

GEORGETOWN  
UNIVERSITY



**McDonough**  
SCHOOL *of* BUSINESS

# McDonough School of Business: MSBTC SLA 2014

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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](mailto: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.

No matter how the trouble call is submitted 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 or electronic 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 12 am

### Summer hours

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

### Off Hours include

- Hours outside posted hours above and Holidays.

### Special Considerations

Customers may contact the MSBTC Helpdesk with 5 business day lead-time 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

**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

### Priority 1

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

**E-mail, file/print, Web, application, database, and other critical services affecting multiple users on a large scale.**

This includes:

1. priority 1 server crashes,

2. priority 1 application and database failures, and
3. Other critical problems impacting multiple end-users.

### **Desktops:**

During Business Hours, includes:

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

## **Priority 2**

### **E-mail, file/print, Web, application, database, and other hosted services affecting specific groups or individuals.**

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.

### **Desktops**

Includes:

1. desktops 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.

## **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. future requests

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 consist of a phone call, e-mail, or web posting from MSBTC 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 or phone to the affected parties.

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.

Some Priority 2 server outage calls are related to a subset of users in a single network (i.e., a building or floor) or user population (e.g., Macintosh users) unable to access the server. If the problem is determined to be a network segment outage, we will update that group as fixes to the problem become available.

Scheduled Outages: An e-mail or voicemail notification will be sent to the appropriate parties at least 2-5 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

### Administration

Account creation 3

Folder membership 3

Auditorium or AV recording services. 4

## **Audio / Visual Services**

### **Scope:**

MSBTC provides audio-visual support and consultation to Business school Faculty, Staff, and Students on an as-needed basis. 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 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.

### **Audio-visual Services:**

MSBTC support in regards to audio-visual services is:

#### **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 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 non-MSB computers or devices connected to classroom equipment unless there have been prior arrangements and testing 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.

#### **Photography Services:**

MSBTC supports limited professional photography services.



### *Distance Learning:*

MSBTC supports MSB distance learning initiatives. The highly individual requirements of each project mandate significant advance planning and detailed, pervasive participation by MSB technicians in each phase of the project. Given this cooperative approach MSBTC will attempt to manage all technical issues. Funding is normally the responsibility of the host department but MSBTC will provide hardware and software and network services to the maximum extent possible.

### *Consultation:*

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

## **Audio-Visual Equipment:**

MSBTC support for AV device loans, and AV software and hardware support is:

### *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**

### *Training:*

MSBTC does not provide 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. MSBTC does not currently provide training or consultation on the “art,” or production of photography.

### *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. This will change as needs increase and availability of resources to provide this service become available.

### *AV File Editing and Format:*

MSBTC provides basic support or consultation for audio or video formatting and 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 removal of Digital Rights Management protocols for reproduction. MSBTC does provide software or hardware to support these services beyond what is available through the Microsoft Windows Operating System.

MSBTC will provide support for video editing for faculty or students. This complex and highly individual support depends on advance planning and coordination. A minimum of 5 business days, and often more, advance notification is required in most video editing tasks.

### *Loss or Theft:*

MSBTC will not be held responsible for loss, theft, or damage regarding “Personal,” items or devices left unattended within classrooms, labs, or any portion of the technical environment under the purvey of MSBTC.

## **E-mail**

### **E-mail:**

Georgetown Google Apps is the official e-mail system of McDonough students. All MSB users are expected to use GU Google Apps. MSBTC does not support any other student e-mail client or system except as “best-effort”.

### **PDA's**

MSBTC supports connection of mobile e-mail devices such as smartphones (such as Android and iPhones) and PDAs to GU Google Mail. MSBTC provides only limited support for Blackberry devices.

### **Spam/Malware:**

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

## **Hardware Standards**

MSBTC will publish and periodically update standards for personal computer hardware. MSBTC supports Lenovo computers running the latest version of Windows as a standard. Support for Apple Mac hardware will also be emphasized but may not be practical in every instance.

## **Software Standards**

### **Supported Personal Computer Operating Systems**

Windows 8 Professional is fully supported and compatible with the MSB Network environment. Earlier version of MS Windows 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.

All users are expected to use Windows 7 or 8 Professional.

### **Faculty Application Software**

In conjunction with UIS, Faculty and Staff is provided with a basic software library to perform normal daily operations. 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, MSBTC does not subsidize student software. Software is available at reduced rates through the bookstore.

### **Illegal Software**

MSBTC cannot provide troubleshooting advice on software that has not been purchased legally.

## **Printing Services**

### **Printing Services Provided**

MSBTC will support only printers that have been inventoried by MSBTC. 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 fund purchase and use a personal printer. Individual printers will be supported by MSBTC, but users 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 1300 prints per semester. 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 to non-MSB users. Non-MSB users are not allowed to print at any MSB printer without the approval of the MSB CTO.

### **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 supported Microsoft Windows or Apple Mac OS 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 and inventoried by MSBTC.

MSBTC maintains the [print.msb.edu](http://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.

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 practice 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.

## **Applications Development**

MSBTC has an expanding professional Applications Development service centered in the Applications Development Team. All MSB users and departments are expected to coordinate any network or individual applications development with the MSBTC Applications Development

Department. Joint development planning is required prior to extending any MSBTC applications development support.

MSBTC Applications Development will focus on standardization with the Salesforce Development Platform. Salesforce is the central technology expected to bring order to the issue of collecting, analyzing and communicating data and information pertaining to virtually any MSB operations.

Compatibility with Salesforce, while it is a significant priority, is not mandatory. There will be occasions where compelling reasons mandate use of non-Salesforce systems. Prior to implementing these incompatible systems however a detailed analysis will be performed enabling an informed decision.

## Web pages

The MSBTC provides space on the W: drive 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>