

2015-16

District IT Service Catalog



Coast Colleges



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District IT Service Catalog

This Service Catalog provides a listing of each service offered by District IT. Each described service includes a service level agreement (SLA) and how a particular service is normally requested

Service Level Agreements




SLAs provide information regarding the time frames in which services are provided and response times to requests. This means the time frames in which you can interact with employees who provide the service or the time frames in which the employees who provide the services work. There are generally


- **Normal Hours (NH):** (8:00am – 5pm, M-F except holidays). These are the normal hours of operation for the division. In general, all services are provided during these hours
- **eXtended Hours (XH):** (8:00am – 9pm, M-F except holidays). Extended hours extend the normal work day for certain services only. These extended hours are provided either by personnel working off-set hours or personnel overtime. Extended hours are generally staffed for support of areas such as evening classes.
- **24x7** means the service is provided every hour of every day that the District or College campuses are open. This level of support is generally restricted to critical infrastructure areas. During off-hours, operations personnel are overtime to provide the service.
- **Other:** Any SLA defined outside of the first three is a special service level for a specific service that has (or must be) negotiated with District IT management. These SLAs will be described individually.




Service Request Methods refer to how requests should normally be submitted to District IT. Non-standard request should be directed to the IT Service Desk or your local User Support Manager. Standard request types are coded as follows:





Service Request Methods

- **ITSD** – IT Service Desk. Hours are generally M-F, 6:30am – 9:00pm, except holidays. Contact can be made by:
 - <http://itservicedesk.cccd.edu>
 - Email: itservicedesk@ccd.edu
 - Voice: 714-438-8111
- **SS** – Self Service is available 24x7x365 excluding system maintenance downtime (generally once per quarter)
- **SITE-FA** – these requests must be coordinated and originated by your site's Financial Aid Director.
 - Coastline: Steve Woodyard
 - District Office: Melissa Moser
 - Golden West: Adrienne Burton
 - Orange Coast College: Madjid Niroumand (acting)
- **SITE-FS** -- these requests must be coordinated and approved by your site's Fiscal Affairs Office and, where applicable, your Division Dean.
 - Coastline: Helen Rothgeb
 - District Office: Daniela Thompson
 - Golden West: Paul Wisner
 - Orange Coast College: Rachel Kubik
- **SITE-TEL**-- these requests must be coordinated and originated by your site's Telephone Services Coordinator
 - Coastline: Shirley Spencer
 - District Office: (your supervisor)
 - Golden West: Sharon Jazwiecki
 - Orange Coast College: Lynette Stiles

Service	Description	SLA	Method
	Account Management		
	<p>Account and Access Services</p>	<p>Computing accounts and passwords control access to online resources and services at the District. These accounts are free of charge for faculty, staff, and students and include access to Banner (and related systems), the MySites (MyCCC, MyCoast, MyGWC, and MyOCC), district computers, and Wi-Fi access via COAST-Wifi.</p> <p>Temporary accounts are available for Community Education, volunteers, guest speakers, and facilities rental customers.</p>	XH
<p>MySite and Computer Login Password Reset</p>	<p>Self-service password reset is available for employees and students at http://www.cccd.edu/students/Pages/mysite-password-reset-request.aspx</p>	24x7	SS
	<p>In cases where self-service does not work, students may request their password to be reset by completing the form supplied by the self-service process.</p>	NH	SS
	<p>Employees may contact the IT Service desk at 714-438-8111</p>	XH	ITSD
<p>Banner PIN Reset</p>	<p>Password Reset Requests for Users of INB (Internet Native Banner)</p>	NH	ITSD
<p>Financial Aid Account Services</p>	<p>PowerFails Account Management (add, change, delete) and password reset requests</p>	NH	SITE-FA
<p>Travel System</p>	<p>Travel System Account Management (add, change, delete)</p>	NGH	SITE-FS
	File Restore		
	<p>Backup/Restore Requests</p>	<p>Request the restoration of a file stored on a network drive.</p>	NH
	Communications		
	<p>Telephone Service</p>	<p>Add a new extension number/new phone. Relocation of an existing phone Directory services, 911 services and telephonic systems support and maintenance.</p>	NH


Service	Description	SLA	Service Request Method
Voicemail	Name change, password reset, auto attendant.	NH	ITSD
Unified Communications	Voicemail Notification to Email	NH	ITSD
Analog Line Communications	Analog phone service to support facsimile and other special equipment incompatible with a digital phone line.	NH	ITSD
Cell/Mobile Device Support	Support for District provided mobile telephones and tablets.	NH	ITSD
	Support for College provided mobile devices	NH	SITE-FS
	Self-Service /instructions for configuring District provided mobile device to employee to connect to the District's email system are at http://www.cccd.edu/employees/phonewebhelp/Pages/default.aspx	SS	
Automated Call Distribution	The Automated Call Distribution (ACD) system is an essential tool for college call centers, providing a means to effectively manage large volumes of incoming phone calls. The system answers each call immediately and, if necessary, holds it in a queue until it can be directed to the next available call center agent.	NH	ITSD
Telephone Emergency Services	District-wide emergency response stations.	NH	ITSD
Emergency Notification Services	The District offers Blackboard Connect as its primary way of communicating to employees and students during an emergency. Blackboard Connect can quickly send voice, text, and/or email communications to inform users of important information during an emergency. Enrollment is automatic for all employees and students who are in Banner. Be sure to keep your emergency contact information up to date in Banner via the MySite portal.	NH	ITSD
	Desktop Computing & Support		
Computer & Peripheral Acquisition	Purchase of a new computer system and related peripherals (e.g., scanners, printers, external hard drives)	NH	ITSD
Computer & Peripheral Support	Installation, configuration, and maintenance of computer systems and related peripherals (e.g., scanners, printers, external hard drives).	NH	ITSD
Computer & Peripheral Relocation	Relocation of an existing computer system.	NH	ITSD

Service	Description	SLA	Request Method
	Email and Calendar		
Exchange Email	Support, maintenance and administration of employee e-mail system.	NH	ITSD
Email Archival Services	Per regulatory requirements, capture and storage of all in-bound and out-bound email to District' exchange email system.	NH	ITSD
	Help & Training		
Desktop Application Training	Classroom and one-on-one training for the District's standard desktop software (Microsoft Office, Adobe Acrobat)	NH	ITSD
Help Desk Services	In addition to being the initial point-of-contact for many of the District IT's services, can assist employees with basic computer questions, assigning and escalating more difficult computer problems or requests to field technicians, and perform password resets.	NH	ITSD
	Instructional Technology		
Classroom Support	Services to assist the instructional needs of faculty and students. Services include installation and maintenance of instructional equipment (e.g., projectors, document cameras, multimedia carts, computers) and other technology based instructional equipment	XH	ITSD
Learning Management System	Services to assist the instructional needs of faculty and students. Services include installation and maintenance of instructional software for Blackboard Learn LMS in use at OCC and GWC.	NH	ITSD
Instructional Computer Lab	For instructional technology located in a classroom laboratory, all services to assist the instructional needs of faculty and students. Services include installation and maintenance of instructional equipment (e.g., projectors, document cameras, multi-media carts, computers) and other technology based instructional equipment	NH	ITSD
Instructional Applications Procurement	Purchase of new computer software used for instructional purposes.	NH	SITE-FS

Service	Description	SLA	Service Request Method
Pay-for-Print System Support	Support for the District's GoPrint Student Print Payment System	XH	ITSD
	Media & Event Support		
Special Event Support	Consultations, design, delivery, installation, operation, and removal of Audio Visual equipment, live video streaming, and related services for special events.	NH	ITSD
	Networks & Connectivity		
Multi-Function Copier Network Connection	Establish network connectivity to an existing network enabled copier	NH	ITSD
Wireless Network Support	Self-Service /instructions for configuring your mobile device to connect to the District's Wifi Network are at http://www.cccd.edu/employees/phonewebhelp/Pages/default.aspx	NH	
Wired Network Connections	Connections to the proper network resources, i.e. open access, student restricted access or administrative access, via wire to the wall. Network resources include such things as printing, internet, e-mail, and more.	NH	ITSD
Network/Server Monitoring	This service is to provide the monitoring of our networks, servers, SANs and other equipment to ensure the proper working conditions of this equipment.	24x7	ITSD
Virtual Private Network (VPN)	External access to internal network resources.	NH	ITSD
Internet Access	This service provides internal access to the internet and external access to services such as Blackboard, remote hosted services, and VPN.	24x7	ITSD
	Security		
IT Security Incident Response	Providing best practices for responses to known, and potential, physical and virtual security breaches to ensure the integrity and security of District-wide systems and data.	24x7	ITSD
	Software & Business Applications		

Service	Description	SLA	Service Request Method
District-Wide Software Licensng	New license purchases and renewals for system/server software.	NH	ITSD
Enterprise Apps	<ul style="list-style-type: none"> • Blackboard Connect • Instructor Survey System • CCCD Public Web Site • Banner Self-Service • CCC Staff ID Cards Interface • Navigator (Internal SharePoint Web Site) • Axiom / AnyDoc • Resource 25 • Banner Student System • SharePoint • BDMS • Luminis • Class Climate • OccPortal • LDAP Replication/Authentication • Footprints Service Core 	NH	ITSD

Service	Description	SLA	Service Request Method
Finance	<ul style="list-style-type: none"> • Travel System • W2 System • Payroll Chart of Accounts • Dynamics - Great Plains Systems • Vendor 1099 • County Payroll • County Leave • Payroll Posting • Payroll Labor Redistribution • Budget Build • External Entity Reporting for Finance • Evisions Intellicheck • 1098T Processing • FormFusion 	NH	ITSD
Human Resources	<ul style="list-style-type: none"> • BenefitsPlus • Birthday Book • External Entity Reporting for HR • NeoGov Applicant Tracking 	NH	ITSD
Instruction	<ul style="list-style-type: none"> • Curricunet • Loadsheets 	NH	ITSD
Reporting	<ul style="list-style-type: none"> • Argos • ODS • CoastReports • MIS Reporting 	NH	ITSD

Service	Description	SLA	Service Request Method
Student Services	<ul style="list-style-type: none"> • Mobile Applications • TrackIT Student Account Creation System • Open CCC Apply • Student ID Cards Interface • fsaAtlas • Degree Works • Online Orientation • HigherOne • Accutrack (OCC) • PowerFAIDS • Academic Works • Maxient 	NH	ITSD
Application Development	<p>These are services designed to research solutions to business needs and provide documentation to functional requirements from both management and operational perspectives. These services are always contingent on a preliminary discussion with IT staff (see Application Services above), submission of required request forms, and approvals from all appropriate managers and committees. IT uses a managed project approach for approved requests built around a project team consisting of IT, College, District Office and Vendors selected as needed.</p>	NH	ITSD
Student Portal (Luminis)	Support for portal login issues, software changes, administration	NH	ITSD
Application Services	<p>These are services designed to help employees satisfy business application needs. These services are generally delivered by IT staff in direct communication with users, which may result in any of the following services: project management, training, process (re)definition, application (re)configuration, application systems acquisition and implementation, or system development. Resulting service must be requested as defined in the catalog for that service.</p>	NH	ITSD
<div style="display: flex; align-items: center;">  <h2 style="margin: 0;">Web & Collaboration</h2> </div>			

Service	Description	SLA	Service Request Method
Web Services	Set up and support hosting of CMS-based websites	NH	ITSD
SharePoint	Support and administration of Team Collaboration sites and permissions	NH	ITSD