

6/22/10 - Service Agreement for Information Technology Support

Academic Affairs Division and Instructional & Information Technology Division

Background

The Divisions of Academic Affairs and Instructional & Information Technology (I&IT) have jointly determined that offering a specific set of technical support functions centrally allows the university to provide consistent levels of service, to achieve economies of scale, and to improve customer satisfaction. Based on a successful pilot conducted in 2009/2010 with two colleges, the currently distributed work of server configuration and support, workstation (desktop and laptop) configuration and support, technology classroom support, and instructional and general computer laboratory configuration and support will be transitioned to I&IT during 2010/2011.

This service agreement defines the technical support responsibilities and services negotiated by Academic Affairs and I&IT and supersedes all existing memorandums of understanding or service agreements between specific colleges and I&IT.

Scope

I&IT will be responsible for providing support for servers, workstations and related office equipment. User assistance will be provided in a tiered structure through the Cal Poly Pomona Help Desk. Computer laboratory and classroom support functions will also be the responsibility of I&IT technical support staff.

Academic Affairs will be responsible for providing support for particular areas in which the purpose of the computer laboratory or classroom is the study of computer and network installation, configuration and operation, or where computers are part of a hardware/software system involving industrial-style equipment. Direct instructional and specialized application support, working with students in laboratories and classrooms, will remain the responsibility of Academic Affairs departments and colleges. Local database programming, specialized web application development and daily web site support will also remain the responsibility of the Academic Affairs departments and colleges.

Funding for new hardware and software remains the responsibility of Academic Affairs departments and colleges.

Workstations

I&IT will be responsible for providing support of state-owned computers and related office equipment used by Academic Affairs employees (faculty, staff, administrators and student assistants). This includes the following:

- Installation and support of state owned desktop and laptop computers assigned to employees
- Installation and maintenance of operating systems for assigned workstations
- Installation and maintenance of commercially produced and licensed discipline specific software and common business application software (excludes application-specific functional support) for assigned workstations
- Installation and support of printers associated with assigned workstations
- Installation and support of networked copy machines that are used as printers
- Installation and support of scanners
- Installation and support of plotters
- Support of university-purchased Smartphones and Personal Digital Assistants (PDA)

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- Serve as a vendor liaison and make recommendations for new workstations and related office equipment

Workstations in Academic Affairs will be required to adhere to the following:

- Connect to the campus network when on campus (not to a private network)
- Be a member of the campus Win computer domain, if the operating system is Windows
- Be managed by the campus Electronic Policy Orchestrator (EPO) system
- Run campus-approved and maintained anti-virus software
- Run currently supported versions of applicable operating systems
- Operate in compliance with the campus Appropriate Use Policy for Information Technology
- Maintain licenses for all installed software

Equipment Management

I&IT will advise Academic Affairs management of the number and age of existing computer hardware. I&IT will make recommendations on the optimum number of workstations that each faculty and staff member should have. I&IT supports the university's faculty laptop initiative, whereby state lottery funding provides each full-time, continuing faculty member with a single laptop each that is meant to be used as a single computer in the classroom, office, home or while traveling.

Equipment inventory will remain assigned to Academic Affairs and existing assignment practices for new equipment will not change. Academic Affairs will retain responsibility for the annual department and college inventory audits and associated work will be performed by department and college administrative personnel. I&IT will comply with university inventory management procedures and I&IT technical support staff will provide information to assist with inventory audits.

I&IT will handle moving computers and printers for users who move a short distance or for a single user moving to another part of campus. For large departmental moves that involve several users moving to a different part of campus, I&IT will work with the moving crew to assure computers are properly protected during the move and I&IT will verify the computers' operability in their new locations.

I&IT cannot be responsible for moving furniture or for performing other facilities work. The division's responsibilities are limited to traditional information technology tasks and projects.

Servers

I&IT will be the sole maintainer of the Academic Affairs department and college servers, except where noted in department or college specific documents called special addendums. I&IT will be responsible for maintaining the operating systems, applying system and software upgrades and patches, performing system backups and maintaining system security as needed to secure the servers against external threats. I&IT will be responsible for the installation of applications, but ongoing functional management of department and college applications is the responsibility of the department or college unless otherwise specified in a special addendum.

To prevent the depletion of scarce financial resources, Academic Affairs departments and colleges are discouraged from acquiring or maintaining servers or applications that duplicate campus-wide services provided by I&IT. The primary exception will be servers or applications used as example systems for classroom or laboratory training.

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I&IT will develop appropriate notification processes to alert Academic Affairs departments and colleges to any required service interruptions and will make every reasonable effort to ensure maximum reliability and availability of the systems. I&IT will maintain processes for responding to system failures. Such processes include timely notification to Academic Affairs departments and colleges of problems and their resolution and providing all reasonable means to ensure timely resolution of problems.

All Academic Affairs department and college servers, except if noted in a special addendum, will be converted to Windows or Unix based operating systems where possible. All servers will be moved into the data center or co-Location area unless there is a physical proximity requirement agreed upon by I&IT and the department or college. I&IT will work to consolidate servers into existing campus central services when they are functionally equivalent.

I&IT will be responsible for determining the viability of existing server hardware and related software. I&IT will recommend appropriate replacement or upgrade alternatives when replacement or upgrade is deemed necessary by the department, college or I&IT. Academic Affairs departments and colleges will be responsible for selecting an agreed upon option and funding any necessary equipment and/or software costs. I&IT will strive to provide cost effective alternatives while maintaining an appropriate level of fault tolerance and required supportability of the end solution.

If I&IT proposes the use of a shared resource that I&IT manages, I&IT will provide that shared resource as a cost effective alternative to dedicated hardware resources. The shared resource will be charged back at a reasonable rate less than the equivalent dedicated hardware. All hardware and software will be under support agreements unless deemed unnecessary by I&IT. Academic Affairs departments and colleges will continue to be responsible for expenses for hardware, software, and related support associated with their own specialized applications.

General Use Computer Laboratories

All college computer labs, except those designated for the study of computer and network installation, configuration and operation, or where computers are part of a hardware/software system involving industrial-style equipment, will be supported by I&IT. All procedures noted under "Workstations" will apply.

All I&IT supported labs and open computer areas will be converted to run on I&IT management infrastructure. This will include the use of Deep Freeze to ensure that lab computers are consistently maintained and where applicable the use of a key server to efficiently provide licensing. Academic Affairs departments and colleges are responsible for these software costs.

Routine operating needs for printers used in general use computer labs (filling paper trays, replacing toner, clearing ordinary paper jams) will be supported by the Academic Affairs departments and colleges with cooperation from I&IT. For each lab, I&IT will collaborate with the college on printing service management in that lab or open area. Migration to the Pharos print management system may be recommended and will require a collaborative agreement between Academic Affairs departments or colleges and I&IT.

College owned computer carts will be merged into I&IT's enterprise support activity for this area and inventory responsibility for these items will be transferred to I&IT. Academic customers requesting carts will request service as described in "Service Delivery Method."

The use of student assistants dedicated to particular service locations for computer support will require a collaborative agreement between Academic Affairs departments or colleges and I&IT in the form of a special addendum to this service agreement. If both divisions agree that dedicated support is appropriate, the requesting

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Academic Affairs department or college will be responsible for the salaries of the student assistants and I&IT will hire and manage them to provide seamless service.

Technology Classrooms

I&IT will provide technical support for all classroom technology in the buildings where we are functioning as the technical support personnel. For non-standard classrooms, we will provide support, but the department or college will need to provide all spares and supplies (bulbs, etc.) needed to maintain the equipment in working condition, including hardware (and if applicable software) maintenance with the vendor.

Web Support

Academic Affairs departments and colleges are expected to continue maintenance and updates of the content of their web pages. I&IT Web Development will continue to provide services for web site design and web page creation, technical consultation, and training of employees in Adobe Contribute for the purpose of content provision. I&IT Web Development will also assist in moving static web pages off redundant local servers onto www.csupomona.edu. Requests for service will be by the methods described in "Service Delivery Method".

Service Delivery Method

Academic Affairs department and college employees will request support by contacting the Cal Poly Pomona Help Desk at 909-869-6776 or helpdesk@csupomona.edu. Help Desk personnel will log service request tickets to those in I&IT that are responsible for supporting Academic Affairs. I&IT personnel who are assigned service tickets will be responsible for providing the service, escalating where necessary and closing Academic Affairs department and college service tickets.

Help Desk hours of service are Monday through Thursday from 7:30 a.m. to 6:00 p.m. and Friday from 8:00 a.m. to 5:00 p.m., except for days which are designated as state closures or holidays. Support for classroom technology is available until 10:00 p.m. Monday through Thursday and Friday until 5:00 p.m. by calling the Help Desk number (noted above). As the colleges transition responsibility for technical functions, support for students will be provided in same manner that the Cal Poly Pomona Help Desk provides support to all university students who contact them for technical assistance.

Special Addendums

Separate documents will be developed as addendums to this agreement as needed. These addendums may deal with specialized applications that need more explanation, employment of student assistant positions assigned to a specific Academic Affairs department or college, and exceptions to the service agreement.

Service Assessment

Annually, I&IT and Academic Affairs management will meet to formally assess the performance of this service agreement. Periodic informal reviews will be conducted as requested by either I&IT or Academic Affairs management. Reviews will include help desk request metrics and the Cal Poly Pomona Help Desk survey. Specific issues will be addressed jointly by I&IT and Academic Affairs management.

Staff Reassignments

Reassignment of work between the divisions will be conducted in stages and will be facilitated by the reassignment of technical staff currently performing that work from Academic Affairs to I&IT. The first stage of the reassignment was done as a pilot and is complete. I&IT provides support as described above

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for the College of Education & Integrative Studies and for the Collins College of Hospitality Management. Academic Affairs did not transfer any technical staff or funds for technical positions to I&IT for this stage.

The second stage of the reassignment will be the transfer of support for the College of Environmental Design, the College of Science, the University Library and the various central offices of Academic Affairs. The third stage will be the transfer of support for the College of Agriculture, the College of Business Administration, the College of Engineering, and the College of Letters, Arts & Social Sciences. At each remaining stage technical staff will be permanently assigned to I&IT managers and a mutually agreed upon percentage of each person's annual salary will be transferred to I&IT.

Position descriptions will be developed for each employee being reassigned. Each employee will work with his or her new manager to determine if any professional development or training is required to succeed in his or her new position. Each employee will be instructed on applicable I&IT policies and procedures. A limited timeframe will be established for the transitioning of work that will remain in the Academic Affairs department or college and to accommodate physical moves to new offices.


Service Agreement Term

This service agreement will be in place in perpetuity unless the leadership of Academic Affairs and I&IT independently determine a need for this document to be re-structured or dissolved. It is acknowledged that such a transition would be best performed in conjunction with a fiscal year-end.

Terms of Agreement

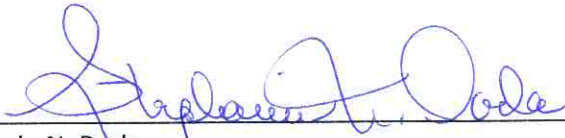
The terms and conditions of this service agreement will be reviewed annually, or upon the addition of new services by I&IT. All changes to this service agreement must be approved by the undersigned participants to this agreement or by his or her successor.

Signatures



Dr. Marten denBoer
Provost and Vice President for the Academic Affairs Division

2010.6.22
Date



Stephanie N. Doda
Chief Information Officer for the I&IT Division

6/22/10
Date