Information Technology and Services (IT & S)

Diablo Valley College IT Help Desk
Service Level Agreement
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IT&S Help Desk

The Information Technology and Services (IT&S) Help Desk primary mission is to deliver quality customer service and technical solutions in support of campus wide technology. IT&S is the single point of contact for all computer, networking, audio-visual/multi-media, and system availability questions, problems, information or service requests for staff and faculty members. The Help Desk can assist with a wide variety of technology questions, problems, and requests. Whenever possible, the Help Desk staff will attempt to talk you through a solution while you are on the phone. If this is not possible, you will be requested to submit a ticket request the Help Desk tracking system and a staff member will be assigned to follow-up and assist with a resolution as soon as possible.

Purpose

This document represents a service agreement between IT&S Help Desk and the Diablo Valley College community who use technology and computing resources supported by Information Technology & Services. This agreement identifies expectations, defines services provided, priorities, operating practices, reporting polices, and responsibilities related to the support of technology.

Mission

The basic desktop support policy is to support all institutionally owned technology and related equipment purchased through the college and configured by IT&S will receive full support. Every effort is made to respond to all requests for help, but the level of support may be limited for some technology related equipment. In some case, IT&S will not be able to support for non-standard technologies owned by the college. If support is required for these non-standard technologies, IT&S will seek services from a 3rd party vendor.

Non-standard technologies are defined as custom devices or equipment from a non-enterprise line of computers, which is not a part of the standardized computer purchased for Diablo Valley College. Some of these items include, but not limited to, x-ray machines, microscopes, printers/plotters, Tricasters, digital cameras, or other related technologies.

As resources are limited; an effort must be made to prioritized ticket requests so the most time-sensitive and most central to the mission of the college are handled first and given the most available resources and time. “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/areas of responsibility.

Scope

Acting as a single point of contact to resolve all college computer, network, audio-visual/multi-media and other technology related needs, IT&S is committed to high quality service and technical support by:

- Initial installation and setup of computer system
- Responding to request for support within published time frame
- Interacting with staff and faculty members respectful and in a courteous professional manner
• Upgrade/computer replacement cycle according to campus policy
• Requesting feedback for opportunities for improvement
• Continuously working to improve the quality of service and support
• Diagnosing and correcting reported technical and audio-visual/media services problems
• Regularly reviewing and monitoring established performance indicators
• Answering questions and instructing faculty and staff in proper use of their equipment/technology.

However, it is not the support function/responsibility of IT&S to provide extensive training in the use of supported equipment, hardware and/or software. Staff and faculty members will need to seek assistance or professional development by other means or resources.

Hours of Operations

Hours of operation are posted and subject to change. Best efforts will be made to announce any changes or notifications to this schedule ahead of time.

To meet health and safety guidelines, computer support will be offered virtually through TeamViewer, Zoom or phone support. If a resolution cannot be provided remotely, the technician will schedule an appointment for the staff or faculty member to come to the Help Desk on campus.

Face-to-Face support will be available by appointment only. Faculty and staff who need to visit the Help Desk in person will need to request an appointment ahead of time. Please use the Help Desk Remote/Face-to-Face Appointments link to schedule an appointment. Help Desk services and support are available during the following hours of operation:

Pleasant Hill Campus:

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

Support services hours are:

- Monday: 10:00am – 6:00pm
- Tuesday – Thursday: 7:00am - 6:00pm
- Friday: 8:00am – 3:00pm

Media support services hours are:

- Monday: 10:00am – 4:00pm
- Tuesday – Thursday: 7:00am - 4:00pm
- Friday: 8:00am - 12:00pm

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

San Ramon Campus:

Support and media services are located on the second floor of the West Building, Room 201
Monday: 10:00am – 7:00pm  
Tuesday – Thursday: 7:30am - 7:00pm  
Friday: 8:00am - 12:30pm

Pleasant Hill and San Ramon Help Desk are closed on weekends, as well as, District, and Federal holidays.

**Requesting Assistance/Service**

Help Desk support services can be accessed in the following ways:

Helpdesk Service Request for Support: The preferred method of submitting a ticket request for technology or audio-visual/media services issues is using the ServiceDesk Ticketing Request System, [https://help.4cd.edu/](https://help.4cd.edu/). Additionally, ticketing request system can be accessed through the InSite Portal Help Desk tile located on InSite Portal tile arrangement via [https://m.4cd.edu/](https://m.4cd.edu/).

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 issues 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:

- Name, phone number, and time you can be reached for follow-up questions, if necessary
- Detailed description of problem, include any error message(s) received, i.e., screenshot of the displayed error message.
- 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.

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

Phone:

Pleasant Hill Campus: extension 2-2576; commercial 925-969-2576

San Ramon Campus: extension 5-6240/5-6241; commercial 925-866-6240/1

**Due to manning/availability you may be required to leave a voicemail. Please leave a good contact number and a tech will respond as soon as possible.**

Media support request for on-campus functions must be done via 25Live, Classroom and Event Scheduling System. Request require seven (7) calendar days’ notice prior to date of event.
For media event support after 4:30pm on regular business hours and/or weekends requires 14 calendar days’ notice submission prior to the date of event. Request must be done via 25Live Classroom and Event Scheduling System.

All event support requests are subject to approval and technician availability to support event. Due to manning and technician availability, after hours event fee of $35.00 per hour with a 4-hour minimum, for equipment, operator and break down of audio-visual equipment will apply. Organizational funding numbers/GLs or other payment arrangements are necessary to book event support.

Student life groups requiring set up and operation of equipment are charged a fee for use of equipment, operator and break down of audio-visual equipment. For these events, organizational funding numbers/GLs or other payment arrangements are necessary to book event support. Additionally, a fee, $35.00 per hour with a 4-hour minimum, for equipment, operator and break down of audio-visual equipment will apply.

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.

**Services Provided**

Application Support: IT&S will only deploy and support approved and stable operating systems. New operating systems will be deployed after a satisfactory evaluation of period of 16 weeks to 1 year. Evaluation period could extend to a longer period.

IT&S currently supports the following: Mac OS 15. or later; Windows 10 or later.

Computers are configured with a baseline standard set of software including a current operating system, licensed common software applications, anti-virus/anti-spyware software, and remote administration tools.

<table>
<thead>
<tr>
<th>Adobe Acrobat Reader</th>
<th>Microsoft Office Suite: (Word, PowerPoint, Excel, Outlook, Access)</th>
<th>VLC Player</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Creative Cloud</td>
<td>Zoom</td>
<td>Edge</td>
</tr>
<tr>
<td>Microsoft One Drive</td>
<td>Chrome</td>
<td>FireFox</td>
</tr>
</tbody>
</table>

Application required for disability accommodation are not included with the baseline standard configuration can be installed upon validation, provided they follow security standards and local and ADA compliant policies. Otherwise, software will not be installed. All purchase will be processed in accordance with [DVC Procedure 5111.01 - Technology Purchase Standards and Process](#).

Unsupported Software: 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. Installation of required plug-ins or drivers, such as WebEx, Adobe Digital Editions, home printers, must be approved by IT&S manager or designee.
Best Effort Application Support: IT&S may not have the resources or expertise to troubleshoot problems with these programs. Software could be very difficult to support and/or is dependent on vendor intervention. Current listing is not inclusive, additional software will be added upon discovery.

<table>
<thead>
<tr>
<th>ArcGIS/ENVI Applications</th>
<th>Autodesk Applications</th>
<th>SolidWorks</th>
</tr>
</thead>
<tbody>
<tr>
<td>SARS (SARS Anywhere/SARS Track)</td>
<td>OnBase</td>
<td>Office 365</td>
</tr>
<tr>
<td>Older versions of Microsoft Suite</td>
<td>POS Applications</td>
<td>GoPrint</td>
</tr>
</tbody>
</table>

Proposals to add unsupported software to the standard configuration or best effort application support may be submitted to the Information and Instructional Technology Committee (IITC) for vetting and consideration based on IITC’s evaluation criteria and process. New software must have a sustainable funding source and be compatible with current image. Initial request must be submitted via the ServiceDesk Ticketing Request System, <https://help.4cd.edu/>. Thereafter, you will be provided further information on the vetting process and evaluation criteria.

Network Printing: Windows/PC printer mappings will be automatically mapped in accordance with member departmental assignment via policy settings. Mac/OSX printer mappings are to be done manually.

Network Drive Mapping: Windows/PC network drive mappings will be automatically mapped in accordance with member departmental assignment via policy settings. Mac/OSX drive mappings are to be done manually. Access to file folders outside of members department or for members who do not require access will be provided upon request via the ServiceDesk Ticketing Request System, <https://help.4cd.edu/>. Request must be submitted by Dean, Department Chair, Manager, or Designated Representative.

Computer/E-Waste Disposal: Equipment, which is determined to be processed for E-waste, must be recorded via the E-waste/Disposal Form.

End-User/Computer Lab/Classroom Support: Daily operations to support staff, faculty, and administrators.

Asset Management/Computer Replacement: Computer inventory is the responsibility of all assigned personnel. All campus assigned computers are to be tracked via the Alma Inventory. Each staff or faculty member can view their respective assigned device via the Assigned Equipment Review link.

Computer Labs: A computer lab is a facility where 3 or more computer workstations are provided for use by students and faculty for scheduled courses, project work, and/or open access. IT&S 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 IT&S will serve this role. IT&S will work directly with lab owners to plan, purchase, deploy and manage lab technology and software.
Equipment Loan: Staff and faculty can reserve laptops, projectors, and document camera on a first come, first serve basis for three (3) days at a time. Dongles or power cords/adapters are not available for loan.

Service 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. If a resolution cannot be provided remotely or over the phone, the technician will schedule an appointment for the staff or faculty member to come to the Help Desk, L-110, on campus.

IT&S 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.

During traditionally busy times, such as the first 2 weeks and last 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 time commitments do not promise a complete resolution within the stated time frames.** Rather, the time commitment is meant to indicate the maximum time interval in which the faculty or staff will be contacted by the technician assigned to the ticket. Every effort will be made to immediately provide resolution to the issue/ticket request. If an immediate resolution is not available, interim solutions may be suggested and made available. Additionally, IT&S will make three (3) attempts to contact the faculty or staff over the course of 7 to 10 business days via submitted service request, email, or telephone, if follow-up or additional information is required. The attempt timeframe restarts upon acknowledge or response. However, during this timeframe if no response or acknowledgement is provided or solution not verified, the ticket will be closed.

See Service Priority Level diagram [page](#).

Priority Escalation

**Response time commitments do not promise a complete resolution within the stated time frames.** Rather, the time commitment is meant to indicate the maximum time interval in which the constituent will be contacted by the technician assigned to the ticket. Every effort will be made to immediately provide resolution to the issue/ticket request. If an immediate resolution is not available, interim solutions may be suggested and made available. Help Desk personnel will determine the initial priority of requests. Requests for higher ticket priority must go through the dean or manager to the Technology Systems Manager. The Technology Systems Manager will inform dean or manager of the status of the request and notify technician, accordingly.
If a service request is not being addressed in accordance with this SLA

1) Call / Email Help Desk (2-2576 / https://help.4cd.edu)
2) Call / Email IT Manager (2-2270 / Technology Systems Manager)
3) Call / Email VP Business Services or VP Instruction

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 staff or faculty member’s desktop remotely for the purpose of expediting the resolution of the call. The technician will request and must receive consent before accessing the machine remotely. The member can view the activity on the local monitor as it occurs. If consent is not given or the issue cannot be resolved remotely, IT&S will schedule an appointment for the staff or faculty member to come to the Help Desk on campus.

WiFi / Network Connectivity

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 College wired and/or “College-Owned” wireless networks or its resources.

Personally-owned devices or equipment can only use the “College-Personal” wireless network access. See configuration instructions: http://www.4cd.edu/wifi/personal.aspx.

Faculty utilizing personal devices will be able to connect to printing via the following instructions / link.

IT&S is not authorized to handle or perform repairs, updates or configurations on personally owned equipment/technologies.

Wired and Wireless Printing

In order to provide the best support, IT&S supports printing across the campus. IT&S support these devices by configuring the network capable devices to a managed print server.

Full-time faculty, staff, and administrators have the ability to print to networked printers or Konica Multifunctional Printers (MFPs) located in division/departmental offices when using college-owned provided devices.

Wired printing (via the network) is the preferred, and more reliable, method of printing on campus. If your campus owned desktop or laptop is connected to the network via an Ethernet cable, you should have no issues with printing.

Wireless printing is available via the “College-Personal” wireless network. Faculty, staff, and administrators using personal devices to perform their respective job functions will need to register with “College-Personal” before being able to print to division/departmental office Konica MFPs. See configuration instructions: http://www.4cd.edu/wifi/personal.aspx to connect to the “College-Personal” wireless network and <https://bit.ly/3u3fDL3> for addresses needed to configure Konica printer.
If you are unable to connect to “College-Personal” wireless network or experience a problem printing via the wired or wireless networks, please contact the Technology Help Desk at x2576 or submit a ticket request via the ServiceDesk Ticketing Request System, <https://help.4cd.edu/>

Moving Computer Hardware/Furniture Configuration and Assembly

Staff and faculty are responsible for arrangement or the physical movement/relocation 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. If assistance is required after completion of move/relocation, staff or faculty can contact the Help Desk via ServiceDesk Ticketing Request System, <https://help.4cd.edu/>, for further assistance. Additionally, the staff or faculty member is responsible for the assembly and configuration of any computer furniture purchased.

Guidelines for IT&S Maintenance Windows

Because the central IT environment is regularly upgraded to allow for growth and change in the use of information technology, the staff and faculty must expect routine maintenance to be scheduled periodically to comply with new standards and upgrades. IT&S will notify the staff and faculty when such work is needed. Notification will be posted in the “Announcement” section of ServiceDesk Ticketing Request System, <https://help.4cd.edu/>, as well as an email to campus community or respective dean of affect area(s).

Computer Hardware, Software/Application, and Printer Purchases

All purchases will be processed in accordance with DVC Procedure 5111.01 Technology - Purchase Standards and Process.

If equipment is not purchased in accordance with DVC Procedure 5111.01 Technology - Purchase Standards and Process, IT&S will not configure or support the purchased equipment or application software.

Printers and Peripherals Installation

IT&S will only configure printers purchased in accordance with DVC Procedure 5111.01 Technology - Purchase Standards and Process.

IT&S does not perform hardware maintenance or repair on printers or peripherals. Support is limited to basic troubleshooting and driver installation. Any issues beyond basic troubleshooting and/or driver installation regarding printers, end-users will be referred to a 3rd-party vendor for further repairs and maintenance, at which time a service fee maybe incurred by the department.

Support for other peripherals (scanners, instruments, webcams, etc.) is determined on a case-by-case basis and is limited to driver installation.
Lost /Stolen or Damaged Computer Equipment

Departments and/or staff and faculty members are responsible for the computer equipment assigned to them or their respective area. The department and/or staff and faculty member is responsible to 1) ensure appropriate management and accountability of the college’s computer assets and 2) establish the procedural steps to follow in the event of lost, stolen, or damaged computer equipment.

Should loss or theft of a college/institutionally owned IT equipment occur, the responsible staff or faculty member of the asset must:

1) In all cases notify their immediate supervisor of the incident.
2) If incident occurred off campus must contact the local police department, file a police report, and obtain a copy.
3) If incident occurred on campus contact Campus Police, phone # 925.969.2785 - who will investigate and generate a report.
4) Contact Information Technology Services Helpdesk, phone # 925.969.2576 – who will generate an internal tracking process.

Once a police report is received Information Technology Services will work with the department to replace computer equipment.

Replacement of device will be based on the following:

1) If college-owned IT device (e.g., laptop, iPad, or other) is lost or stolen with 5 years of initial issue, a replacement of the same device type will be provided.
2) If college-owned IT device (e.g., laptop, iPad, or other) is lost or stolen, a second time, within 5-year period, replacement of laptop will be a desktop, to be placed in on-campus office.
3) Other items will not be replaced until next refresh cycle.

If college/institutionally owned IT equipment is damaged, the damage should be reported immediately to the Information Technology Services Helpdesk, phone # 925.959.2576. Information Technology Services will generate an internal tracking issue for a service technician to assess the damage. If the damage is not covered under warranty, the staff or faculty member’s department may incur repair cost. In cases of negligence, the college or department may seek reimbursement from the staff or faculty member to cover the cost of repair or replacement.

Campus personnel are expected to exercise extreme care to assure against theft and damage of equipment provided to them (e.g., equipment should never be left in an unattended vehicle). 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.

Administrative Rights/Privileges

Administrative Rights will not be provided or given to any student, staff or faculty member. Any driver, software application installation or any configuration changes which require administrative rights will be performed by IT&S staff.
Staff or faculty members will be required to submit a ticket request via the ServiceDesk Ticketing Request System, <https://help.4cd.edu/>. Thereafter, request will be evaluated and deemed permitted or denied. If permitted, the applications will be remotely push to the staff or faculty member’s device or they will be advised to schedule a walk-in appointment and bring their device to the Help Desk for software application installation or configuration change.

**Life Cycle Equipment Replacement**

DVC has chosen to transition staff and faculty members from traditional desktops to laptops. Laptops are replaced every 5 years (60 months), a duration that corresponds to industry benchmarks for the useful life of laptops.

Replacement of computers is subject to available funding and systems on-hand at time of replacement. Thus, replacement of laptops may extend beyond the indicated replacement timeframe. In certain instances, equipment can be reallocated to another employee at the college.

Prior to the end of the 60-month term, those with a life cycle/replacement asset in their possession will be contacted by the Technology Systems Manager or local support tech team, via the ServiceDesk Ticketing System or the Technology Systems Manager, to select a replacement computer and to establish a date for the equipment exchange/replacement.

Replacement will be based on the system/manufacture date of the equipment, (i.e., if the system date is 2022, regardless of the actual month it was manufactured or when issued to the staff or faculty member, the replacement timeframe with be 2027). If there are individual request to replace staff or faculty devices prior to designated timeframe, a determination to replace will be made after due diligence and consideration of the request, on a case-by-case basis.

Each staff or faculty member can view their respective assigned device via the Assigned Equipment Review link and determine when their device is due for replacement.

DVC has chosen to transition staff and faculty members from traditional desktops to laptops. Staff will be assigned Windows/PC laptops to include a docking station, external keyboard, and mouse, and replacement of any legacy monitors, if applicable. Faculty have the option to select either a Windows/PC laptop or Apple MacBook/laptop to include a docking station, external keyboard, and mouse, and replacement of any legacy monitors, if applicable. The college will provide one primary device per staff or faculty member. Classified hourly and adjunct faculty will be provided/assigned a loaner device for the term/ session of instruction they are hired. The device is to be renewed each term of rehire. Departmental request for a second or additional laptops, must be a department purchased device using departmental funds via Information Technology and Services.

**Staff and/or Faculty Responsibilities**

Campus personnel are expected to exercise extreme care to assure against theft and damage of equipment provided to them (e.g., equipment should never be left in an unattended vehicle). 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. Upon separation from the college or district, for any reason, the equipment must be returned to the campus Help Desk, L-110. 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.

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.

Submission of service request via the ServiceDesk Ticketing Request System, <https://help.4cd.edu/> 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:

- Name, phone number, and time you can be reached for follow-up questions, if necessary
- Detailed description of problem, include any error message(s) received. A screen shot of the displayed error message.
- 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 10 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.

**Periodic Review of SLA**

The IITC will review the SLA at least annually to determine whether the services and service level commitment are meeting the needs of the college and its community. Substantial changes in college, such as a significant or sizable increase in college technologies, should
also prompt a review of the SLA.

The Vice President of Business Administration and Technology Systems Manager can propose changes to the SLA outside of the regular review process.

This review process is outlined as an SLA Modification Review. The SLA will be reviewed for proposed changes/revisions and to consider any outstanding technology resource needs. The reviewers include the Vice President of Business Administration and Technology Systems Manager. The Vice President of Business Administration and Technology Systems Manager may submit requested updates and recommendations to College Council, with a brief rationale for each recommendation. Requests will be reviewed, and all approved changes will be incorporated within the SLA. The SLA will be posted on the website to promote accountability. The Technology Systems Manager will be responsible for implementing changes to the SLA and communicating SLA changes to the college community.

**System Specifications**

**Desktops**

<table>
<thead>
<tr>
<th>Dell OptiPlex SFF 3070 or better – staff/faculty/labs</th>
<th>Apple iMac 21.5” – faculty/labs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor: i5 processor</td>
<td>Processor: M1 processor</td>
</tr>
<tr>
<td>RAM: 8GB RAM</td>
<td>RAM: 16GB RAM</td>
</tr>
<tr>
<td>HHD: 512 SSD</td>
<td>HHD: 1TB Fusion Drive</td>
</tr>
<tr>
<td>Warranty: 4-year</td>
<td>Warranty: 4-year</td>
</tr>
</tbody>
</table>

**Laptops**

<table>
<thead>
<tr>
<th>Dell Latitude 5320 or better –</th>
<th>Apple MacBook 13” – faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor: i5 processor</td>
<td>Processor: M1 processor</td>
</tr>
<tr>
<td>RAM: 8GB RAM</td>
<td>RAM: 16GB RAM</td>
</tr>
<tr>
<td>HHD: 512 SSD</td>
<td>HHD: 512 SSD</td>
</tr>
<tr>
<td>Warranty: 4-year</td>
<td>Warranty: 4-year</td>
</tr>
</tbody>
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**Printers**

As part of the college’s sustainability initiative, we are encouraging the use of centralized network printers for all hard copy printing needs. Inkjet and personal printers are not routinely provided for faculty and staff desktops.
HP LaserJet Pro 400 Printer M401dne or better Black and White

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

HP LaserJet Pro 400 color Printer M451dn or better Color

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

Multi-Function Printer (Copier, Printer, Fax, Scanner) - 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.

Unsupported Hardware

Standalone switches / routers are not authorized nor supported.
## Service Priority Level Diagram

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
<th>Initial Response time</th>
<th>Estimated resolution time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Campus priorities may require exceptions to this goal during certain times of the Academic year</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Priority 1: 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) <em>(no reasonable workaround is currently available)</em></td>
<td>Example: All computers in a department / building are non-functional</td>
<td>Within 20 minutes</td>
<td>Within 1 working day</td>
</tr>
<tr>
<td>Priority 2: High/urgent - issue is a problem where a single user’s system has critical functionality loss/non-operational response affecting instructional student experience <em>(no reasonable workaround is currently available)</em></td>
<td>Example: Computer will not boot, or application will not load, but there is another workstation available for use</td>
<td>Within 4 regular business hours</td>
<td>Within 2 working days</td>
</tr>
<tr>
<td>Priority 3: Normal - issue is a problem that involves non-critical functionality loss, one that impairs some operations, general usage questions or request for modifications <em>(allows user to continue to function with workarounds)</em></td>
<td>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</td>
<td>Within 3 working days</td>
<td>Within 5 working days</td>
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<tr>
<td>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</td>
<td>Example: out of place icons, bookmarks/desktop customization; computer lab account creations; monitor showing b/w instead of color. CD player has no sound</td>
<td>Within 5 working days</td>
<td>Within 15 working days</td>
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<tr>
<td>Priority 5: Project/Development Computer lab software/hardware installations, maintenance/upgrades: To ensure all classrooms/labs are prepared for the start of each semester, <strong>all software and licensing information</strong> must be provided to the Help Desk by deadlines listed-</td>
<td>IT&amp;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&amp;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.</td>
<td>Fall</td>
<td>April 15</td>
</tr>
</tbody>
</table>
## Revision History

<table>
<thead>
<tr>
<th>Revision Number</th>
<th>Date</th>
<th>Comment</th>
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<tbody>
<tr>
<td>1.0</td>
<td>01/14/2021</td>
<td>Document revised and updated</td>
</tr>
<tr>
<td>2.0</td>
<td>03/25/2021</td>
<td>Document revised by IITC</td>
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<tr>
<td>3.0</td>
<td>10/19/2021</td>
<td>Recommendation from Academic Senate</td>
</tr>
<tr>
<td>4.0</td>
<td>11/26/2021</td>
<td>Academic Senate Approved with added recommendation</td>
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<tr>
<td>5.0</td>
<td>12/07/2021</td>
<td>Classified Senate Approved</td>
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<tr>
<td>6.0</td>
<td>02/02/2022</td>
<td>College Council Approved</td>
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