

**2010 Version 1.0a**

Jeanne Otey

TCTC

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TCTC Information Technology Service Catalog

# INFORMATION TECHNOLOGY

**The mission of Information Technology at Tri-County Technical College is to provide best-in-class service desk, infrastructure, and application support to meet the IT needs of the college. These goals will be accomplished by partnering with all areas of the college to provide customer focused service with technical leadership to meet the current and future needs of our customers.**

 “Customer Focused Technical Leadership”

To effectively pursue this mission, we need to ensure that TCTC faculty, staff and students have accurate, current and timely information about our services. This service catalog is designed to provide this information.

The catalog is also an important internal tool used to enhance the accuracy and consistency of our communications with the TCTC community.

Each catalog entry includes:

* A brief description of the service;
* Information where the service can be accessed from, hours of service, and how to access the service
* Contact information for enquiries and support;
* Identification of any charges associated with the service;
* Standards of service in relation to quality, reliability and availability; and links to further information.

The Service Catalog also provides access to the Operational Level Agreement between the College and Information Technology for services funded centrally by the College.

If you have any suggestions or queries regarding this catalogue, please contact Lee Tennent by phone (1777) or email ltennent@tctc.edu.

Lee Tennent

CIO (Information Technology)

[INFORMATION TECHNOLOGY 2](#_Toc255551926)

[“Customer Focused Technical Leadership” 2](#_Toc255551927)

Operation Level Agreement …………………………………………………………………………………………………………………………………………… 4

Business System Support ……………………………………………………………………………………………………………………………………………… 6

Change Management ……………………………………………………………………………………………………………………………………………………. 6

Computer Accounts for Faculty and Staff ………………………………………………………………………………………………………………………. 7

E-Mail and Calendar Services ………………………………………………………………………………………………………………………………………….. 7

Microsoft Exchange e-mail service ………………………………………………………………………………………………………………………………… 7

 Educational Products and Services ………………………………………………………………………………………………………………………………… 8

Information Services Consulting …………………………………………………………………………………………………………………………………….. 8

Internet Access ………………………………………………………………………………………………………………………………………………………………. 9

Laptop Loans …………………………………………………………………………………………………………………………………………………………………. 9

Maintenance Window …………………………………………………………………………………………………………………………………………………. 10

 Office computing equipment ………………………………………………………………………………………………………………………………………. 10

 Off-campus Access for Staff …………………………………………………………………………………………………………………………………………. 10

 Printing Support …………………………………………………………………………………………………………………………………………………………… 11

 Software Support ……………………………………………………………………………………………………………………………………………………… 11

 Web Cam Services ……………………………………………………………………………………………………………………………………………………… 12

Website Management ………………………………………………………………………………………………………………………………………………… 12

Physical Plant request ………………………………………………………………………………………………………………………………………………….. 13

Remodel / Move - New Construction Evaluation Form ……………….………………………………………………………………………………… 14

 Supported desktop applications …………………………………………………………………………………………………………………………………… 15

 Supported server applications ……………………………………………………………………………………………………………………………………….16

# Operational Level Agreement

#### Objective

* Service Levels include the general areas of support that are applicable to every IT service.

#### Service Support

* Hours of Support

The IT Service Desk operates from 7:30 AM – 8:00 PM Monday through Thursday and from 7:30 AM – 2:00 PM Friday

It offers a single point of contact for all customer inquiries related to Tri-County Technical College’s business and technical infrastructures. The Service Desk Agents provide technical analysis, problem solving, and first and second level diagnostics.

**An Incident is defined as any event that is not part of a standard operation of a service and caused, or may cause an interruption to, or a reduction in, the quality of that service.**

* Contacting Support

Call the Service Desk at 864-646-1779 or X1779 or E-Mail the Service Desk at servicedesk@tctc.edu

* + - IT Response Times
	+ The **Incident Response Acknowledgement Time** is the time the Service Desk has to respond to the customer to acknowledge receipt of the ticket and that it is being actively worked.
	+ The **Target Status Update Time** is the time interval the assigned group / ticket owner has to update the Service Desk on ticket status.
	+ The **Customer Status Update Time** is the interval that the Service Desk has to update the customer on ticket status.
	+ The **Target Resolution Time** is the total time from ticket creation to resolve the Incident and restore service to the user.
	+ The **Target Percentage of Calls Resolved on Time** is the percentage of calls that meet the priority time frame criteria.
* Incident Prioritization Chart

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Incident Response Time** | **Target Status Update Time (Internal)** | **Customer Status Update Time** |
| ASAP | 15 minutes | Every 15 minutes by the assigned working team until resolved | Every 60 minutes or as agreed upon with the Customer(s) |
| High | 30 minutes | Within 1 hour, then every hour thereafter by the assigned working team until resolved | Every 2 hours or as agreed upon with the Customer(s) |
| Medium | 2 hours | Within 3 hours | Upon request |
| Low | 1 business day | 1 business day | Upon request |

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| --- |
| Services for Faculty and Staff |
| **https://apps01.domino.griffith.edu.au/icons/ecblank.gif**[**Business Systems Support**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/e2b79f559d37207a4a256dfe00770d09?OpenDocument) |
| **https://apps01.domino.griffith.edu.au/icons/ecblank.gif**[**Computer Accounts for Faculty and staff**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/2f4d83340d0280e64a256dfe00003401?OpenDocument)  |
| **https://apps01.domino.griffith.edu.au/icons/ecblank.gif**[**E-Mail**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/c3d3394034f7bcdc4a256dfe00770d30?OpenDocument) **and Calendar Services** |
| **https://apps01.domino.griffith.edu.au/icons/ecblank.gif**[**Educational Products and Services**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/f19a585f057465844a256dfe00770d33?OpenDocument) |
| **https://apps01.domino.griffith.edu.au/icons/ecblank.gif**[**Information Services Consulting Services**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/8d9a991bb5ab590f4a256dfe00770d3c?OpenDocument) |
| [**Internet Access**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/163172641e3216b44a256dfe00770d42?OpenDocument) |
|  **Laptop Loans** |
| **https://apps01.domino.griffith.edu.au/icons/ecblank.gif**[**Learning Services**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/197a5bfc1ca3b2194a256dfe00770d4b?OpenDocument) |
| **https://apps01.domino.griffith.edu.au/icons/ecblank.gifLearning@TCTC** |
| [**Network Services**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/eaa8beaba7d07b0a4a256dfe00770d5a?OpenDocument) |
| **Off-campus Access for Faculty and Staff** |
| **TCTC** - [**PDA and Smart Phone Support**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/961b126dbbf608004a256dfe00770d63?OpenDocument) |
| **Printing Services** |
| **Software Support** |
| [**Web Site Management**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/acc4127d901695464a256dfe00770d27?OpenDocument) |
| **Wireless Access Services** |
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# [Business Systems Support](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/e2b79f559d37207a4a256dfe00770d09?OpenDocument)

Information Technology is dedicated to supporting all business computing needs from the finance office to reporting for the bookstore. Our dedicated staff of programmers and technicians will assist you with each request and continue to investigate new technologies to make your job easier.

* Reports
* Data retrieval
* New technology requests

Please contact the Service Desk [Servicedesk@tctc.edu](file:///%5C%5Ctcwrksys1%5Cmisdiv%5CService%20Catalog%5CHelpdesk%40tctc.edu%20) for assistance

All requests that are not related to a production issue which we call an incident are treated as a service request. A service request is a request for standard services that can be planned over the short term or longer term projects.

### *IT deliverables*

Information Technology provides a highly reliable, scalable, secure, and cost effective ERP system (Banner) that is used by most of the college to capture, store and leverage information for measuring, optimizing and innovating programs and services for Tri-County Technical College. The service platform consists of a comprehensive set of data management and reporting software tools as well as a shared computing platform infrastructure. The following is a sample of the types of services and support that will be provided to our customers:

* Application planning and design support on Banner or other applications
* System and data integration assessments
* Reporting
* Infrastructure and software platform support
* System development life cycle (SDLC) process support
* Network support and planning
* Public Website

#### Customer Responsibilities

* + Identify a project / service request contact who will work with Information Technology to lead the customer’s application development initiatives or service request
	+ Ensure the quality of the data stored in production systems
	+ Timely review of work produced from service request prior to moving changes into production
	+ Be responsible for provisioning end user security privileges while Information Technology will provision security privileges for the local security administrators

# Change Management

All changes to production environments supported by the Information Technology area will be tracked and approved using the change control system within Altiris. For the purpose of change control ‘production environment’ will be defined as any system supported by IT and is used by a customer to meet any technology needs in a live system. All live systems that are used to meet the business needs of the college should be documented and should have IT input and involvement in the design, setup and ongoing support.

### *IT deliverables*

* The intent of this policy is to track any hardware or software change in any IT supported production environment. Each change will be requested approved using the work flow notification out of the Altiris system. Larger changes may also be reviewed weekly in the IT staff meeting. All changes should be submitted several business days before the change is needed to allow time for review. Any changes that cannot wait and need to be made the same day will be treated as an emergency change. All emergency changes will require management awareness and approval prior to any changes in production. If emergency changes are needed outside the normal business hours a verbal or email approved can be used outside on the Altiris system. This change control process will be used to track changes and as a tool to help correlate production issues with change. This process will also act as a control point to review requirements and timing of changes. One exception to the change control process will be any documented routine changes. Routine changes would be any low level impact changes that need to be performed on a standard schedule to insure the health of the production environments. All routine changes or exceptions to changes in production will need to be listed in the bottom of this document under the standard changes or exceptions. If any ‘routine change’ or exception causes an incident it will be re-classified as a standard change.
* Process for standard change
* Add change request in the Altiris system for review. Part of this process will be to complete testing, back out plan and documentation such as impact of change on system(s), requestor and time / day of change. Once the change request details are completed the manager of each area will review and approve or reject each request. All major change requests may be reviewed as needed in the weekly IT meeting. The purpose of this review is awareness of changes and to uncover any timing or impacts issues that may have been missed in the review process. Once the change is approved the changes can be made on the day or time requested. If the approved change is not made on the day and time management approval will be needed for the new day and time.
* Process for emergency change

# [Computer Accounts for Faculty and Staff](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/2f4d83340d0280e64a256dfe00003401?OpenDocument)

All college employees will be given a user name and password to access college systems in some cases the user may have more than one password.

Logging on to PCs in private office areas: When the PC is switched on and Windows operating system has loaded, a Windows logon box is displayed. The box contains two areas that need to be filled in manually: the USERNAME and PASSWORD.

Logging on to PCs in shared office areas or classrooms: Systems are currently setup to auto logon if you wish to logon using your network username and password just simply log off and when the Windows login screen appears enter your USERNAME and PASSWORD you will not have access to your shared drives or printers at this time.

### *IT Deliverables*

* Each business unit must ask for access to be granted to share data on the network for employees.
* All data custodians will grant access to data through user requests from the service desk

#### Customer Responsibilities

* Never share passwords
* Lock desktops when computer is not in use
* Notify the service Desk if access to a device or service is required
* Notify the service desk if access to a device or service should be removed for example if an employee leaves or job duties change.

# E-Mail and Calendar Services

|  |
| --- |
| Microsoft Exchange e-mail Service The Microsoft Exchange e-mail service represents our latest e-mail service offering which provides an enterprise scale e-mail messaging and calendaring service that is highly available and reliable, feature rich, and cost effective to use. The service runs on the Microsoft Exchange Server 2007 platform and provides customers with efficient access to e-mail, calendar, attachments, contacts, and more. The service provides experienced and professional support personnel focused on "Best-in-Class" customer service and satisfaction.*IT Deliverables** Integrated e-mail and calendar function
* 512 MB of e-mail storage per user
* Microsoft Exchange Server 2007 platform
* Redundant and load balanced configuration
* Internet browser access for e-mail and administration functions (Outlook Web Access OWA)
* Centralized and personal address books
* Folder creation and management for messages
* Native file format attachments, i.e., Word, Excel, etc.
* Support for Outlook 2007
* Centralized administrative support for commonly performed functions
* Prompt and effective customer support for Requests and/or Incident tickets
* Meeting scheduling for individuals, groups and other required resources
* Personalized or shared daily notes/tasks
* Desktop integration with Outlook
 |

#### Customer Responsibilities

* Participate in training provided
* Housekeeping of accounts (delete old e-mail)
* Notify Service desk of suspicious email or spam

# [Educational Products and Services](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/f19a585f057465844a256dfe00770d33?OpenDocument)

The following products are supported for classroom use: Installed projection systems, Interactive White Boards, Interactive slates, Visual presenters and various software packages. The IT service desk does not supply whiteboard markers, staplers, paper punches etc…

### *IT Deliverables*

* Each Classroom teaching station has a folder on the desktop that has information on the installed products
* All projectors and Interactive White Boards are maintained following manufacturer guidelines
* Bulbs and batteries are replaced by calling the Service Desk X1779 [servicedesk@tctc.edu](file:///%5C%5Ctcwrksys1%5Cmisdiv%5CService%20Catalog%5Chelpdesk%40tctc.edu)
* Instructional help can be setup by contacting the Service Desk X1779 [servicedesk@tctc.edu](file:///%5C%5Ctcwrksys1%5Cmisdiv%5CService%20Catalog%5Chelpdesk%40tctc.edu)
* Additional equipment can be procured by contacting the Service Desk X1779 [servicedesk@tctc.edu](file:///%5C%5Ctcwrksys1%5Cmisdiv%5CService%20Catalog%5Chelpdesk%40tctc.edu)

#### Customer Responsibilities

* Notify the Service desk if additional equipment or software is needed for specific projects
	+ If additional software or hardware is needed it must be purchased by the requestors departmental funds
	+ All requests for additional Hardware or software need at least a two week advance notice
* Notify the Service Desk when equipment is not operational
* Keep equipment use areas free of debris and papers
* Participate in provided training and check out equipment before class begins to ensure proper operation of equipment

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# [Information Services Consulting](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/8d9a991bb5ab590f4a256dfe00770d3c?OpenDocument)

All areas of the college should consult with the IT department for any new technologies they would like to implement. Many new technologies may already be in place and can be accessed in other areas of the college. A variety of software programs are available on a limited basis to help you explore new products and the many benefits available.

### *IT Deliverables*

* Support user requests that are received at the servicedesk@tctc.edu
* Stay connected with new technologies and provide informative feedback on what is available to users
* Look for ways to help our users implement and use technology to enhance the college experience
* Provide limited training to our users interested in new technology
* Stay current with new releases of campus software and provide update information to users

#### Customer Responsibilities

* Notify the Service Desk when equipment may be required with reasonable time expectations
* Notify the service desk if equipment or software malfunctions or is out of date
* Participate in provided training and share knowledge with peers

|  |
| --- |
|  |
| [Internet Access](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/163172641e3216b44a256dfe00770d42?OpenDocument)The college provides internet access across all areas of the college wired and with limited wireless access to all users. *IT Deliverables** Support user requests that are received at the servicedesk@tctc.edu
* Provide reasonable access to all required sites
* Provide authorized and non-authorized access to wireless in designated areas of the campuses.
* Pendleton Campus limited wireless access Student Center, Library, 5th Floor of Fulp Hall, Cleveland Hall with expansion expected
* Anderson Campus fully wireless
* Honea Path fully wireless
* High Point fully wireless
* Oconee no wireless access

Customer Responsibilities* Notify the Service Desk when access is not allowed or available by contacting the Service Desk X1779 [servicedesk@tctc.edu](file:///%5C%5Ctcwrksys1%5Cmisdiv%5CService%20Catalog%5Chelpdesk%40tctc.edu)
* Notify the Service Desk if abuse is suspected by contacting the Service Desk X1779 [servicedesk@tctc.edu](file:///%5C%5Ctcwrksys1%5Cmisdiv%5CService%20Catalog%5Chelpdesk%40tctc.edu)
* Notify the service desk if specialized access is required for a specific project or venue
* Keep the Service desk informed of any upcoming events that may require additional bandwidth requirements.
 |
| Laptop LoansLaptops are available for checkout to all employees of the college on a first come first serve basis. These are a limited resource and should be used and returned in a timely manner. *IT Deliverables** Support user requests that are received at the Service Desk X1779 servicedesk@tctc.edu
* Provide users with equipment that is up to date and in good working condition
* Provide users with power cords, bag and network cables needed to access services requested.

Customer Responsibilities* Request equipment in a timely manner to make sure it is available when needed
* Return equipment when finished so it is available for the next user.
* Notify the Service Desk when equipment malfunctions by contacting the Service Desk X1779 [servicedesk@tctc.edu](file:///%5C%5Ctcwrksys1%5Cmisdiv%5CService%20Catalog%5Chelpdesk%40tctc.edu)
 |
|  Maintenance WindowTo stay current on critical security and stability patches, regular scheduled system/network maintenance windows are being established. During these maintenance windows, server computers, desktop computers, network equipment and Internet access through all campuses will be generally unavailable for periods of time. The purpose of this document is to communicate the policy and procedure that IT follows to regularly update these systems, software and networks.* Most Fridays, between 2PM-5PM, IT may conduct announced system and network maintenance that may result in the reboot or downtime of servers, desktop computers and network switches (see exceptions below). This time will be used for smaller maintenance efforts that can be accomplished within 3 hours.
* The first Friday of each month will be used for larger maintenance efforts between 2PM-8PM. This time will be used for larger maintenance efforts that can be accomplished within 6 hours. Other larger efforts could be scheduled over the end of year break as needed for major hardware, software or network upgrades that cannot be accomplished in a small or larger maintenance window.
* Why Friday afternoon? A day and time during the normal business work week is needed to allow multiple IT personnel and or outside vendors to be available during critical server and network updates. Friday afternoon also reduces the scheduled downtime impact for most students, faculty and staff members.
* Exceptions to scheduled weekly or monthly maintenance will be accounted for using the Academic calendar. Any key date that falls on a Friday will be blocked out and not used for normal scheduled maintenance work. Reviewing the current Academic calendar there are 15 days that would conflict with weekly maintenance windows. So on an average year we would have around 37 opportunities for weekly maintenance.
* If any changes are needed to the standard IT maintenance calendar all request should be received 5 working days prior to the scheduled maintenance date. This notification is needed to allow time to re-schedule both staff and outside vendors as needed.

Maintenance Window Process:The Maintenance Window for downtime will be created and posted on eTC after removing key Academic calendar conflicts. This calendar will be maintained by the Information Technology group and will be posted at all times on eTC. If maintenance window conflicts arise a request should be sent to Lee Tennent (ltennent@tctc.edu x1777) or the help desk (x1779) to request a change in the maintenance window schedule. Exception request can be made by any faculty or staff member. Any request should be received five business days prior to the maintenance window to allow time to change schedules with internal and external resources if this need arises. After review if there is not any IT maintenance planned the request will be granted and the schedule will be updated. However, if maintenance has been planned the requestor will need to contact their group Vice President to review the need for a change in the maintenance window. The area VP will then contact Lee Tennent or Matt Edwards to review the conflict and work out any solutions needed. This could include other review from the area Business Affairs VP over the Information technology group as needed. The purpose of this process is to facilitate the needed scheduled maintenance, to provide a high level of service to all of our customers with awareness of the academic needs of the college.  |
| Office computing equipmentAll full-time campus employees are provided a personal computer or laptop to perform job duties. Equipment is leased and replaced on 3-4 year cycle. *IT Deliverables** Support user requests that are received at the Service Desk X1779 servicedesk@tctc.edu
* Provide users with equipment that is up to date and in good working condition
* Provide users with power cords, bag and network cables.
* Provide college software and setup for each employee

Customer Responsibilities* Notify the Service Desk when equipment malfunctions by contacting the Service Desk X1779 servicedesk@tctc.edu
* Notify the Service Desk when an employee leaves campus so the system can be refreshed for new employees
* Notify the service desk of any location changes for inventory purposes we must track location of all equipment
* Allow access to system for software or hardware updates.
* Never share passwords or allow non employees access to your system.

Off-campus Access for StaffOffsite VPN access can be provided to any Tri-County issued laptop user. This access will be provided via a VPN client and would provide access to on campus resources such as mapped drives and Banner. The performance of VPN access is dependent upon the remote network access and no SLA’s can be made for these types of connections. *IT Deliverables** Support user requests that are received at the Service Desk X1779 servicedesk@tctc.edu
* Support VPN client and authentication.

Customer Responsibilities* Remote network connection and speed.
 |
|  [**TCTC – PDA and Smart Phone Support**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/961b126dbbf608004a256dfe00770d63?OpenDocument)Blackberry use will be limited to Executive Staff, Full time Staff or Faculty that travel excessively or have college responsibilities outside of normal working hours. All Blackberry request should be reviewed by the divisional Vice President and IT for approval. As part of the review process each divisional Vice President should review the business case for Blackberry use related to either travel or job related responsibilities outside of the normal college working hours. Other request outside of travel or job responsibilities should be discussed and approved at the executive staff level. *IT Deliverables** Blackberry Support: Blackberry support will be provided for devices that are registered and licensed under the Tri-County Technical college agreement. All other PDA’s such as Blackberry, iPhones or other devices will be supported on a very limited basis using college resources.

Customer Responsibilities* Have an understanding of your smart phone capabilities
* Understand that limited support will be available for connectivity issues of user owned equipment.

Printing SupportThe college provides a variety of printing options for all campus users. Network multi-functional devices are located in workrooms and are supported by campus printing services. Most offices are networked to at least one MFP for printing, scanning and copying of documents. Office areas are encouraged to utilize this resource as the cost of printing continues to increase and we are able to provide this type of printing for the most economical value to our users. A printing copier code is provided through your division secretary.*IT Deliverables** Provide all offices with connectivity to network printing devices
* Maintain support for all networked printing devices
* Purchase and installation of approved office printing devices

Customer Responsibilities* Notify the service desk if printing is not available or device needs service
* When requesting the installation of an office printer the individual division is responsible for all labor and materials costs associated with the installation, maintenance, and replacement of the printer.
* Contact printing services if large quantities of copies or prints are desired (more than 25 pages is a large quantity)
* Printing devices not purchased through Information Technology will not be supported or maintained

Software SupportThe campus provides users with a basic load of the following software and maintains the updates for using these campus provided packages. Which include an operating system, Microsoft Office professional -Access, Excel, Outlook, PowerPoint, Publisher and Word. We also install Java, Flash Player, J-Iniator, Adobe reader, Internet Explorer and Fire Fox Browsers. Since we are in an Active Directory Domain users must contact the service desk for any additional software installs. A list of all software currently supported can be found in Appendix A of this document. All software installed on campus systems must be the property of Tri-County Technical College and stored in the information technology software vault.*IT Deliverables** Provide all offices with updates to all campus provided software
* Maintain support for all college provided software applications
* Provide the purchasing and installation of all approved office software additions after testing each product for compliance with mandatory software for job functions.

Customer Responsibilities* Notify the service desk if software malfunctions, needs service or updates.
* Maintain annual support agreements and provide IT with contact information.
* When requesting the installation of office software the individual division is responsible for all labor and materials costs associated with the installation, maintenance, and replacement of the software.
* Software that is not purchased through Information Technology will not be supported, installed or maintained by the service desk

Web Cam ServicesPolicy Management and RationaleTri-County Technical College Webcam Services are centrally managed through the Information Technology Division.Streaming webcams have the potential for saturating outgoing bandwidth, thus interfering with the College's ability to provide essential technology services to its constituents. Problems can be eliminated or reduced by the imposing of bandwidth restrictions on webcam streams that are served directly from the main campus web server. The Webcam Services Policy governs this management process.*IT Deliverables** All proposals for installing Webcams will be reviewed by the campus Information Technology group to assess their impact on campus web development and management strategies.
* All campus webcam services will be centrally managed by the Service Desk X1779 Servicedesk@tctc.edu.
* All webcams will be configured as bandwidth allows; this might mean that full-motion cams may not be available or that cams will be set to refresh frames every few seconds.

Customer Responsibilities* The department or unit requesting the installation of the webcam is responsible for all labor and materials costs associated with the installation, maintenance, and replacement of the cams.
* The camera is to be placed in public view (as opposed to hidden and/or spy cameras).
* The requesting entity must make sure the placement does not violate any applicable law or campus policies.

[**Web Site Management**](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/acc4127d901695464a256dfe00770d27?OpenDocument)All requests for Website changes need to be requested through the service desk portal. IT will provide assistance in making web changes to both public and intranet TCTC web properties. Also, IT will provide guidance in maintaining best practices and standards based web design and content creation.*IT Deliverables** Support user requests that are received at the Service Desk X1779 servicedesk@tctc.edu
* Provide web content creation consistent with the Tri-County design standards set by and maintained by marketing.
* Integration of 3rd party links into Tri-County web properties.
* Guidance to work with content creators in making web content more 508 compliant.

Customer Responsibilities* Provide all content and information needed to create the web page.
* Communication of time lines needed for the service request.
* 3rd party site availability and or capabilities.
 |
| [Physical Plant request](https://apps01.domino.griffith.edu.au/apps/ins/service_catalogue.nsf/adcd0daea3a6d4344a256dfa00060553/acc4127d901695464a256dfe00770d27?OpenDocument)All requests for IT assistance need to be requested through the service desk portal. IT will provide assistance with office moves, new construction as it relates to PC setup, projectors, smart boards, network needs. IT Deliverables* Support user requests that are received at the Service Desk X1779 servicedesk@tctc.edu
* Provide IT assistance with any IT technology needs from the Physical plant.
* Will review request and determine if due date would require outside labor or help from other areas of the college to meet the due date of the request.
* In some cases larger building projects will be tracked using a detail project plan and the ticket system may be used to track the overall project and due date of project.
* Provide a checklist for new construction evaluation

Customer Responsibilities* Email or call in all requests to the service desk.
* On all moves a one week notice is needed to allow time to schedule resources within IT
* Use Move / new construction evaluation Form must be completed. (see Next page)

Remodel/Move – New Construction Evaluation Form New Construction Remodel/MoveAnticipated Construction Completion date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Day Customer must Occupy \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (at least 10 days after furniture is installed for remodel and 30 for New Construction):Construction Address:Account Codes for use in this project: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Equipment : Computer – Printer Needs** Moving Existing Computers (Yes/No): # of Computers/Printers:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Are new computers and/or printers needed (Yes/No): Number of computers total in this project:\_\_\_\_\_\_\_\_\_\_\_Number of printers total: Is existing wiring in place (Yes/No):Will more drops be needed for computers and printers (1 drop per device): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Proposed layout of room/area must be attachedNotes:**Phone Needs** Are existing phones VoIP or Legacy?How many phones are needed in the move including existing and any net new. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_If VoIP for desk phones no other drops are needed. Are multi-line phones needed?\_\_\_\_\_\_\_\_\_\_\_\_\_ If yes the location of data drops should be determined and also an electrical outlet is needed.Notes:**Other considerations** Pre wire for Security cameras If Security Cameras needed….Number of Cameras\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Pre Wire for Wireless – Number of AP’s to cover area \_\_\_\_\_\_\_\_\_\_\_\_\_\_**Project Totals:****Port Worksheet:**# of Computers:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ # of Printers:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ # of Desktop Phones:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_# of multi-line Phones:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ # of cameras:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ # of wireless AP’s:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_# of Projectors:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Misc Equipment requested\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Total Number of ports needed: \_\_\_\_\_\_\_\_\_\_\_\_ # of ports that need to be PoE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Is there capacity on the switch?:**Drops Worksheet**: # of data drops that are being moved: \_\_\_\_\_\_\_\_ # of new data drops needed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ # of electrical outlets needed in walls: \_\_\_\_\_\_\_\_ # of electrical outlets needed in ceiling: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**In Wall Conduit needed? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ External Conduit Needed?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**# of power outlets needed:# of phone drops needed:**Other:**  |

# Currently supported desktop applications

2nd Story Software TaxAct 2008

A.D.A.M. Software Inc. A.D.A.M. Interactive Anatomy

ABBYY Software FineReader

ACT Compass Internet Version Setup

Workkeys Skill Pro 6.0

Adobe Acrobat Capture 3.0

Adobe Acrobat Professional Mac/WIN

Adobe Contribute

Adobe Creative Suite Design Premium

Adobe Creative Suite Web Premium

Adobe Creative Suite Master Collection

Adobe Flash Player

Adobe GoLive 5

Adobe Illustrator

Adobe LiveMotion

Adobe PageMaker 7

Adobe Photoshop

Adobe Photoshop Elements 7

Adobe Premier Pro 2

Adobe Reader

Adobe Robohelp

Adobe Technical Suite

Ai Squared Zoomtext 9

American Digital Systems, Inc. Virtual Anatomy - 3-D Skeletal System

American Medical Association CodeManager 2000

Autodesk 3ds Max

AutoCAD Inventor Professional Suite

Autodesk Autodesk Inventor Professional 2009

Blackbaud, Inc Raisers Edge

Brownstone Diploma

Business Objects Crystal Reports

Cambium Learning Company Kurzweil 3000 -

Mastercam X4

Compansol Blumen

Compucessory PC Camera with Microphone Model: 40910 - WebCam

Corel Application Disc: Corel GuideMenu,

Ulead DVD Movie

Factory SE, DVD Movie Writer SE

Corel KnockOut 2

Creative Technology Creative WebCam

Cyber ED Inc. Blood and Immunity

CyberLink Corp. Power DVD

dataBased Intelligence, Inc. dBase

Delmar Cengage Learning Medical Terminology for Health Professions 4th Edition

Design Simulation Technologies

Interactive Physics

DesignSoft

Edison

Examview

ESRI ArcGIS 9

ETCAI AC Circuits Challenge

Basic Circuits Challenge

DC Circuits Challenge

Digital & Device Challenge

Meter Challenge

ETCAI Power Supply Challenge 98

Solid-State Challenge

FileMaker Pro 9

JAWS 9

GenevaLogic Vision

Google Google Talk

Picasa

HVAC Computer Systems Ltd. HVAC-Calc Residential 4

Individual Software AnyTime Organizer

Inspiration 8

 Criminal Justice IPTM Network:

Interactive Image Technologies MultiSIM V6

Interactive Learning Technologies I-Clicker

QuickBooks

ResourceMate 3.0 Plus Version

Jolly Giant Software, Inc. Emulation Software

The Geometer's Sketchpad

Clinical Simulations in Medical-Surgical Nursing:

 Logitech QuickCam

Luidia, Inc. eBeam

Matlab & Simulink R2007b

Mathworks, Inc. Matlab & Simulink R2008a

McGraw Hill Medisoft v. 14

McGraw Hill/Irwin Irwin Keyboarding - Gregg College Keyboarding & Document Processing

Medcom Trainex Age-Specific Care

Airway Care

Medicating Children

Medical Packaging, Inc. Medical Packaging Inc (MPI) v. 4.1G

Microsoft Calendar Printing Assistant for Microsoft Office Outlook 2007

Microsoft LifeCam 2.0 - WebCam

Microsoft Office 2007

Microsoft Office Visio Professional 2007

Microsoft Visio Professional 2003

Microsoft Visual Studio 2008

Micrsoft Project 2003

Windows Media Player

Mindjet MindManager 6

Minitab Inc. Minitab V. 12

NI LabView (2 sets of 8 DVD's) Spring 2009

TI-83 and TI-89

NIDA Scores Pro

Dragon Naturally Speaking

Professional OmniPage 17

ScanSoft PaperPort 11

OneOne Genuine Fractals 6, Academic

Pantone Colormunki Create

Parallax, Inc. BASIC Stamp Editor

Patterson Dental Supply, Inc. Patterson EagleSoft 14

PhysioEX: Laboratory Experiments in Physiology

Complete Review Dental Assisting

MyItLab ActiveX

Professional Development Software, Inc.

Adult Health Nursing Concepts & Skills:

Clinical Nursing Concepts & Skills:

Pediatric Nursing Concepts & Skills (3 modules) & Adult Health Nursing Concepts & Skills (1 module)

Psych Mania Psychiatric Nursing Concepts & Skills :

Crisis module & Mistrust module

Anger, Hostility & Aggression, Anxiety, &

Depression & Elation modules

Psychiatric Nursing Concepts & Skills:

Promethean Ltd ActivStudio & Drivers

PTC Pro/Engineer Wildfire 4.0

Mathcad 8 Professional Academic Edition

Punch Software Punch Interior Design Suite

Quest Software TOAD

 Respondus

StudyMate

Roxio Roxio Easy CD Creator

Scansoft, Inc. OmniForm Filler 5.0

Parsystem - ParScore Network and ParTest

Scantron

Simutech Systems, Inc. Simurefr Commerical Refrigeration Simulator,

Skype Technologies S.A

SMART Technologies SmartBoard Notebook & Drivers

Smith Micro Software Inc. VZAccess

Stuffit Deluxe 2009

Sony Digital Voice Editor

Symantec AntiVirus

TestGen

Camtasia Studio

Snagit

Tel-A-Train Interactive Troubleshooting Motor Controls v. 2.5

TheLearningPit LogixPro PLC Simulator with ProSim-II Simulations

Thomson Delmar Learning Delmar's Advanced Nursing Skills

Pharmacological Aspects of Nursing Care 7th Edition with Examview

Vernier Logger Pro 3

Vista Enfoques

Wacom Bamboo Fun

Ware Central PrintKey-Pro v1.05

Clinical Simulations in Maternity Nursing I

Exploring Psychology through Film,

PsychSim: Interactive Graphic Simulations for Psychology

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# Currently supported server applications:

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| --- |
| Exchange Server - Enterprise |

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| --- |
| Exchange Server Enterprise CAL - Device CAL |
| Exchange Server Standard CAL - Device CAL |
| Forefront Security Suite - Device |
| Microsoft Operations Manager - Client ML |
| Office SharePoint Server Enterprise CAL - Device CAL |
| Office SharePoint Server Standard CAL - Device CAL |
| SQL - Device CAL |
| SQL Server - Standard |
| System Management Server Client ML |
| Windows Rights Management Services - Device CAL |
| Windows Server - Device CAL |
| Windows Server - Enterprise |
| Windows Server - Standard |
| Windows  |
| Cisco Works |
| Lightspeed |
| Luminis |
| Blackberry Ent. Server |
| EZ Proxy |
| Appworx |
| Raizer's Edge |
| Aceware - Student Manager |
| Backup for Workgroups |
| Exchange Server 2007 |
| Privledge Manager |
| Clean Address |
| EDI Smart Transcripts |
| P-Counter |
| Data Protector |
| PRTG Monitoring |
| TOAD |
| Vmware |
| Altiris Deployment Server |
| Altiris Workflow Server |
| HP Pathworks |
| Deep FreezeBlackboard |
| Banner |

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# Note – Any services, desktop applications or server applications not listed in this document are not currently supported by the information technology area.

# If you have applications or services that are not listed please contact the service desk to review support options.

# Any calls on services or applications not listed will receive best effort support and all other documented production applications will take priority.