



**TCTC IT**  
Customer Focused  
Technical Leadership



# TCTC Information Technology Service Catalog



# INFORMATION TECHNOLOGY

The Information Technology department supports the college community in meeting its goals by facilitating and enhancing the teaching and learning environment in addition to providing innovative and secure technology resources, customer-focused support services and collaborative technical leadership.

## “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 inquiries and support;
- Identification of any charges associated with the service;
- Standards of service in relation to quality, reliability and availability;
- Links to further information, if available

The Service Catalog also includes 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 catalog, please contact Matt Edwards by phone (x1474) or email [medward3@tctc.edu](mailto:medward3@tctc.edu).

Matt Edwards  
CIO (Information Technology)



# CONTENTS

Information Technology .....	2
Operational Level Agreement Overview .....	4
• ASAP - Priority 1 – Critical Factors.....	5
• High - Priority 2 – Critical Factors .....	5
• Medium - Priority 3 – Critical Factors .....	5
• Low - Priority 4 – Critical Factors .....	5
Services Provided for Faculty and Staff.....	6
Business Systems Support .....	7
Change Management .....	8
Computer Accounts for Faculty and Staff .....	9
E-Mail and Calendar Services .....	9
Microsoft Exchange e-mail Service.....	9
Educational Products and Services.....	10
Information Services Consulting.....	10
Internet Access .....	11
Equipment Loans.....	11
Maintenance Window.....	12
Maintenance Window Process: .....	12
Office Computing Equipment .....	13
Off-campus Access for Staff .....	13
Mobile Phone Support .....	13
Printing Support.....	14
Software Support.....	14
Web Site Management .....	15
iPAD, Tablets etc. . . . .	15
Physical Plant Requests .....	15
Currently Supported Applications .....	16
Desktop Applications (* = No vendor support) .....	16
Server Applications:.....	17
Appendix A – General Support Information.....	18
Appendix B – Operational Level Agreement for Ticket Management .....	19
Priority Matrix.....	19
ASAP - Priority 1 Criteria.....	19
High - Priority 2 Criteria.....	19
Medium - Priority 3 Criteria.....	19
Low - Priority 4 Criteria .....	20
Low - Priority 4.....	20
Hardware/Software Request - examples.....	20
Summary of OLA for ticket management: .....	21
General ITIL information .....	22
Types of Tickets .....	22
Appendix C – Data Change Request Decision Matrix.....	23
Appendix D – Remodel/Move – New Construction Evaluation Form .....	24

# OPERATIONAL LEVEL AGREEMENT OVERVIEW

## Objective

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

## Service Support

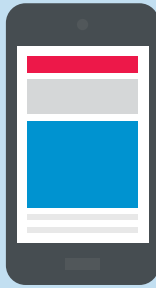
- Hours of Support

The IT Service Desk operates Monday – Thursday 7:30 am – 5:00 pm; Friday 7:30 am – 2:00 pm  
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

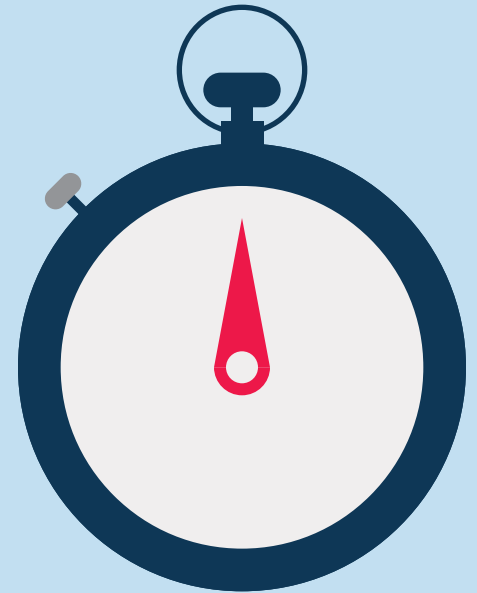


Call the Service Desk at  
864-646-1779 or X1779 or  
E-Mail the Service Desk at  
[servicedesk@tctc.edu](mailto:servicedesk@tctc.edu)



- 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 for primary campus support (Pendleton, Anderson, Easley) – All other sites are next business day service on hardware or software supported by TCTC located on next page



## 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

### ASAP - Priority 1 – Critical Factors

- A critical TCTC system, product, or application that is unavailable to a customer for any length of time.
- Complete outage, loss of functionality, or substantial degradation of services or systems, affecting multiple customers.
- Text Alerts can also trigger a Priority1, based upon the alert, the product, and hardware or service issue.

### High - Priority 2 – Critical Factors

- A TCTC system outage or degradation that is affecting multiple customers on a major system.
- Production Hardware issues that have minimal impact to production related services or products.
- Instructional lab inoperative.
- A virus issue suspected on campus.

### Medium - Priority 3 – Critical Factors

- Events or issues with little or small production related impact.
- Isolated application functionality issues that do not significantly degrade a customer's service.
- Lab printing issues.
- Software problems affecting multiple users.

### Low - Priority 4 – Critical Factors

- Events or issues with little or no production related impact.
- Non-critical system issues with no impact on customer.
- Isolated application functionality issues that do not significantly degrade a customer's service.

\*For Complete Operational Level Agreement, see Appendix B

# SERVICES PROVIDED FOR FACULTY AND STAFF

## BUSINESS SYSTEMS SUPPORT

Computer Accounts for Faculty and staff

E-Mail and Calendar Services

Educational Products and Services

Information Services Consulting Services

Internet Access

Laptop Loans

Learning Services

Learning@TCTC

Network Services

Off-campus Access for Faculty and Staff

TCTC - Phone Support

Printing Services

Software Support

Web Site Management

Wireless Access Services



# BUSINESS SYSTEMS SUPPORT

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](mailto:ServiceDesk@tctc.edu) for assistance

Requests are categorized as Incidents or Service Requests. An incident is defined as any event which is not part of the standard operation of a service and which causes, or may cause, an interruption to, or a reduction in the quality of that production service. A service request is a request for standard services that can be planned over the short term or longer term projects. All requests that are not related to a production issue are treated as Service Requests.

## 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

The intent of this policy is to track any hardware or software changes in any IT supported production environment. For the purpose of change control, 'production environment' will be defined as any system supported by IT and used by a customer to meet any technology needs in a live system. The change control process will be used as a control point to review requirements and timing of changes. This information will be used to review requirements and timing of changes, and to help correlate production issues with changes.

Each change will be requested and approved using the work flow notification in the Altiris system. All major changes, and other changes as deemed necessary, are reviewed weekly in the IT staff meeting to ensure that all areas are aware of the upcoming change and to identify any timing or impact issues that may have been missed in the review process.

Change requests should be submitted several business days before the change is needed to allow time for review. Any change that needs to be made the same day will be treated as an emergency change. Emergency changes should be used only to solve or prevent a production incident. All emergency changes will require management awareness and approval prior to any changes in the production environment.

An exception to the change control process will be any documented routine changes. These are low level impact changes that need to be performed on a standard schedule to ensure the health of the production environment. If any 'routine change' causes an incident, it will be re-classified as a standard change.

## *IT Deliverables*

- Standard Change
  - Submit change request through Altiris system. Request should reference the associated service request and should include documentation of the change and its impact on other systems, a back out plan and the proposed date/time of the change.
  - Change will be reviewed by manager and in weekly staff meeting if necessary. Manager will approve or reject the change.
  - If the approved change is not made on the documented date and time, management approval will be needed for the new date and time.
- Emergency Change
  - Submit change request through Altiris system. Request should reference the associated incident and should include documentation of the change and its impact on other systems, a back out plan and the proposed date/time of the change.
  - Manager will review change request and approve or reject the change.

## *Customer Responsibilities*

- Notify IT as soon as possible about needed changes and assign a customer contact
- Perform sufficient testing in Test environment



# COMPUTER ACCOUNTS FOR FACULTY AND STAFF

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 2010 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
- 950 MB of e-mail storage per user
- Microsoft Exchange Server 2010 platform
- 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 2010
- 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
- All Email and calendar information is deleted from the server after 180 days

## Customer Responsibilities

- Participate in training provided
- Housekeeping of accounts (delete old e-mail)
- Notify Service desk of suspicious email or spam
- Create your own backup process to protect information that needs to be saved longer than 180 days



## EDUCATIONAL PRODUCTS AND SERVICES

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](mailto:servicedesk@tctc.edu)
- Instructional help can be setup by contacting the Service Desk X1779 [servicedesk@tctc.edu](mailto:servicedesk@tctc.edu)
- Additional equipment can be procured by contacting the Service Desk X1779 [servicedesk@tctc.edu](mailto:servicedesk@tctc.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

## INFORMATION SERVICES CONSULTING

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](mailto: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

The college provides internet access across all areas of the college with both wired and wireless access to all users. All wireless access should be used as a convenience and not as a primary the access to the internet or network for classroom or office applications.

### **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 fully wireless
  - Anderson Campus fully wireless
  - Honea Path fully wireless
  - High Point fully wireless
  - Oconee no wireless access
  - ITC Sandy Springs fully wireless

### **Customer Responsibilities**

- Notify the Service Desk when access is not allowed or available by contacting the Service Desk X1779 servicedesk@tctc.edu
- Notify the Service Desk if abuse is suspected by contacting the Service Desk X1779 servicedesk@tctc.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.

## EQUIPMENT LOANS

- Laptops 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.
- Netbooks are also available for check out
- Projectors are also available for check out for a limited time

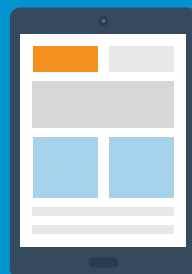
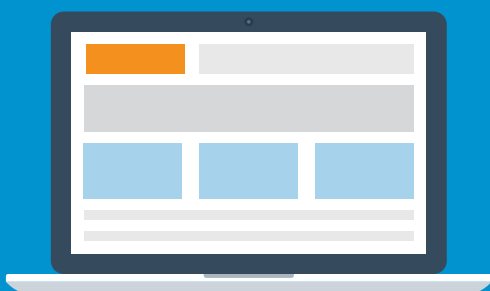
### **IT Deliverables**

- 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

Note: If you have an off campus event that requires technical assistance please ask we can usually provide this support to our faculty and staff for meetings and conferences etc... We need to have at least 14 days prior notice to provide this type of support. Just contact the Servicedesk@tctc.edu



# MAINTENANCE WINDOW

To 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-8PM, 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.
- In order to maintain the current network and systems it is required to have at minimum 120 hours of maintenance windows per year. Additional time during the year is needed to implement new systems and technologies and as the network and systems grow.
- 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 start times of 2:00 PM also reduces the scheduled downtime impact for most students, faculty and staff members since the college is officially closed each Friday at 2:00.
- 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 Matt Edwards (medward3@tctc.edu x1474) or the service 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 Matt Edwards or Matt Edwards to review the conflict and work out.

## OFFICE COMPUTING EQUIPMENT

All 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](mailto: 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](mailto: 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 STAFF

Offsite 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](mailto: servicedesk@tctc.edu)
- Support VPN client and authentication.

### Customer Responsibilities

- Remote network connection and speed.

## MOBILE PHONE SUPPORT

I-Phones, Androids and other tested Smart Phones and PDAs use will be limited to Executive Staff, Full time Staff or Faculty who travel excessively or have college responsibilities outside of normal working hours. All Smart Phone requests 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 Smart Phone or PDA use related to either travel or job related responsibilities outside of the normal college working hours. Other requests outside of travel or job responsibilities should be discussed and approved at the executive staff level.

### IT Deliverables

- Smart Phone / PDA Support: Support will be provided for devices that are registered and licensed under the Tri-County Technical college agreement. All 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 SUPPORT

The college provides a variety of printing options for all campus users. Network multi-functional devices are located in workrooms and are supported by the Service Desk. 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. Due to the high cost associated with personal printers, use will be limited in all office areas. Employees should utilize the multifunctional network printers located in each department. Larger print or copy requests should be routed to the print shop. The only exception to this policy will be job related needs. An example of such a need would be direct customer contact which includes providing printed information on demand.

When an employee requests a new or replacement printer, the request must be documented (See printer request form) and reviewed by the area Vice President for approval. Once the request is approved and the funding for the device has been selected, the Information Technology area will order a printer from the list of standard printers that are maintained at the Service Desk. The list of printer models will vary depending on state contract and price points. If you have any specialized needs such as color, extra trays, etc ... this should also be documented on the request form.

All desktop printers will cost .24 for each print that is produced. All toner, supplies and maintenance will be provided by the Service Desk.

### *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 SUPPORT

The 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, and Word. We also install Java, Flash Player, J-Initiator, 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 SITE MANAGEMENT

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](mailto: 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.



## IPAD, TABLETS ETC...

All requests for iPad's, tablets or other teaching equipment peripherals should be purchased by contacting the service desk a paper requisition will be required with appropriate departmental signoff before equipment can be purchased. Each piece of equipment is required to have warranty support in case of damage or loss.

### IT Deliverables

- Provide updates to all campus provided hardware
- Maintain support for all college provided applications

### Customer Responsibilities

- Notify the service desk if hardware malfunctions, needs service or updates.
- Maintain annual support agreements and provide IT with contact information.
- **Hardware that is not purchased through Information Technology will not be supported or maintained by the service desk**

## PHYSICAL PLANT REQUESTS

All requests for assistance need to be requested through the service desk portal. Maintenance and IT will work in collaboration to provide assistance with office moves and 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 x.1779 [servicedesk@tctc.edu](mailto: 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. (Appendix D)

# CURRENTLY SUPPORTED APPLICATIONS

## Desktop Applications (\* = No vendor support)

7 Zip	Educational Resources, Inc.	NA of the New Family
AASHTO Materials	Enfoques	Neat
ABBYY FineReader	Examview	NI LabView
AC Circuits Challenge	Factory Talk	Notepad++
AccelerometerP11	FileMaker Pro 9	Open Book
ACT	Filezilla	Patterson EagleSoft
Activ Inspire (Promethean)	Fire Fox	PDScenarios
ActiveDriver Promethean	Fluid and Electrolytes	Perfect Interview
Adobe Acorobat Reader	Geometer SketchPad	PhysioEx
Adobe Acrobat Professional	Hawkes	Power Supply Challenge
Adobe AIR	HVAC-Calc Residential 4	ProE
Adobe Creative Cloud	ImageNow	PsychMania
Adobe Creative Suite Design Premium	Impulse	Quick Books Professional
Adobe Creative Suite Web Premium	Insight	Raptor
Adobe GoLive 5	Inspiration 8	ResourceMate
Age-Specific Care	Interactive Physics	Respondus
Airway Care	Irwin Keyboarding	Robocell
Aleks	Itunes	RoboPro
Android SDK Tools	JAWS	Rockwell
Apple Software	Kaspersky	RS Logics
Arduino	Kurzweil 3000	Safari
Avid	LadyBug	Safe Connect
Basic Mathematics	Lego Mindstorms	SmartDraw
Basic Stamp editor	Livescribe Connect	SnagIt
BioTutor	Logger Pro	Solid Works
Blackboard	LogixPro PLC	Solid-State Challenge
Blood and Immunity	Mastercam	Statdisk
Breed_ID	Mathcad Professional	Symantec
Camtasia Studio	Mathematica	TABE Testmate
ChemDraw	MATLAB	TaxAct
CLICK programming	MEDCOM Trainex Medicating Children	TestGen
CNCez Pro	MEDCOM Trainex Toddlers through Teen	tftpd32
CompassESL	Medical Surg I	TI Calculator
Corel KnockOut 2	Medical Surg II	Vision
Creo PTC	Medical Terminology	Visual Studio
Deep Freeze	Medicating Children	wsftp
Degree Works	Medicin	Zoomtext
Dell Kace	Medisoft	
Delmar's Intermediate Nursing Skills	Meebo	
Diagnostic Imaging Atlas	Meter Challenge	
Digital & Device Challenge	Microsoft Office Visio Professional	
Dragon Naturally Speaking	Micrsoft Project	
Duxbury	Mosby's Care of Infants & Children	
Ebeam interactive	MSM20	
Eco Materials Advisor	Multisim	
Edison	MyITLab	

## Server Applications:

Exchange Server - Enterprise	Industry Weapon
Exchange Server Enterprise CAL - Device CAL	Kerisys Access Control
Exchange Server Standard CAL - Device CAL	VMware Vsphere
Forefront Identity Manager	Tomcat
Microsoft Operations Manager - Client ML	Apache
Office SharePoint Server Enterprise CAL - Device CAL	Red Hat Linux
Office SharePoint Server Standard CAL - Device CAL	MBS Bookstore
SQL - Device CAL	XeroxWeb
SQL Server - Standard	Raizer's Edge
System Management Server Client ML	Aceware - Student Manager
Windows Rights Management Services - Device CAL	Backup for Workgroups
Windows Server - Device CAL	Exchange Server 2010
Windows Server - Enterprise	Beyond Trust Privilege Manager
Windows Server - Standard	Clean Address
Windows	EDI Smart Transcripts
Cisco Prime NCS	SoftDocs
Kaspersky	Symantec Backup Exec
Luminis	PRTG Monitoring
EZ Proxy	TOAD
Appworx/Applications Manager	Vmware
ExaqVision camera software	Altiris Deployment Server
Papercut with client	Impulse NAC
Verasmart Fax Server	Deep Freeze
Manage Engine Self Service Password	Blackboard
Starfish	Banner
ADAM Licensing Server	Degree Works
Patterson Dental	Image Now
Compass	Ingeniux CMS
VMware SRM	Industry Weapon
Oracle Enterprise Database	VMware View
Oracle Weblogic	ManageEngine AD Audit

## Non Supported Applications:

- 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.

## APPENDIX A – GENERAL SUPPORT INFORMATION

- Interfaces or data extracts from core systems such as Banner should be documented and tested with IT before any new process is used in production.
- The information technology group is responsible for the overall integrity of system data and support. To this end in general data should not be changed or altered outside of the provided methods used for packaged or in-house software. If a case comes up and data needs to be altered outside of standard systems the information technology area will determine if this can be tested and completed without causing integrity issues with the use of the change control process.
- Many technology devices such as 'Interactive boards' are supported from a hardware and software point of view within the information technology area. The IT area will work with other areas and vendors as needed for training but this is not a core service of the information technology area.
- Primary systems such as Banner should use the Oracle database as the source for all data that is stored in this system. As shared data needs arise data should not be replicated and stored in two production systems. This can and will cause issues with data ownership and overall integrity of systems. Any use of data from Banner should be accessed directly from Banner and not extracted and used as a system outside of Banner. The only exception would be if a system is needed because the source system is not designed to meet the overall requirements. If this is the case all efforts should be on working with the vendor and or the source system to meet ant new requirements. Alternate systems such as Access will not be supported as a replacement for any primary system. Access databases should only be used as a temporary or gap system to move to a supported system database such as Oracle or SQL.
- All Incidents that are reported to the service desk will be addressed as quickly as possible. However, if multiple contacts such as voice mail and email follow-ups are made without any feedback from the customer over a minimum of three days the ticket will be closed and the assumption will be that the issue will not need additional follow-up from the information technology area.
- Package Support should be maintained for all software used by Tri-County Technical College. Without Vendor support on software packages the Information Technology group will be limited in the support that can be provided with vendor support.
- Flat Screen TV's are supported from a hardware point of view. All content should be managed using share drives on the network. As new access or groups are added IT will setup new folders and access on request. All detail content will be managed by individual groups across the college. The primary reason for using network drives is to make sure content is backed up and to allow flexibility for groups to display different content depending on events and or location.
- Support for Campus locations such as Pendleton, Anderson and Easley follow the operational level support process. Other sites support of Hardware or software supported by TCTC will be next business day service. It is important to note that many functions cannot be performed remotely because of limited bandwidth. Some hardware or software resources are also support by organizations outside of TCTC.
- All larger system request will be reviewed using the IT roadmap. The Roadmap is created by looking at the needs of the college and comparing with the core technology and focus of the information technology systems. This process includes many factors such as research and process and measurements. This includes a review of technology using ITIL methodology to understand trends, problem management, security, compatibility and the ability to support new of changing technology.

# APPENDIX B – OPERATIONAL LEVEL AGREEMENT FOR TICKET MANAGEMENT

## Priority Matrix

### ASAP - Priority 1 Criteria

#### Critical Factors

- A critical TCTC system, product, or application that is unavailable to a customer for any length of time.
- This includes problems that may cause complete outage or substantial degradation of services, loss of functionality to a production product, or service affecting multiple customers.
- Text Alerts can also trigger a Priority1, based upon the alert, the product, and hardware or service issue.

#### Sample Trigger Questions

- What functions or functionality are you unable to perform, or provide?
- Is this issue involving a product or service that is currently in production? ( As opposed to a pilot, or test )
- Is it just you, or are more people affected?

#### Initial Service Desk Response

- Immediate triggering of the Event Management Process. This would include notification of IT management team and confirmation that the ticket is assigned and working.
- After any major outage, the service desk will send an event summary to our key customers with details of outage.
- Ticket updates daily. If ticket status is changed to “planned” to implement a fix, the priority level should be reduced to match the impact and need.
- This priority should only be used for an incident. (Not used for a service request, project or change control)

#### Time Factors

- Incident resolution target: ASAP
- Daily updates to ticket as needed

#### Possible Scenarios

- Internet down
- Network down
- Banner down
- Loss of Power
- Loss of cooling in data center
- Email / calendar down

### High - Priority 2 Criteria

#### Critical Factors

- A TCTC system outage or degradation that is affecting

- multiple customers on a major system.
- Production Hardware issues that have minimal impact to production related services or products.
- Instructional lab inoperative.
- A virus issue suspected on campus.

#### Sample Trigger Questions

- Is this product or service in a pilot or test phase?
- Is it just you, or are more people affected?
- VIP request (Internal review by Service Desk)

#### Initial Service Desk Response

- Documentation of issue, notification and reassignment to the responsible group or individuals.
- Confirmation that the ticket is picked up by group or individual team.

#### Time Factors

- Incident target resolution within 24 hours.
- Ticket updates every 24 hours.
- After 24 hours, the issue will be re-evaluated, and if still open, will be reviewed and escalated as needed to the appropriate manager.
- Ticket comment updates every 24 hours. Once the ticket age is past 24 hours the comments and due date should be updated to reflect the estimated completion date.

#### Possible Scenarios

- ISIS reporting backed up or not working.
- Banner batch process down and needs to reviewed or re-started.
- Network or Oracle backed up and performance is slow.
- Financial aid process has calculation errors or problems.
- Clients reporting email or system virus detected.

## Service Request / Project / Change Control

- Top Service Request and / or regulatory request
- Unplanned Change Control
- Service request should use due date as the expected completion date

### Medium - Priority 3 Criteria

#### Critical Factors

- Events or issues with little or small production related impact.
- Isolated application functionality issues that do not significantly degrade a customer’s service.

- Lab printing issues.
- Software problems affecting multiple users.

### Sample Trigger Questions

- Are you in production and is this a supported system (internal review on Service Desk)?
- What is the impact?
- Do you use software to complete a routine task?

### Initial Service Desk Response

- Documentation of issue and assignment to the responsible group or individual.

### Time Factors

- Incident target resolved within 3 days.
- If the incident has still not been resolved after 3 days, the issue will be re-evaluated, and if still open, will be reviewed and escalated as needed to the appropriate manager.
- Ticket comment updates every 3 days. Once the ticket age is past 3 days the comments and due date should be updated to reflect the estimated completion date.

### Possible Scenarios

- Password resets or access request.
- Report is working but there is a question on the content or calculations.
- Users Access Database is malfunctioning.
- Network printer for an area is down.
- License issue on software program.

## Service Request / Project / Change Control

- Service Request / Project with timeline and some level of urgency
- Planned Change Control
- Service request should use due date as the expected completion date

### Low - Priority 4 Criteria

#### Critical Factors

- Events or issues with little or no production related impact.
- Non-critical system issues with no impact on customer.
- Isolated application functionality issues that do not significantly degrade a customer's service.

#### Sample Trigger Questions

- What is the impact?
- Is anyone else having this issue?

#### Initial Service Desk Response

- Documentation of issue and assignment to the responsible group or individual.

### Time Factors

- Incident target resolved within 7 days.
- If the incident has still not been resolved after 7 days, the issue will be re-evaluated, and if still open, will be escalated to the appropriate manager depending on the comments within the ticket.
- Ticket comment updates every 7 days. Once the ticket age is past 7 days the comments and due date should be updated to reflect the estimated completion date.

### Possible Scenarios

- Errors or issues that can be pushed out one week or more and that are not urgent.

### Service Request / Project / Change Control

- Service Request with no timeline or low level of urgency
- Service Request should note if known expected completion date in the comments. However, all other tickets such as Medium and High Priority tickets will take precedence. Because of the number of incoming higher priority tickets most Low tickets will use an end of year date as the due date as a place holder for this type of request.
- Service Requests such as Hardware/Software Request will use a 14 day update schedule to match the expected turnaround of this type of request.

### Low - Priority 4

### Hardware/Software Request - examples

#### Critical Factors

- Service Request for software updates for teaching classrooms
- Service Request for new software purchase requests for office or lab use
- Service Request for additional peripheral lab equipment
- Service Request for new hire hardware/software etc...
- Service Request for analysis of user's need for grant purchases etc...

#### Sample Trigger Questions

- What is the immediate need?
- Is this software currently in use?
- Will this software or equipment replace existing software or equipment?
- What is the timeline for the installation?
- Is this approved and funded or do you just require pricing information?

#### Initial Service Desk Response

- Documentation of issue and assignment to the responsible group or individual.

### **Time Factors**

- Service request target resolved within 14 days.
- If the request has still not been resolved after 14 days, the issue will be re-evaluated, and if still open, will be escalated to the appropriate manager depending on the comments within the ticket.
- Service Request that involves outside vendors and possible training requirements.
- Ticket comment updates every 14 days. Once the ticket age is past 14 days the comments and due date should be updated to reflect the estimated completion date.

### **Possible Scenarios**

- Software requests that must be purchased, tested, and repackaged before installation can occur.
- Peripheral equipment that must be procured and setup for campus use.

### **Service Request / Project / Change Control**

- Service Request with no timeline or low level of urgency
- Service Request / Project with planned installation and timeline
- Requested Change Control planned for maintenance window

## **Summary of OLA for ticket management:**

### **General:**

- All tickets will be captured in the Service Desk software system. This includes Incidents, Service Request, Projects and Change Controls. Projects within Altiris will be treated as a service request but may also have project plans and more detailed tracking outside of the ticketing system.
- Any updates, changes, or information should be captured within the timelines outlined and within the comment section of the ticket.
- All ticket updates should be, at a minimum, within the timelines of the priority. If a fix or needed action is planned for a future date, this should be documented in the ticket, and the due date within the ticket should be adjusted to the proper date. This due date will then satisfy all updates until the due date is reached. As due dates or priorities change, the requesting customer should be informed of any changes to this ticket.
- The intent is that the tickets are ranked with the proper priority and do not default to a standard priority such as medium.
- Tickets should be 'worked' and not just updated to meet the letter of the OLA.
- Tickets should be re-assigned during vacation, sick or training times that could cause delays in the service we provide to our customers.
- Customers should have input on the priority and if needed we may use the urgency category to document

- any difference in the ranking provided by the customer.
- The intent of the OLA is to document service for primary campus locations such as Pendleton, Anderson and Easley. Other locations will follow the OLA process but the response time will start on the next business day for Incidents. In this case all efforts will be made to solve any issue(s) but in some locations TCTC is using shared equipment with other agencies and does not have full control of all support efforts.
- In the case of High and Medium tickets some limits will be reviewed on the number of outstanding request received by division. The purpose of this will be to make sure IT serves all areas of the college and that no one area consumes all of the IT resources. Number of tickets will be used and time and effort will be factored into this review. If any one area has more requests that can actively be worked by IT, the key customers in that organization will be notified to help rank the most important request. As a result of this process service request tickets could have the priority levels changed to match the ranking provided by the end customers.
- In the case of an individual person who calls or emails in an incident all efforts will be made to resolved the issue. However, if changes are made or more information is needed and attempts are made to contact the individual without success the incident should be closed. The thought process here is many times incidents are corrected but the individual dose not contact IT to close out the ticket.
- Any service request that is over one year old and is ranked as a low priority will be reviewed with the customer and either moved up to a higher priority, closed or moved to 'Hold' status. The reason for closing these tickets would be the need no longer exists, other request have satisfied the need or due to other requests this has a low priority and will be re-submitted when the need and priority are higher. The reason for using the 'Hold' status would be the ticket is needed at some point and the customer would prefer not the close the ticket. In this case the hold status ticket(s) will not be considered as an active ticket by the Information Technology area. All tickets that are moved to hold status will be the responsibility of the customer to request that they be re-opened, and set a working priority as the need changes over time.
- Any data change request will use the data change request decision matrix process. The process is documented in appendix C.

## General ITIL (Information Technology Infrastructure Library) information:

- Incident – An incident is any event that is not part of the standard operation of a service and that caused, or may cause an interruption to, or a reduction in, the quality of that service.
- Problem – A problem is the unknown underlying cause of one or more incidents.
- Service request – A service request is a request for standard services that are not related to a production incident. In general service request are less than 40 hours of effort and do not require coordination across several departments.
- Project – Any body of work that exceeds 40 hours or work effort or requires coordination efforts across several areas of the college. (This is also a form of service request).
- Service Desk – The function within IT that acts as the central (Single) point of contact between the customer and IT service provided for incidents and communication.

## Types of Tickets

### Incidents:

- ASAP is only used for major incidents
- Incidents in general will take priority over most service requests.

### Service Request:

- The only difference in the update schedule is the low priority request for hardware/software request which is 14 days. All other Service request update schedule will follow the incident update schedule.
- ASAP is not a valid priority for any service request.

### Change Control:

- If change controls are entered they should be assigned to the manager for approval. The approval can be a comment in the ticket and then re-assigned to the requester. This process will change over time with new versions on Altiris system.
- Change controls should not be implemented without approval within Altiris or verbal / email approval from management.
- All unplanned or planned change controls should also have an associated incident or service request listed in the title of the change control as documentation for the requested change

### High Impact tickets:

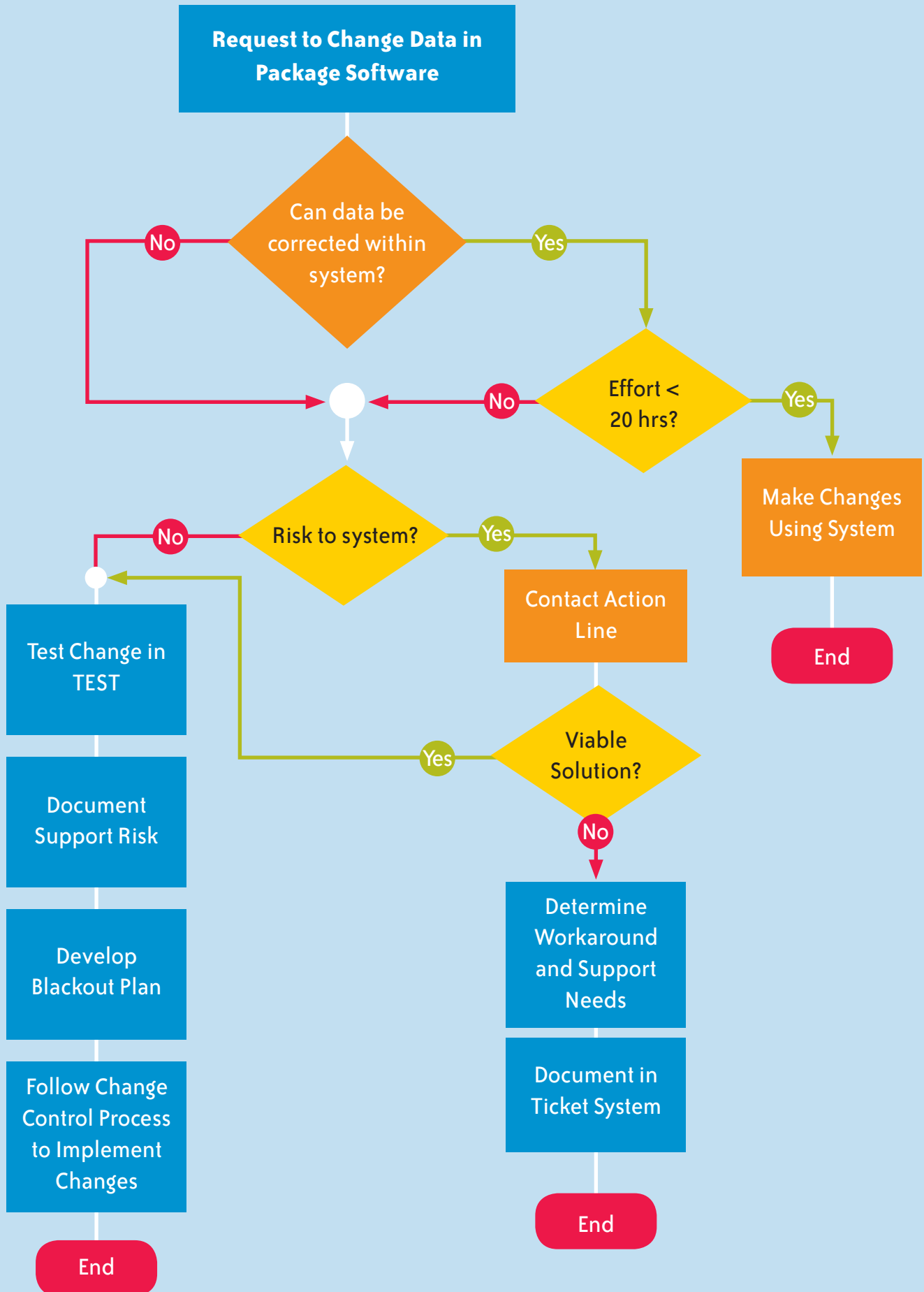
- High impact tickets are reserved for strategic or very high

priority tickets. High impact tickets will supersede all other tickets in importance except time sensitive Incidents. All high impact ticket should be reviewed and assigned by IT management.

### Change Control Approvals:

- Approval Backups for Change Controls
  - All change controls should be approved by the requestor's manager. If the requestor's manager is not available, the other IT managers should be used as a backup. The order of approval if a manager is not available should be:
    - Matt Edwards
    - Jeanne Otey
- Standard Changes and Exceptions to Change Control Policy
  - Applications Development
    - Once change control for a report has been approved, the report may be moved to production before the date of the change control to improve the move process for low impact changes, such as ISIS reports.
      - Exceptions (administrative duties for ISIS): Adding report to the reports validation table
      - Adding report to the Web Tailor menu
      - Adding role to the roles validation table
      - Adding a user to the users validation table
      - Assigning a role to a report or to a user
      - Deleting a user, role, or report
  - Operations
    - Classify unknown and reclassify known URLs, domains, IPs in Open DNS
    - Website Content Updates
    - Install Oracle client
    - User and Share Creations
    - Recycle INB and SSB server log files – stop/start http
    - Clean out guboutp, guroutp Banner tables
    - Clean out gobeqrc, goreqrc, goreqer Banner tables
    - Move around network connections with moves and renovations
    - Any re-cycles needed for eTC
    - Banner (INB) security updates (menu system in GSASECR form)
  - Technical Support
    - Any individual workstation repairs, either hardware or software

# APPENDIX C – DATA CHANGE REQUEST DECISION MATRIX



# APPENDIX D – REMODEL/MOVE – NEW CONSTRUCTION EVALUATION FORM

New Construction

Remodel/Move

Anticipated 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 attached

Notes: \_\_\_\_\_

## 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 \_\_\_\_\_

---

## This part of the form to be filled out by Information Technoogy or maintenance department

### 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: \_\_\_\_\_