

Overview

This contract constitutes the entire agreement of services to be provided by Administrative Systems to our customers.

Services to be provided:

- Hardware and Operating System support
- Backup and restoration of critical data stored on file servers
- Planning for disaster recovery
- Consultation services in support of any departmental relocation
- Hardware and Operating System support on client machines
- Setup and configuration of new computers
- Software license compliance
- Setup and configuration of network printers
- Arrange for maintenance on networked printers
- Identification and resolution of computer problems such as system lockups, hardware failures, and connectivity problems with the network
- Training end customers on logging onto and off the network
- Rolling out the Lotus Notes client (training on using Lotus Notes is provided by University Computing and Telecommunications – current points of contact are Vivienne Ralls and Andy Trembley)
- Assist with setup, troubleshooting, and synchronization of PDA's (e.g. Palm Pilots, Blackberries, etc. – iPhones are not currently supported)
- Liaison for arranging repair or replacement of nonfunctional personal computers and printers*

**Note: Desktop printers will be supported on a limited basis – Administrative Systems will assist in arranging for repair of printers if it is deemed cost effective*

Exclusions to services provided:

- Application software training will not be provided by Administrative Systems. Each service group is responsible for arranging customer training on all application software including proprietary applications (i.e. ARMS, PowerPark, FAMIS, Cashnet, PeopleSoft, Pave Systems, etc), as well as office applications such as Microsoft Office.
- Day-to-day maintenance on desktop printers*, scanners and plotters will be the responsibility of the end customer. Departments will be responsible for ensuring that customers are trained to resolve minor problems on these printers (i.e. replacement of toner or ink-jet cartridges or clearing paper jams). If a printer is determined to be non-functional, the problem will be escalated to Administrative Systems.

* *Note: Desktop printers, desktop scanners, and desktop plotters are those not directly attached to the network.*

Hours of Service Availability:

Service will be available Monday – Friday, from 8:00 a.m. – 5:00 p.m., excluding campus holidays.

Priority of Service:

During periods of multiple simultaneous problems, the following is the priority in which Administrative Systems resources will be allocated:

- Network Switch and File server problems will take highest priority due to the breadth of impact caused by problems with these components.
- Network printers will have a high priority, second only to problems listed above.
- Individual workstation problems will be handled on a first come first served basis unless superseded by network server, infrastructure or network printer problems.
- Desktop printers will be handled on a time available basis.

Customer Responsibilities:

- Data backup and protection of the security of information housed on the workstation is the responsibility of the customer. Administrative Systems personnel can provide recommendations and advice on external hard drives that can be purchased to perform regular data backups.
- All customers agree to adhere to San Jose State University computer usage policies. All departmental customers agree not to install or use illegal copies of software on San Jose State University owned computers or network file servers. If such software is found on any of these machines, Administrative Systems is authorized to uninstall it, after notifying the customer (when possible) and giving him/her the opportunity to remove it.
- Customers agree to be available when a technician is working on their computers.
- Customer departments are responsible for communicating calendars of critical time periods to Administrative Systems in advance to ensure that priority can be given to departments during these critical periods (this may only apply to certain departments).
- Departments must provide a one week notice if they are hiring a new employee and require a new standard configuration computer or want an existing computer re-imaged. If you need non-standard hardware or software you will need to allow additional time to order these through Procurement. Administrative Systems can assist in obtaining price quotes.

- Calendars of recurring events that require IT support and that occur every semester will be provided to Administrative Systems as soon as scheduling is finalized.
- Notification of unanticipated special needs will be communicated to Administrative Systems as soon as possible before the critical time period occurs.
- Departments are responsible for providing Administrative Systems with at least 24-hour notice of employee moves that require Administrative Systems staff to disconnect and reconnect computers.

Note: If you are in a building whose network is controlled by UCAT, Administrative Systems will need to work with UCAT to turn off port security temporarily in order for moved computers to connect to the network. This task requires coordination with the UCAT staff and requires 24-hour notification.

- Departmental customers are not to undertake the task of trying to completely reconfigure a problem machine under any circumstances.
- Departments will be responsible for stocking consumable supplies for printers (toner, paper, etc).

Administrative Systems Responsibilities:

- Administrative Systems will respond to emergencies within two hours (when possible) of the first notification of such an emergency (during normal business hours).
- Administrative Systems will bring services back up within four hours to any backbone-connected department when possible, or attempt to arrange to provide alternative methods of allowing customers to work, while components are getting repaired. Should the problem lie in an area controlled by the University Computing and Telecommunications (UCAT), Administrative Systems will serve as the point of contact with UCAT staff to restore services as quickly as possible.
- Administrative Systems will be responsible for bringing in outside hardware vendors when necessary to repair or replace defective or nonfunctional components, where cost effective. Replacements will be made with "like" equipment. Departments that are either non-CSU Operating Fund or that are not supported by the Division of Administration and Finance computer refresh funds with need to provide funding for these services.
- Administrative Systems staff will respond to all calls within two hours with a verbal confirmation of receipt of the call and a status and a timeline for the technical support person to visit the problem area.
- Administrative Systems personnel will assume responsibility for keeping operating systems updated with current patches and service packs (both server and workstation) in collaboration with customers.

Desktop Support Contacts

- **Gerald Crawford** (Lead) – Ph. 924-1953
- **Nancy Ashley** – Ph. 924-1716
- **Chris Bradford** – Ph. 924-1545
- **Kane Imai** – Ph. 924-1664
- **Paul Leung** – Ph. 924-1573

Software Standards:

Supported Desktop Operating Systems:

Windows XP Professional/Vista Business

Recommended Standard Applications:

Office Suites: Microsoft Office 2000/XP/2003/2007 Professional/Premium

E-mail Clients: Lotus Notes 7.x/Lotus Notes 8.x

PDF Reader: Adobe Acrobat Reader 7.x, 8x, 9.x

Note: Additional software not listed above will be negotiated with various service groups to accommodate special purpose software required for performing job functions.

High Level Description	
Title	Service Level Agreement
System(s) Impacted	Administrative Systems
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Date	By	Action	Pages
06/09/2009	M Dunefsky	Document revised	All
09/10/2009	A Everett	Document converted to accessible template	5