Purpose of the Service Level Document
The purpose of this Service Level Document is to outline the relationship and responsibilities between Information Technology Services and Seattle Central College faculty/staff members and students. This agreement also specifies the services and commitments provided by campus user support staff as well as the expectations of our faculty/staff members and students. The Service Level Document is a standardization tool which helps reduce unrealistic expectations and allows Information Technology Services to better provide efficient, high quality information technology support.

Information Technology Services – Defined
Terms and titles will be used throughout this document. In order to eliminate confusion, this section is intended to assist in understanding the terminology used for the groups and individuals.

Information Technology Services: An official Seattle Central College division consisting of an IT Services director, network administrators, information technology specialists and information technology technicians supporting the Student Computer Center, the Technology Learning Center, systems services (network and desktop), and helpdesk. Titles include Director, Computer Services Manager, IT Operations Manager, IT Specialist levels 1 through 5, IT Technician levels 1 and 2.

Student Computer Center: The Computer Center comprises the open labs in BE 3148 and the Computer Center Classrooms 3151, 3156, 3161, 3165, 3167, 3168, 3173, 3174, 3175 and 3184. These facilities are managed and supported by the Computer Center staff. Doralinn Jung is the supervisor. To schedule occasional class use of the computer center classrooms instructors should contact NEED. Priority is given to classes. Quarter-long use of these rooms is done as part of the scheduling process through division offices and the Office of Instruction.

Systems Support: Networks, hardware, and software for students, faculty and staff are installed and maintained by the Systems Support Team. Larry Fenton and Kevin Riley are the supervisors. An IT Specialist 5 administers the UNIX systems.

User support: Assistance with use of hardware and software, and with computer related accounts is provided by helpdesk staff and by the Technology Learning Center staff. “User support” is designated on the appropriate helpdesk tickets.

Technology Learning Center: The Technology Learning Center, in room BE 3111 is available for drop-in help, or more extensive help by appointment, with use of Seattle Central hardware and software. The TLC also provides scheduled and informal training sessions. Judy Blair is the supervisor.

Helpdesk: Helpdesk (NEED) is the initial point of contact for ALL faculty and staff computing assistance. The helpdesk is referred to as “NEED” throughout this document. NEED staff enter helpdesk tickets and arrange emergency response. Maria Ales is the supervisor.
**IT Services office:** The IT Services division office, located in BE 3157 provides administration, purchasing, inventory, reporting, and business functions for the ITS division. Harriet Wasserman is the director. Diane Ellis is the administrative assistant.

**Distributed Support Specialists:** When funding is provided, IT specialists are given responsibility for a specific division, or department. Distributed support requests are made through NEED, but the specialist may be also contacted directly and will assure that appropriate NEED tickets are placed. As of winter 2015, Distributed Support is provided to BITCA Macintosh users, to Basic and Transitional Studies, and to International Programs.

**Website:** IT Services maintains and supports the college webservers and web accounts. IT Services is not responsible for web content. The webmaster/web manager reports to the PIO and is responsible for all web team functions including content and design.

**Points of Contact**

Rooms and telephone numbers are listed below. For more information see the individual topics on the IT Services section of the college website [http://seattlecentral.edu/it-services/index.php](http://seattlecentral.edu/it-services/index.php)

- **Information Technology Services Helpdesk** 206-934-NEED (6333) NEED@seattlecolleges.edu
- **IT Services Division Office, BE 3157. 206-934-6327.** SeattlecentralITServices@seattlecolleges.edu
- **Seattle Colleges District Helpdesk** 206-934-4128. Help with HP-UX, Outlook e-mail, district online services, and Hershey imaging issues. SCCDHelpdesk@seattlecolleges.edu
- **Technology Learning Center, BE 3111. 206-934-6323.** Judy.Blair@seattlecolleges.edu
- **Computer Center (student labs), BE 3148. 206 934-4194.** doralinn.jung@seattlecolleges.edu
- **Student Helpdesk, BE 1105. 206 934-6320.** Studenthelpdesk.central@seattlecolleges.edu

Campus helpdesk specialists are the point of contact for information and problems regarding all College computing resources. Through the helpdesk (NEED), faculty and staff receive telephone and on-site assistance with all college computing issues. District-wide computing issues, such as e-mail account and HP account issues, can be addressed through the District helpdesk, located at the Siegal Center, 934-4128.

The Computer Center front desk, room 3148, is the point of contact for the Student Computer Center.

The Student Helpdesk is co-located with “Info Central” in BE 1105. This helpdesk assists students with use of college technology, management of college student login and email accounts, obtaining discounted software and any other student computing issues.

Drop-in help, or help by appointment, for faculty/ staff is available in the Technology Learning Center, room 3111, during weekdays.

**Dispute Resolution**

Should a dispute arise regarding the quality of service you receive from an Information Technology Services Specialist or Technician, persons listed below may be contacted to help resolve the matter. These points of
contact will work with the appropriate supervisor or staff members to solve the dispute in a manner that meets this service level agreement’s mission.

Harriet Wasserman Director, IT Services 2BE 3157, (206) 934-4344  
harriet.wasserman@seattlecolleges.edu
Doralinn Jung (student lab issues) Manager, Student Computer Center 2BE 3148 (206) 934-5521  
Doralinn.Jung@seattlecolleges.edu
Maria Ales (helpdesk issues), Manager, NEED helpdesk services X2BE 3157, (206) 934-5446  
Maria.Ales@seattlecolleges.edu
Judy Blair (TLC and training issues) Manager, Technology Learning Center 2BE 3111 (206) 934-6493  
Judy.Blair@seattlecolleges.edu

Document Change Management
This document, and the service levels it outlines, will be updated as new technologies emerge. Some service levels will benefit from increased levels of support while others may no longer be needed. Amendments will be published when service levels change. **For the most current information on any of the covered topics, visit the IT Services website [http://seattlecentral.edu/it-services/index.php](http://seattlecentral.edu/it-services/index.php)**

Information Technology Services staff members provide technology services to support faculty, staff and students in their learning, teaching, administrative, and community service endeavors as they pursue efforts to develop educated persons. The service levels listed below are provided to help meet this goal.

Facilities & Services

- **Assistive Technology Support**
  IT Services works with Disability Support Services to provide computer-based assistive technology accommodations. Disability Support Services provides assessment, training, and ongoing follow-up services to individuals and departments. IT Services provides assistive technology support in classrooms and labs according to individual requirements submitted by Disability Support Services.

  For more information on assistive technology at Seattle Central, SMSU, visit the Disability Support Services web site: [http://seattlecentral.edu/disability-support/index.php](http://seattlecentral.edu/disability-support/index.php)

  **Note:** I.T. Services supports only those aspects of assistive technology that directly relate to equipment usage. The Seattle Central Disability Support Services department supports additional items and services relating to accommodations.

- **Citrix Accounts, Access and Support**
  Citrix accounts are created automatically, daily, for Seattle Central Exchange account holders. There is no need to request an account for a new employee. The account will be created once the person has an Exchange account and an SID. Emergency account requests should be sent to the helpdesk (NEED). Details and instructions are on the college website. For employees with a “home campus” at North or South the division fills out an EForm (link available from NEED).
Software applications are added to the Citrix system from helpdesk requests when technically possible and when licensing allows.

The Citrix system operates 24 X 7, except during scheduled or emergency downtimes. **Support is provided weekdays from 8 a.m. to 6 p.m.** Service outside of the supported hours, and support of off campus connectivity, are provided as a convenience, not at mission critical levels. Technical support is not available nights or weekends.

When a faculty or staff member terminates employment at Seattle Central the Citrix account will be deactivated on the date listed on the terminating ENSRC, unless a different date is requested through NEED. If files need to be transferred to a different employee, the supervisor must fill out an EForm (available through NEED) identifying the replacement person or supervisor to receive the files.

**Computer Lab and Classroom Support**

Most campus computer labs and classrooms require a valid student network (EdNet) login to use the computers and equipment. All EdNet computers are re-imaged on a regular basis; therefore, data cannot be saved locally on these computers. All lab and classroom software is installed on network servers. Software is installed at faculty request prior to the start of each quarter. Requests during the quarter are met if time and technology permit. Software is purchased and installed according to the Seattle Central College Software Purchasing and Installation procedure. Verification of adequate licensing is required for any new software, or upgrade, to be added to a facility’s configuration.

Trial and beta versions of software will not be loaded in computer labs or classrooms.

There are about 100 computer-equipped classrooms in the BE building and a number in SAM. Each of these rooms has a student-network computer and a connected data projector. Most have “Hovercams” for projecting documents and 3-D objects. Some have “Elmo” document cameras. Laptops can be connected to the projector, but not to the networks. Beginning summer, 2015, HDMI laptop connectors are required in many rooms. VGA will not be supported in new or updated rooms. The rooms are secured by a keycard system and must be locked when instructors are not present. Rooms are scheduled by divisions through the college scheduler. Any problems with the computing equipment should be reported to NEED.

Classrooms and labs are reserved by divisions at schedule planning time, through the normal college procedures. Computer Center multi-computer classrooms can be scheduled during the quarter by individual faculty members or by division staff, through NEED.

**College-wide Computer Labs**

Information Technology Services operates a 175-station open computer lab in BE 3148. Library staff members operate a group of student-use computers in the library. These labs offer the full student network set of standardized software. The lab staff provide services and answer application questions pertaining to functionality and to assist with basic use of the hardware and software. They
cannot act as tutors and are not intended to be used as instructors for software or software applications in lieu of classroom teaching. For more information on the open computer labs at Seattle Central visit the Computer Center website under IT Services.

- **Email and Network Accounts**

  **Outlook Email:** Seattle Colleges email systems for faculty and staff (@seattlecolleges.edu) are managed by district IT Staff at Siegal Center. Each college department has a designated person who can request account creations and deletions through https://inside.seattlecolleges.com/adtool

  For help using the Exchange/Outlook system, Seattle Central employees should contact NEED.

  **EdNet:** All Seattle Central employees and students have EdNet logins for access to library reference systems, student networks, O: drive on the student network with 100 Mb of storage, student web space, and Google education mail accounts. (@seattlecentral.edu). Faculty members can access an H: drive to share files with their students. Faculty H: drive login info is available from NEED. EdNet login names are on the main college website front page under Services and then “EdNet”.

  **HP-UX accounts:** For access to the Student Management System (SMS), Payroll and Personnel System (PPMS) or Financial Management System (FMS) the appropriate division requests accounts through the Siegal Center helpdesk.

- **File Backup and Recovery**

  IT Services backs up the Citrix system nightly and restores the backup to a “hot spare” server. IT Services does not backup individual office desktops. The Citrix system is our official backup. No sensitive or confidential data may be stored on any mobile devices, including USB external hard drives, so they are not suitable backups. Citrix must be used for these backups. Student “O: drives” and the classroom “H: drive” are not backed up and are provided as a convenience only.

  **Note:** District staff backs up the email system nightly, but **only** for system disaster recovery. Mailboxes are not backed up individually and can’t be restored individually. Also, individual workstations are not backed up. It is the end user’s responsibility to maintain backup copies. If you want to back up your email or local station hard drive, copy your files to the Citrix system.

- **Hardware Repair and Installation**

  IT Services performs repairs or helps arrange outside repairs. Contact NEED.

  IT Services staff members do not troubleshoot, maintain, or repair student, faculty or staff owned equipment. Hardware must have CCS or SCS identification to be supported. Some instructional areas maintain equipment not supported by ITS. These items are designated by XCS numbers.

  When hardware needs to be moved to a new location, Facilities should be contacted for the actual move. NEED will arrange reconnection in the new location.
• Helpdesk

NEED phones are answered from 7 a.m. to 6:30 p.m. Monday through Friday and 9 a.m. to 1:00 p.m. on Saturdays. During these hours the NEED staff will answer support questions. When possible, they will go to a classroom to assist with emergency needs. If a question cannot be resolved within 10 minutes, they will enter a ticket for technical staff. Messages can be left at other times. Staff is limited, and NEED has only one phone line, so users may need to leave a message. E-mail to NEED, or using the helpdesk form on the website is recommended. Requests should include:

1. Name, department, and telephone number of the person needing support.
2. The CCS or SCS number on the equipment.
3. A brief description of the problem.

Note: NEED cannot guarantee that a requested technician will be assigned to a specific service ticket, but do let us know if a specific technician is familiar with the area or with the problem and we will include the info in the request.

Instructors with problems in demonstration rooms or labs, when NEED is not available may contact Computer Center staff in the open lab, room 3148, (206) 934-4194.

The helpdesk service level goals are to complete 50% of tickets “same day” and to have no more than 10% active for more than 10 days.

Contacting Your Distributed User Support Specialist

Faculty and staff supported by a Distributed User Support Specialist may request support in any of the following ways:

1. Call NEED at (206) 934-6333. NEED will create a service ticket which will be assigned to the appropriate Distributed User Support Specialist.
2. Direct contact by means of telephone or personal visit. The support specialist will enter a helpdesk ticket or will assist the user in making the ticket.
3. Email a support request.
4. Leave a voice mail message.

Priorities

In determining the priority of a request IT Services considers the severity, scope, impact and age of the request. Not all requests are handled first-come, first-served.

1 – Emergency

Emergency calls are situations where blocks of campus, departments serving multiple customers, or labs and classrooms dependent on technology are completely out of service. Helpdesk staff will contact technical staff by phone or in person for emergency requests. Problems which impact college-wide use of the mission-critical Citrix system are considered emergencies.

2 – Urgent

Urgent calls receive attention within four working hours. Urgent calls are defined as individual computers that are out of service with no alternative accommodations, or problems impacting
time-dependent processes such as registration deadlines, grant deadlines etc. Urgent calls are determined by the Helpdesk Supervisor or the Distributed User Support Specialist Supervisor.

3 – Normal
Normal calls are defined as routine requests for technical service, including software and hardware installations, that affect daily productivity.

4 – Low
Low priority calls are routine requests which have little impact on daily productivity. Examples include unnecessary software or hardware upgrades, and non-critical new computer systems.

Computer Repair Status Forms
When a technician performs an on-site visit, he or she will leave a Computer Repair Status Form: a small “post-it” note identifying the technician and the status of a repair or installation.

On-Site Help
If a technician needs to perform an on-site visit, he or she will contact you to set up an appointment. If a system needs to be rebuilt, the technician will attempt to back up work related files and applications. Ultimately, backup of data stored on the hard drive is the users’ responsibility.

- Keycards
IT Services receives many requests related to keycards. The Public Safety department manages the keycard system. Each department has a designated “keycard person”. Requests for keycards, or changes in access, should be submitted to keycards.central@seattlecolleges.edu by the department head or the designated keycard contact person. Faculty access to computer labs and computer classrooms is added automatically to the faculty keycards at the start of each quarter. If faculty assignments change after the keycard date, the division keycard contact must submit a request form.

- Network Connection
Only college owned computers can be connected to the wired networks. This is according to our state security agreement and is not subject to any exceptions. Student networks are taken down at the end of finals each quarter. When possible, they will be restored a day prior to the beginning of the new quarter so faculty can test any changes.

- Notification of Planned Down Time
When there is scheduled down time for any portion of the college or district networks, IT Services will attempt to give one week’s notice through the _Official distribution list. District wide network maintenance windows are listed on the district website. Scheduled downtime for student networks each quarter includes the time from the end of finals until the end of that break.

- Network Problems
IT Services technical staff members are responsible for assistance with software configuration and problem determination of network connections for faculty and staff on campus. Repair times are estimated and vary based on workload and technical complexity.
• **Printing**
Seattle Central maintains an agreement with a vendor, QBSI, for HP laser printer and Xerox MFD-printer maintenance, support, supplies, repairs and parts. Printer meters are read either locally or remotely each quarter. For the HP printers, divisions are billed on an “IDC” form at 2 cents per page for black, and 10 cents per page for color prints. In the Computer Center, the library and four SAM labs, costs are paid through a PCounter system which maintains accounts for all students. Cost for student printing is 2 cents per black page and 10 cents per color page. IT Services provides paper for the student labs, but not for offices. Contact NEED for issues with the HP or Xerox systems. Konica, and some other multifunction devices are not managed or supported by IT services. Support is through the appropriate vendor. IT Services provides only network connection to these devices.

• **Purchasing computer equipment and software**
All computer related purchases, including purchase of any software and any devices which connect to college computers, require approval by IT Services. Detailed procedures are on the IT Services website. [http://seattlecentral.edu/it-services/purchase.php](http://seattlecentral.edu/it-services/purchase.php) The College has specific hardware standards, and must use a number of official state contracts for purchases. IT Services will obtain needed quotes to meet college specifications. Macintosh purchases are supported only for faculty and students in programs which require Macs as their regular lab computers.

• **Scheduling and special “set ups”**
For special events which will require college computer equipment, the event planner must contact NEED as far in advance as possible. Our equipment is set to operate during specific time periods and requires login accounts. Software installation must be through IT Services technicians, so careful scheduling is necessary. IT Services will work with divisions/departments to accommodate special events whenever possible.

• **Software Support**
Software support is available only for college owned and installed applications. For lists of available software please see the IT Services web page. Prior to adding new software packages or versions IT Services staff members test for compatibility and stability, then determine minimum configuration requirements. Software is not supported or available for general campus use until this evaluation has been completed. See the “Software Purchasing, Receiving, and Installation” procedure document on the IT Services website for requirements.

**Microsoft Campus Agreement Software**
Seattle Central’s Microsoft Campus Agreement applies to all computers owned by the college. This includes faculty and staff office computers, and computers in classrooms and labs.

This license agreement is centrally funded by IT Services. There is no direct cost to any other college department. This agreement is an annual contract.
Copies for Home Use
Microsoft provides O365 accounts, which include fee downloads of Office Pro Plus, to students, staff, and faculty. Details are on the college website under IT Services at the “Discounts” button. These accounts are created in the form of (exchange name)@ed.seattlecentral.edu for employees and (ednetname)@ed.seattlecentral.edu for students. The Office Pro Plus is for use only on personally owned devices, but the O365 account can be used to access Lync, SharePoint, One Drive, and related services from anywhere including the college.

Note: IT Services does not support home installations of home-use software. Any needed technical support must be obtained from non-college sources. Student helpdesk staff will advise students on the installation of their software but cannot “touch” the personal computers. Kivuto has a special help number for O365 setups—available from NEED.

Adobe Software Licenses
A statewide Adobe contract provides “Creative Cloud” applications for college computers and for faculty and staff home use. The agreement does not include student home use. Purchase options are available on the IT Services website under “discounts”.

• Training
IT Services offers training through short courses, general training sessions, and open-lab hours. Lynda.com training materials are available for checkout through the TLC. See the Technology Learning Center (TLC) site under IT Services for details.

• TLC Open-Lab Hours
The TLC lab is open from 8 a.m. to 6 p.m. Monday through Thursday and 8 a.m. to 4:30 p.m. Fridays for informal training and immediate assistance. The TLC facility is open for all Seattle Central employees to use the equipment and software and receive individual help and instruction. One student computer is in the TLC, for use by faculty in planning or testing our software.

Note: The TLC is not available to faculty or staff for the purpose of teaching courses to students.

• Web Services
In addition to the official sites designed and maintained by the webmaster through the PIO, Seattle Central web sites include space for individual faculty accounts. All official division, department, or program sites must be hosted on the college servers and must be designed by the college web team. Details can be found in the “Web Guidelines” document at http://seattlecentral.edu/itservices/web/OfficialCentralWebProcedures.pdf

To arrange creation or modification of departmental or program sites, contact the web team at Webteam.central@seattlecolleges.edu For assistance with creating or maintaining individual sites, or sites not linked from the official college site, employees may visit the TLC or contact NEED.
• **Wi-Fi**
  Wi-Fi service is available in the Broadway Edison, Student Leadership, South Annex, SAM, and Wood Technology Center buildings. The system is supported at a “convenience” level, not at a mission critical level. If areas in those buildings are found not to have adequate reception, contact NEED. Individual login accounts are not used. A college wide key phrase is reset each quarter. The phrase is distributed by email and posted in classrooms. The current key phrase can be obtained from NEED and can be given to guests. No special guest accounts are created.
  Most college owned laptops are not automatically set up for off campus Wi-Fi use. If such use is required for travel or a scheduled meeting, contact NEED. The access will be provided, and the computer will be re-imaged on its return to campus.
  The Aruba Wi-Fi system is supported, but not at a mission critical level. If absolutely dependable wireless service is needed the users should deploy a 4G or similar technology (hot spots from mobile phone provider such as the AT&T “Mi-Fi”).

**Seattle Central Faculty and Staff Members IT Related Responsibilities**

Seattle Central faculty and staff members can enable IT Services to provide the best possible support by:

• Reading and understanding this document. Any questions should be directed to one of the points of contact listed in the Points of Contact section.

• Reading and complying with the other policies and procedures of computing at Seattle Central and the Seattle College District, which are available on the IT Services website under “Policies”.

• Obtaining the necessary accounts for access to systems prior to the requested support.

• Contacting the helpdesk (NEED) or your Distributed User Support Specialist to resolve any software, hardware, or peripheral problems. Leave phone messages when necessary.

• Making requests for service while in front of the affected computer, whenever possible.

• Providing the following information when placing a request for support:
  - Contact information (first and last name, department, phone number and CCS/SCS number on equipment)
  - A clear and specific description of the problem or request

• Providing technicians with access to equipment electronically and physically during on-site service.

• Making backup copies of important files on a regular basis. Using the Citrix system for file storage and backups. **Data stored on the local hard drive is the users’ responsibility to back up.**

• Turning off data projectors and securing the room when finished utilizing college demo rooms.

• Consulting with IT Services when planning purchases of hardware or software.