents entirely to the employee

Access rights

This section provides criteria for granting privileged access and requirements for monitoring such access. These standards apply to all staff, faculty and administration systems that are used to maintain university information, excluding lab/classroom computer systems.

Definitions

- **Access** — The ability or the means necessary to read, write, modify, or communicate data/information or otherwise instruct or use any IT resource.
- **Privileged access** - Rights to computer or application systems that have been granted to an individual beyond that of a typical user that can bypass, modify, or disable technical or operational security controls. Examples may include the ability to install software; install or modify system processes; create or modify system configurations; create or modify system access controls; view or control the screen of the user through remote access technologies in order to assist them.

Standards

- When possible, full system administrator or "root" access will not be provided. Privileged access should use utilities that allow an application to run with privileged access (such as "sudo" on Unix and Linux based systems or "runas" or User Account Control on Microsoft Windows systems) or use role based access control within a database or application.
- Access will be restricted allowing only essential functions required for valid business/instructional needs or job requirements. An application must be reviewed and approved by approved by the appropriate dean and technology systems manager. In instances where there is a potential conflict of interest, the Vice President of Instruction or Vice President of Business Services or their delegate will approve access.
- All individuals who are granted privileged access must have appropriate training for the relevant systems as well as have completed the training video, completed quiz and application.
- All information gained by privileged access is protected and may not be given to any non-privileged user or to any other privileged user except as required to perform necessary work and approved by the relevant data owner.

- Passwords, or use of the privileged account, must not be shared.
- Passwords must be changed immediately if thought to be compromised. System or service accounts should be unique to a specific business process so as to facilitate auditing.
- Systems will be configured to log all privileged access with an accurate timestamp. When feasible, logging should report actions taken by the privileged account.
- Privileged access applies to a particular specific device/system. Privileged access will be reviewed, re-verified, and/or re-authorized every time the user's job duties change, or annually or replacement of the device/system. This must be done with each new system received, if requesting administrative privileges.
- Individuals with privileged access must respect the privacy of system users, respect the integrity of systems and related physical resources, and comply with relevant laws and regulations.
- Individuals with privileged access shall take necessary precautions to protect the confidentiality of information encountered in the performance of their duties.
- Individuals with privileged access have an obligation to keep informed of procedures, business practices, policies and operational guidelines pertaining to the activities of their unit.
- Individuals with privileged access must be aware of, and follow, change control processes before making changes to production systems.
- Individuals with privileged access are required to follow the below guidelines when accessing social media websites/apps for official duties or in the conduct of official business:
 - Conduct and ethics: As a representative of the university, it is imperative for you to maintain the same standards of conduct expected of all district employees. Be respectful, positive, helpful and informative. Do not engage in negative banter and do not take a political stand on topics or legislation.
 - Protect highly confidential and proprietary information: Do not post any Highly Confidential, Confidential or sensitive information about the college and its students, staff, faculty or alumni. Types of Highly Confidential information include FERPA-protected student information, Social Security numbers, credit card numbers and medical records.
 - Respect copyright and fair use. When posting, be mindful of the copyright and intellectual property rights of others and of the university. (Link to copyright info)
 - Use appropriate branding: Do not use the university logo or any other college images or iconography on personal social media sites. Do not use the college's or district's name to promote a product, cause, or political party or candidate.
 - Ensure the security of your social media account. A compromise of your account can lead to malicious entities posting inappropriate or even illegal material on your behalf. This could lead to reputational risk to the university. If you post on behalf to social media sites of the university be sure to use a different password for each your official social media accounts, personal social media accounts, and your district provided accounts. If you notice or hear about any abnormal activities occurring through your account or feel that it might have been compromised, contact the IT Security office.
 - Terms of Services: Obey the Terms of Service of any Social Media platform employed.
- Individuals with privileged access must understand that failure to comply with these standards may result in a loss of access or other disciplinary actions. Such a determination should be made by the employee's appointing authority in consultation with the appropriate campus Information Technology Systems Manager

Supported Software

The following lists contain the supported software for computer systems administered by the IT&S. For more details, see the [Service Level Guidelines](#). Software should only be used for work-related purposes.

All software versions are current stable releases unless otherwise stated.

Level 1) Standard Configuration

New or re-imaged computers will be configured with this set of software. This software has been well tested and is commonly used, and therefore fully supported.

Adobe Acrobat (PC/MAC)
 Adobe Flash for Internet Explorer (PC)
 Adobe Flash for other browsers (PC/Mac)
 Adobe Shockwave (PC)
 Microsoft Silverlight (PC/Mac)
 Java (PC/Mac)
 Firefox (PC/Mac)
 Internet Explorer 10 and above
 Chrome
 System Center Configuration Management (PC/MAC)
 Microsoft Office 2011 (Mac or higher)

Microsoft Office 2016 (PC/Mac)
Windows 7 64-bit
Apple OS 10.12 (Sierra or higher)

Level 2) Best Effort Support

This software will be supported with our "best effort", meaning that we may not have the resources to troubleshoot problems with these programs. This list includes previous versions of Level 1 software.

Adobe Acrobat Pro 11 (PC/Mac)
Adobe CS Suites & Individual Products (PC/Mac)
Quicktime (PC/Mac)
Checkpoint VPN (PC/MAC)
Older versions of Level 1 software

Level 3) Specialized Software

Non-typical or highly specialized software is very difficult to support and is dependent on vendor support and availability of resources. Current listing of software is not inclusive, additional specialized software will be added upon discovery.

ArcGIS
Autodesk
Mathematica
SARSTrak
SARS

Unsupported Software

Any software not listed above is not supported. Any software that is not on the above lists will not be installed or supported by IT&S. Beta and end-of-life software (no longer supported by the manufacturer) are not supported.

Operating Systems

IT&S will only deploy and support approved and stable operating systems. New operating systems will be deployed after a satisfactory evaluation period. IT&S currently supports the following:

- Mac OS 10.12 or later
- Windows 10
- Windows 7

Supported Hardware

Computers

Desktops

	
<p>Dell Optiplex 3040 or better– SFF (staff/labs)</p> <p>Intel Core I5-4590 (Quad Core, 3.30GHz Turbo, 6MB, w/ HD Graphics 4600) 8GB (2x4GB) 1600MHz DDR3 Memory Intel Integrated Graphics 500GB 3.5inch SATA (7.200 RPM) Hard Drive 8X DVD+/-RW No Monitor 5 Year Basic Hardware Service with 5 Year NBD Limited Onsite Service After Remote Diagnosis</p>	<p>Apple iMac 21.5" – staff/labs</p> <p>2.7GHz Quad-core Intel Core i5, Turbo Intel Iris Pro Graphics 1600MHz DDR3 SDRAM - 2x4GB 1TB Serial ATA Drive @ 5400 rpm 4YR AC PROTECTIONPLAN ED-USA</p>

Laptops

	
<p>Dell Latitude E5270 or better - Lightweight 12" Laptop - no built-in CD/DVD - (Contact LSIT for pricing)</p> <p>4th Gen Intel® Core™ i5-4200U Processor (1.6 GHz, 3M Cache) 8GB (2x4GB) 1600MHz DDR3L Memory 12.5 HD (1366x768) Wide View Anti-Glare WLED-backlit, WiGig Capable Light Sensitive Webcam and Noise Cancelling Digital Array Mic [Included in Price] 128GB Mobility Solid State Drive 5 Year Basic Hardware Service with 4 Year NBD Limited Onsite Service After Remote Diagnosis</p>	<p>Apple Macbook- (staff/labs)</p> <p>13-inch: 2.5GHz Dual-core Intel Core i5 2.5GHz Dual-core Intel Core i5, Turbo 4GB 1600MHz DDR3 SDRAM - 2x2GB 500GB Serial ATA Drive @ 5400 rpm SuperDrive 8x (DVD±R DL/DVD ±RW/CD-RW) 4YR AC PROTECTIONPLAN ED-USA</p>

Printers

	
<p>Black and White</p> <p>HP LaserJet Pro 400 Printer M401dne or better</p> <p>HP part number: CE956A#BGJ</p> <ul style="list-style-type: none"> • Fast printing at up to 35 pages/min • First page out in as little time as 8 seconds (from ready mode) • USB and Network connectivity <p>HP LaserJet Enterprise P3015dn Printer or better</p> <p>HP part number: CE528A#ABA</p>	<p>Color</p> <p>HP LaserJet Pro 400 color Printer M451dn or better</p> <p>HP part number: CE957A#BGJ</p> <ul style="list-style-type: none"> • Fast black and color printing at up to 21 pages/min • First page out in as little time as 17 seconds (from ready mode) • Ideal for printing brochures, flyers, and marketing material • USB and Network connectivity

<ul style="list-style-type: none">• Fast black printing at up to 42 pages/min• First page out in as little time as 7.5 seconds (from ready mode)• USB and Network connectivity• Automatic two-sided printing (Duplexing)	<ul style="list-style-type: none">• Automatic two-sided printing (Duplexing)
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Copier, Printer, Fax, Scanner (Multi-function Device)

Please contact the IT&S office regarding multi-function devices. IT&S will work with your office to select a device that will best fit your needs. All other printers will not be supported

Unsupported Hardware

Currently there is no tablet / tablet-PC support at the college level. Any hardware not listed above is not be installed or supported by IT&S. Owners of these devices must be capable of use of their devices. For the purpose of maintaining inventory accountability, all non-supported hardware, will still need to be processed through IT&S. Owners will be required to sign a waiver agreeing to the terms of non-support, prior to purchase.

Switches/routers

Standalone switches / routers are not authorized.

Service Level Agreement Overview

Purpose

The purpose of this document is to define service level support and how to engage Information Technology and Services (IT&S), to ensure business and instructional needs are met.

Scope

IT&S is committed to delivering quality customer services by:

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

Service Requests / Computer & Software Purchases

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Helpdesk/Media Services Hours of operations

Monday – Thursday: 8:00am – 9:00pm.

NOTE: 2d and 4th Thursday, office is closed for staff meeting 9:00 – 10:30am.

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Help Desk is located on the first floor of the Library Administration Building Room L110.

Hours of operation are subject to change. Any modifications to this schedule will be announced ahead of time.

During traditionally busy times, such as the first week of a semester, response times may be longer than normal. IT&S staff will inform callers if a delay is to be expected.

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Note: Submission of service request via SysAid is the preferred method. This method provides the end-user with a ticket number to associate with service request; provides technician the ability to track issues to resolution, and ensure proper prioritization. Other benefits include the ability to spot widespread outages, allows multiple technicians visibility to issue and ability to transfer between technicians.

Services

Help Desk	
Hardware / Application Support (See SLA)	Network Drive Mapping
Computer/E-Waste Disposal	End-User/*Computer Lab/Classroom Support (See SLA)
Computer/Software Inventory	Network Printing /Storage
Computer Replacement	Technology Consultation/Purchasing
Media Services	
Multimedia Equipment Setup	Instructional Recording (class presentations/ lectures)
Projector installation	Event Coordination

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The following table briefly describes the priority levels assigned to requests for hardware/software problem resolution with associated response and **estimated** resolution times/goals. While every effort will be made to resolve all issues immediately, circumstances may delay remediation or repair. In such cases, a resolution path and approximate time frame will be determined and communicated to the customer.

During traditionally busy times, such as the first week of a semester, response times may be longer than normal. IT&S staff will inform callers if a delay is to be expected.

Response times do not guarantee resolution times, although every effort will be made to resolve all work orders upon first contact. If an immediate resolution is not available, interim solutions may be suggested and made available. Example: A part needs to be ordered to return system to operation or a subject matter expert / third-party must be contacted in order to resolve the problem.

Priority	Definition	Initial Response time	Estimated resolution time
Initial Response is defined as first contact from assigned technician during hours of operation			
IT&S will make 3 attempts to contact the user over the course of 5 business days via submitted service request, email or telephone, if follow-up / additional information or solution verification is required. If no response comes from the user, the ticket will be closed			
Priority 1: Highest/critical	(Highest/Critical) issue is a problem severely impacting five or more individuals; a computer lab or the entire college (i.e., entire lab is down/no network connectivity; server is down; network is down; e-mail services not available due to network outage) (no reasonable workaround is currently available) Example: All computers in a department / building are non-functional	Within 20 minutes	Within 1 working day
Priority 2: High/urgent	(High/Urgent) issue is a problem where a single user's system has critical functionality loss/non-operational response affecting instructional student experience (no reasonable workaround is currently available) Example: Computer will not boot or application will not load, but there is another workstation available for use	Within 4 regular business hours	Within 2 working days
Priority 3: Normal	(Normal) issue is a problem that involves non-critical functionality loss, one that impairs some operations, general usage questions or request for modifications (allows user to continue to function with workarounds) Example: software/hardware installations/upgrades, mapping network drives; mapping / installation of network and local printers; e-mail customization/setup; can't check e-mail from computer, but could use mail.4cd.edu from another computer	Within 3 working days	Within 5 working days
Priority 4: Low - Informational/ scheduled	General IT or non-related IT information – purchase/quote information. There is no impact on the quality, performance, or functionality of the product (i.e., out of place icons, bookmarks/desktop customization; computer lab account creations; monitor showing b/w instead of color. CD player has no sound).	Within 5 working days	
	Computer lab software/hardware installations, maintenance/upgrades: To ensure all classrooms/labs are prepared for the start of each semester, all software and licensing information must be provided to the Help Desk by deadlines listed: IT&S will create an image for the respective lab. Upon notification of image completion, department chair / dean will have 3 days to test the functionality of the applications and notify IT&S of issues. The lab image will be finalized and frozen for the session break. No changes will be made to the image unit the following session break.	Fall	April 15
		Spring / Summer	November 15

Priority Escalation

The estimated resolutions times do not guarantee resolution times. Help Desk personnel will determine the initial priority of requests. Requests for higher ticket priority must go through the dean or manager to the IT Manager. The Technology Systems Manager will inform dean of the status of the request and notify Help Desk personnel accordingly.

Computer / Software / Printer standards and purchases

These requests must be submitted through the department chair/dean. IT&S will review the request and verify the supportability and the compatibility

IT&S will provide full support for standardized computer hardware. Hardware must meet the listed recommendations to receive IT&S support. (See Supported Hardware) Other computers, laptops, or tablets can be purchased, but will not be supported.

IT&S provides limited support for a list of printers (see printers) and peripherals, and will install drivers and connect some of these devices to the DVC network. Support for other peripherals (scanners, instruments, webcams, etc.) is determined on a case-by-case basis, and is limited to driver installation.

Submission of service request via SysAid is the preferred method. This method provides the end-user with a ticket number to associate with service request; provides technician the ability to track issues to resolution, and ensure proper prioritization. Other benefits includes the ability to spot widespread outages, allows multiple technicians visibility to issue and ability to transfer between technicians

Please do not submit multiple tickets about the same issue. If you need to add information to an existing ticket, please log into the support system or reply to the ticket email.

When placing a service request, please provide as much of the following information as you can, otherwise, your issue resolution may be delayed:

- Detailed description of problem, include any error message(s) received. A screen shot of the displayed error message
- Name, phone number, and time you can be reached for follow-up questions, if necessary
- Is anyone else in your area/department experiencing the problem?
- Does issue relate to a particular application/software? If so, give application/software name.
- Length of time problem has existed.

IT&S will make 3 attempts to contact the user over the course of 5 business days via submitted service request, email or telephone. If no response comes from the user, the ticket will be closed

It is the responsibility of the employee to ensure data has been backed up/stored in another location besides their laptop or desktop when dropped off at Help Desk for service or reimaging.

If additional information is discovered or information reported has changed, please notify the Help Desk as soon as possible so the ticket can be updated.

DO NOT give out your password...District or campus IT will NEVER ask for your password.

Access rights

Employees are given access rights as a "Power User." If a user wishes to be approved as an "Administrator" for the college-owned desk or laptop provided for their use, the user must sign a statement accepting responsibility for the legal ownership and use of software other than that installed by Campus IT. Additionally, the user will take on the ownership/responsibility to ensure the operating system software is functioning properly and the computer is free of viruses, spyware and adware.