

GEORGETOWN
UNIVERSITY



McDonough
SCHOOL *of* BUSINESS

McDonough School of Business: MSBTC SLA 2010

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Service Level Agreement

This Service level Agreement provides the management structure for MSBTC Help Desk and other support operations. The procedures below are as comprehensive as permitted in a document but do not preclude additional extended services. In fact, MSBTC exists to provide personalized and ad-hoc services especially for special situations. MSB users should contact MSBTC for any IT services even if not specifically listed in this SLA.

From time to time MSB services or procedures will change and not be immediately reflected in the SLA.

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Contacting a Technician

There are 4 ways to contact the MSBTC Helpdesk:

- In person. Visit the MSBTC Helpdesk in Room 180 of the Hariri building.
- Phone at 202-687-4721. Phone calls are best when quick reaction is required. The Central Help Desk number rings on all MSBTC desks.
- E-Mail at msbhelp@georgetown.edu E-Mail is for reporting non-critical outages and requests. E-mail messages will be reviewed periodically during Business Hours. E-Mail messages are automatically sent to all full-time MSBTC staff.
- Web at <https://help.msb.edu:8443/ehelpdesk/login.glml> (requires MSB Novell login) Web reporting is for reporting non-critical outages and requests. Web messages provide enhanced tracking services. Web messages will be reviewed periodically during Business Hours.

In most cases, a technician will be available to answer your call during business hours the same day of submission. If a technician does not answer your call, please leave a voicemail message with a description of the problem and your contact information. Outstanding e-mail and web messages will be reviewed periodically during Business Hours.

MSBTC Hours of Operation

Full-time staff

- Monday – Friday 8 am to 8 pm
- Saturday 9 am to 5 pm when academic programs are in session
- Sunday and non-program weekends - On Call

Student Staff Extended Hours

- Monday – Thursday 8 am – 11 pm
- Friday 8 am to 6 pm
- Saturday 10 am to 9 pm when academic programs are in session
- Sunday 10 am to 11 pm

Summer hours

- Monday through Friday 9 am – 5 pm
- Weekends variable depending on program schedules.

No Service Hours

- Hours outside posted hours above, GU Holidays (variable, several holidays will have MSBTC coverage). “Snow Days” or days when the GU campus has closed.

Special Considerations

With 5 business day lead-time customers may contact the MSBTC Helpdesk to make special arrangements for after-hour support of unique projects or activities, including AV setup and support. Arrangements can be made for high availability of a service, software program or other support over a specific period. In this situation, additional on-call technicians may be assigned and put on alert to respond to problems in a more timely fashion.

Trouble Call Problem Priority

Response and Resolution Steps

Initial Response: Time of receipt of a support call.

Initiate Fix: Begin work time after receiving a support call.

Resolve: Time issue is resolved and solution is communicated to the user

Closed: Time call is removed from the active trouble call database

Feedback: Quality assurance checks to gauge performance and solicit user comments.

Priority 1

It is MSBTC’s objective to resolve these problems ASAP.

E-mail, file/print, web, application, database, and other hosted services

This includes:

1. Critical server crashes,
2. Critical application and database failures, and

3. Large scale problems impacting multiple end-users.

Personal Computers and Devices:

During Business Hours, includes:

1. PC disabled to the extent that multiple end users cannot function or perform the basic tasks required for the position. The source of the problem may be hardware, software, server, or the network.

During Off-Hours, includes:

2. PC problems related to campus network or Priority 1 server outages. All other problems specific to PC hardware and software will be addressed as a Priority 2 outage the next business day.

Audio-Visual:

Scheduled classes or events that have arranged MSBTC support or are part of the MSB academic curriculum in the Hariri Building.

Priority 2

E-mail, file/print, web, application, database, and other hosted services

Includes:

1. Inability of a production server to serve a subset of end-users or properly render a portion of services and/or applications provided by the server, i.e., partial server failure; new account creation
2. Application or database failures.

Personal Computer

Includes:

1. PC disabled to the extent that individual end users cannot perform all of the tasks required for the position but is able to perform other tasks, e.g., unable to access e-mail
2. Locked accounts
3. Account password resets.

Audio-Visual:

Un-scheduled classes or events that have not arranged MSBTC support or are not part of the MSB academic curriculum in the Hariri Building.

Priority 3

Includes:

1. Non-critical problems
2. "How do I" questions
3. Software extensions
4. New hardware, and
5. Training related problems.

Priority 4

Includes:

1. Requests for future support
2. Maintenance
3. Software exceptions, and
4. Requests for applications/database development and enhancements.

Response and Resolution Definitions

More About Response and Resolution:

An "In Work" will include a phone call, e-mail, text or web posting to the requester to confirm the request, discuss details, and assign a priority.

Targeted e-mail and/or phone distribution lists are maintained to notify the appropriate parties affected by server and application outages. During high priority outages, problem status will be communicated periodically to the affected parties by mass e-mail or announcements as new information becomes available.

As reasonably required, feedback on lower priority support calls will be communicated via e-mail, text or phone to the affected parties.

Priority 1 calls will be the first calls assigned to MSBTC personnel for resolution. The time required to resolve a Priority 1 outage will be dependent on the severity of the problem and number of Priority 1 calls in the queue.

Resolution of Priority 2 calls will be addressed in the order received and after all Priority 1 calls have been addressed.

On troubleshooting some Priority 1 calls may be determined to be related to a subset of users in a single network (i.e., a building or floor) or user population (e.g., Apple users) unable to access the server. If the problem is determined to be a limited problem, we will update it to Priority 2.

Scheduled Outages: An e-mail or voicemail notification will be sent to the appropriate parties at least 2 (minimum)-5 (desired) days in advance of a scheduled integration or production server outage.

Example Outage Priority Levels

Server or Application – examples	PRIORITY
<u>Network services</u>	
E-mail Webaccess (site wide)	1
NetStorage (site wide)	1
Printing (site wide)	1
E-mail (individual)	2
NetStorage (individual)	2
Printing (individual)	2
<u>Administration</u>	
Account creation	3
Folder membership	3
Future requests	4

Audio / Visual Services

Scope:

MSBTC provides audio-visual support and consultation to Business School Faculty, Staff, and Students only. In general MSB users will be equipped to provide their own collection of AV material. MSBTC technicians will require advance planning to be themselves filming or managing AV events.

Audio-visual Services Detail:

MSBTC audio-visual support is detailed below.

AV Support (General):

MSBTC currently supports all built-in Hariri classrooms. This includes computer equipment, projection equipment, screen devices, wireless microphones, wireless pointer devices, laptop connections, all A\V controlling equipment and digital overhead devices.

MSBTC will provide “best effort” support to connect, utilize, display, and operate exterior devices connected to classroom equipment while used for educational purposes but does

not bear responsibility or liability for exterior computers or devices connected to classroom equipment unless they are owned by MSBTC.

AV Services:

MSBTC supports the recording of voice, video, and computer media in all Hariri classrooms.

MSBTC will support web cam use of streaming video in all Hariri classrooms.

MSBTC currently supports voice and video-teleconferencing on equipment in all Hariri classrooms.

MSBTC supports “Hybrid” class technologies in selected Hariri classrooms.

Photography Services:

MSBTC supports limited professional photography services.

Consultation:

MSBTC will provide technical consultation, with regard to webcam technology used for teleconferencing. MSBTC will not provide support for personal webcam teleconferencing that is outside the academic environment.

Training:

MSBTC provides limited training on filming or camera and presentation setup. MSBTC will provide basic instructions to begin use of the camera, i.e. tape loading, correct settings for recording, begin recording, end recording, zoom features, rewinding, etc.

Location:

MSBTC does not currently support video recording of any type of event outside the Hariri classrooms except by special request followed by approval of the CTO.

AV File Editing and Format:

MSBTC provides basic support and consulting for audio or video formatting or reformatting through the AV Editing facility in Hariri. For best results appointments should be made through MSB Help to schedule this support.

Support includes encoding, decoding, conversions from one format to another, compression changes, or appropriate removal of Digital Rights Management protocols for reproduction.

MSBTC supports basic video editing for faculty or students. This includes training and provision of hardware/software for this purpose. On occasion and as approved by the MSBTC Operations Manager, MSBTC will support professional video-editing services.

Audio-Visual Equipment:

MSBTC support for AV device loans, and AV software and hardware support is detailed below.

Equipment Loan:

MSBTC owns digital video cameras that are available for loan on a first-come, first-served basis. MSBTC when possible will loan available equipment to faculty, staff, and students for academic purposes. These devices are not for personal use and must be returned to MSBTC on completion of the project for which it was borrowed. All equipment must be returned to the MSB Tech Center without being handed off to another business school individual i.e. loaned out again without the consent of MSBTC. With regard to this type of situation, the original borrower will be held responsible for the safety of the borrowed device, service, or software regardless of the position of the second hand borrower.

AV Support Limitations

- MSBTC provides audio-visual support for MSB academic programs as a priority.
- Other individuals or organizations may on occasion arrange for MSBTC AV support.
- Non-MSB support is provided on an exception basis and must be approved in advance by MSB Operations. MSBTC may charge non-MSB organizations for AV support.
- MSBTC will require five business days prior notice for service requests regarding any instructional or presentational equipment or service.
- MSBTC will provide Faculty and staff with the delivery and setup of presentational equipment within the Hariri Building environment.
- Locations outside Hariri may be considered by the CTO upon special request and permission granted at his discretion.
- All MSB AV support must be arranged and managed by a MSB student, faculty or staff member representing the MSB unit requesting support.
- Users will be responsible for all MSB equipment on loan per individual agreements signed at the time of the loan. In general the individual user is responsible for the checkout, proper care and return of equipment.

E-mail

E-mail:

Georgetown Google Apps is the official e-mail system of McDonough users. All MSB users are expected to use GU Google Apps for additional services like text, files sharing and calendar. MSBTC does not support any other e-mail client or system except as “best-effort”.

PDA's

MSBTC supports connection of mobile e-mail devices such as smartphones and PDAs to GU Google Mail.

Spam/Malware:

Through Google MSBTC supports a full-featured network anti-Malware system. Users may additionally maintain their own service. Individual users are responsible for the install and update of any protection software, even if the software is provided by MSBTC.

Hardware Standards

Software Standards

Supported Personal Computer Operating Systems

Windows 10 Professional is fully supported and compatible with the MSB Network environment. Earlier version of MS Windows 7 and 8 and the “Home” editions of any Microsoft Windows version are specifically not supported.

Apple Macintosh operating systems are supported, however some MSB software will run only on MS Windows.

Apple OS users are expected to use Windows 10 Professional for programs where there is no Apple Version.

Faculty Application Software

In conjunction with UIS, Faculty and Staff is provided with a basic software library to perform normal daily operations. These standards are defined on the MSBTC web site. The MSBTC will aid in the purchase of specialty software, however these acquisitions are funded through individual or departmental budgets.

Student Application Software

Except as specifically noted on the MSBTC web site, MSBTC does not subsidize student software. Software is available at reduced rates through the bookstore.

Illegal Software

MSBTC will not provide troubleshooting advice on software that has not been obtained legally.

Printing Services

Printing Services Provided

MSBTC provides print services to the following MSB communities:

Faculty Printing

MSB faculty may print to any MSB network printer. Quantities and type of printing are not limited. Faculty may purchase and use a personal printer, supported by MSBTC, but must provide their own consumables.

Student printing

MSB students may print to any MSB network printer. Type of print is not limited. MSBTC will provide 1500 prints per semester. Student print allowance may be increased at no

cost for academic reasons. Additional prints may be purchased through MSBTC at the rate of 5 cents per page.

Transfer of Print Privileges

MSB students, faculty, and staff may not transfer print authorization nor may they use their print authorization to print for non-MSB users. Non-MSB users are not allowed to print at any MSB printer without the approval of the MSB CTO.

Printing Allowance Cash Refunds

MSBTC monitors print activity and quantity through programs that normally use dollar denominations as the primary metric. The connection of actual funds to a print allowance is imaginary and not based on real cash accounting. As MSBTC does not charge specifically for prints and students do not pay for academic printing, cash refund of printing allowance is not possible.

Printing Standards

MSBTC supports the printing network of faculty, staff and students through the Novell NDPS and iPrint systems. Additionally, printers installed locally are also supported assuming the user is using Microsoft Windows operating systems. A “best effort” support will be made for those choosing to use other personal computer operating systems.

While MSBTC will trouble shoot hardware problems on all MSB printers, if the problem is beyond the scope of our resources, we will contact an outside vendor to perform the repair assuming the printer has been warranted with us.

MSBTC maintains the print.msb.edu webpage where all MSBTC network printers are available assuming the user has the proper credentials.

Print Consumables

MSBTC provides the consumable supplies to all MSB Network printers. All other printer supplies must be obtained through the MSB Building Manager for individual departments, or, in the case of faculty, through Faculty Services. The MSBTC will provide you with contact information to make these orders if desired.

Network Storage

MSBTC maintains several network drives each intended for a different purpose. These drives are provided for storing of personal information, sharing files with others, and for collaboration purposes. All users are allocated a predetermined amount of space which can be increased on a case by case basis to a maximum, which the CTO or Sr. Network Engineer deem appropriate.

Google File Storage

MSB participates in the GU Google Apps system and this is intended to be the primary file storage system for students.

Novell File Storage

Novell Network storage is provided by default for faculty and staff users, and on request for student users.

Faculty and staff users are expected to store important data on the appropriate network drive.

Network Data Backups

MSBTC provides back-up services for individual files located on the network drives with a retention time of 30 days. This service is provided as a last resort recovery method, provided that the normal recovery processes have failed. MSBTC stores back-ups both on and off-site as required by best practices procedures. MSBTC cannot guarantee recovery of all files based on unpredictable environmental factors. MSBTC will provide a “best-effort” recovery of lost files on a case-by-case basis.

MSBTC backup files are deleted after 30 days.

Web pages

MSB participates in the GU Google Apps system. Google tools are expected to server as the primary web publishing option for student users. The MSBTC can provide space for students, faculty, and staff to host their web page.

The MSBTC provides limited web design and setup support for individuals or groups on website design or building.

Wireless Networking

The MSBTC supports, but does not administer or maintain the wireless networks “SaxaNet” and “GuestNet”. This is a service provided by main campus computing (UIS). MSBTC acts as the liaison between the end-users and UIS. Problems experienced while using the wireless network should be reported to the MSBTC for collaboration with UIS. The MSBTC will provide updates to the users as they become available to us.

Security

The MSBTC offers advice on how to avoid spam and phishing e-mails. Additionally, the MSBTC will work to remove malicious programs and software from student, faculty and staff computers. However, it is the users’ responsibility to avoid suspicious websites and should never open attachments or downloads unless certain of the trusted sender.

Faculty, Staff and students are expected to follow acceptable use policies as documented by UIS.

<http://policies.georgetown.edu/31641.html>