College of Social & Behavioral Sciences
Technical Services (SBSTech)
Service Level Agreement
May 19, 2004

DRAFT

Index

1. **Purpose**
    1.1. The purpose of SBSTech can be divided into three discrete areas: 1) workstation support, 2) application support and 3) provide college technical resources
    1.2. Workstation Support
    1.3. Application Support
    1.4. College Technical Resources
        1.4.1. The college provides a number of servers that members of the college may access for their research and instruction agendas. This equipment includes:
            1.4.1.1. Database Servers
                1.4.1.1.1. mySQL
                1.4.1.1.2. SQL Server
            1.4.1.2. Web Servers
                1.4.1.2.1. IIS
                1.4.1.2.2. Apache/Tomcat
            1.4.1.3. File servers
                1.4.1.3.1. SAMBA
            1.4.1.4. Backup services of network resources/unix workstations
            1.4.1.5. Remote Access Server
            1.4.1.6. Print Server
            1.4.1.7. Enterprise Anti-virus server (Sophos)

1.4.2. The college maintains this equipment in an effort to minimize the number of workstation-class machines that attempt to provide these services. If a college resource exists, it is unlikely that SBSTech will support individual/departmental systems that are redundant. See 11. Limitations.

2. Contact
2.1. SBSTech provides a number of contact methods.

Method	Address/number	Typical response time
Website	http://www.sbs.arizona.edu	Same day
Email	sbstech@email.arizona.edu	Next business day
Telephone	621-1596	2-3 business days

3. Work Requests
3.1. Work requests are initiated at http://sbs.arizona.edu/support.
  3.1.1. Telephone calls do not initiate work requests
  3.1.2. Email does not initiate work requests
  3.1.3. In the event that there is no computer available to initiate a work request—telephone calls/email are acceptable forms of contact (but require a work request to be logged once connectivity is restored). Please refer to 2.1 for response times for various contact methods.
3.2. Work requests are not handled on a first-come, first-serve basis. Work requests are triaged by the desktop support staff. Consideration is given in the following order:

- Virus/Security Issues
- Complete hardware/software failure
- Building connectivity
- Subnet connectivity
- Shared network devices (network printers, copiers, disk space)
- Individual hardware software issues
- New equipment requests

4. Information/Network Security
4.1. As the direct Network Manager (Netmgr) for buildings within an area of responsibility, SBSTech will support the UA, State of Arizona and Federal policies, guidelines and laws. These include, but are not limited to
  4.1.1. UA Acceptable Use Policy (http://security.arizona.edu/uaacceptableuse.html)
  4.1.2. UA Electronic Mail Policy (http://w3.arizona.edu/~records/efinal.htm)
  4.1.3. UA Policy Governing Use and Duplication of Computer Software (https://sitelicense.arizona.edu/copyright.shtml)
  4.1.4. UA Employee Email Policy—DRAFT available (http://security.arizona.edu/employeeemail.pdf)

4.1.5. UA Information Security Policy—DRAFT available (http://security.arizona.edu/Security_Policy.pdf)

4.1.6. State Employee's viewing of Pornography (http://www.azleg.state.az.us/FormatDocument.asp?inDoc=/legtext/46leg/1r/summary/s%2E2498gov%2Edoc%2Ehtm&DocType=S)

4.2. At the Dean's direction, the Director of Information Systems may become directly involved in issues pertaining to these policies throughout the college.

4.3. SBSTech will, in the event of a security breach, immediately suspend network access to equipment that it is believed has been compromised.

4.4. SBS will, after being contacted by the UA Copyright officer or other official, remove network access to equipment that is involved violating or infringing on copyright (music, film, software, documents). SBSTech will then:

4.4.1. Notify the Department Head/Director of the violation.

4.4.2. In the case of official contact by an outside attorney or company representative, notify

4.4.2.1. Department Head/Director

4.4.2.2. Dean

4.4.2.3. UA Copyright Officer

4.4.2.4. UA Attorney's Office

4.5. If, **in the course of day-to-day operations**, SBSTech discovers material(s) which are illegal, SBSTech will notify:

4.5.1. Department Head/Director

4.5.2. Dean

4.5.3. UAPD

It is not the intention of SBSTech to police or moderate data contained on University equipment. At the same time, SBSTech is morally obligated to report illegal activities to the proper authorities.

5. Inventory

5.1. SBSTech will ensure that inventory purchased for or given to departments on a permanent basis will be transferred to the respective department's inventory.

5.2. SBSTech will not be responsible for maintaining inventory for individual departments.

5.3. SBSTech will ensure that departmental Business Managers are advised when equipment is destroyed, cannibalized or replaced.

5.4. SBSTech attempts to maintain a store of parts/peripherals that are cannibalized from equipment destined for Surplus Property. This equipment is used (at the Director's discretion) before purchases for parts are made. There is no fee for this equipment. To continue this process, please make every attempt to allow CCIT to cannibalize equipment before it is sent to Surplus Property.

6. Purchasing

6.1. Procedure**:** The following procedure will be used to purchase equipment, software and peripherals:

6.1.1. In a case where the purchase is initiated in the department, SBSTech will be consulted prior to purchase of any device that will be used on the college network or installed or attached to a university workstation or other device.

6.1.2. In a case where SBSTech initiates a purchase, SBSTech will notify the departmental Business Manager of the correct part and approximate cost.

6.1.3. The Business Manager, in cooperation with established departmental policies and procedures will determine if purchase will be made.

6.1.4. In the case of parts that SBSTech has in stock (usually in the form of cannibalized equipment), it is up to the Director whether parts will be utilized or whether the department must purchase new ones.

6.1.5. The purchase can then be made using an approved method (see below)

6.2. In the case of all purchases, SBSTech requires that the online purchase authorization form is completed. Each Business Manager should print a copy of this form for their records. Once the form is complete, the following procedure can be undertaken.

6.2.1. Capital Purchases (or purchases over $1000)

6.2.1.1. Department may purchase their own equipment. But, for any work to be completed (including setup), departments are required to provide:
- A copy of Purchase Order
- Estimated Date of Delivery

6.2.1.2. Online Requisitions (DPR): SBSTech may create DPR for departmental approval. This is at the discretion of the individual Business Manager and with approval of the Director of Information Systems. This will be annotated on the purchase request form. SBSTech will furnish:
- The original Purchase Order (SBSTech will maintain a copy)
- Estimated Date of Delivery

6.2.1.3. College P-Card: In certain cases, use of the departmental Purchasing Card may be authorized. This may be done, at the request of the Business Manager and with approval of the Director of Information Systems. The following information is required (in writing):
- UA FRS Account number, Vendor, location and time where expense will occur.
- Maximum spending limit
- Vendor, location and time where expense will occur.

6.2.2. Software Purchases:

6.2.2.1. Site Licenses: SBSTech endeavors to help save as much departmental operating budget as possible by suggesting that site licenses are purchased whenever possible. Site licenses are purchased by providing Interdepartmental Billing Forms to CATs. Forms may be delivered by the department <or> by SBSTech.

6.2.2.2. Academic Software: In addition to substantial cost savings provided by site licensing, CATs also provides opportunities to purchase software which is not under a license contract at academic prices. These prices range from 1/3 to 1/2 of retail. Academic software is purchased by providing Interdepartmental Billing Forms to CATs. Forms may be delivered by the department <or> by SBSTech.

6.2.2.3. Other Software: Software which cannot be purchased using site licensing or at academic prices, may be purchased through the following process:
- faculty/staff/graduate student requiring software consults with SBSTech to ensure that there are no similar packages offered at academic or site licensing prices

6.2.2.4. Licenses: In all cases, SBSTech requires a copy of the license for any software that they install. SBSTech will:
- Provide receipts and other documentation before the end of the next business day.
- Maintain a copy of the authorization and expense

6.2.3. Printer Purchases

6.2.3.1. Sehi**:** The University is involved in an educational pricing contract with Sehi Computer Products Inc. Similar to capital purchases:

6.2.3.1.1. Department(s) may purchase their own equipment. But, for any work to be completed (including setup), departments are required to provide:
- A copy of Purchase Order
- Estimated Date of Delivery

6.2.3.2. Other Vendors: In some cases, specific printers are required that do not appear on the Sehi Price List. In cases such as these, consultation with SBSTech is required.

6.2.4. Peripheral and Miscellaneous Purchases (under $1000)

6.2.4.1. These purchases usually require visits to local vendors. In most cases these vendors participate with the UA purchasing department are listed with Blanket Purchase Orders, allowing individuals to purchase items using a UA FRS account number and Cat Card.

6.2.4.2. In cases where purchases of this nature are undertaken, SBSTech requires, in writing (email will suffice):
- UA FRS Account number
- Maximum spending limit
- Vendor, location and time where expense will occur.

6.2.4.3. SBSTech will:

6.2.4.3.1. Provide receipts and other documentation before the end of the next business day.

6.2.4.3.2. Maintain a copy of the authorization and expense

6.2.5. Authorized purchaser(s)

6.2.5.1. Departmental account numbers should not be shared with student employee's of SBSTech.

6.2.5.2. Students may, at the discretion of the department, use IBF's to purchase items at CATs.

6.2.5.3. Only permanent SBSTech *Classified Staff/Appointed* can purchase items off campus using *any* means.

7. Hardware Support

7.1. SBSTech will support hardware are necessary to the educational, research and administrative needs of the faculty, staff and students of the college.

    7.1.1. Hardware specifications

        7.1.1.1. SBSTech requires that departments consult with SBSTech prior to purchase of equipment. SBSTech is not obligated to support equipment that has not been approved prior to purchase.

        7.1.1.2. SBSTech will maintain (on a monthly basis) a list of standard desktop systems that may be purchased without direct authorization. These quotations will be referenced on the SBSTech website at http://www.sbs.arizona.edu/support.

        7.1.1.3. Training

            7.1.1.3.1. Members of SBSTech have been certified as Dell Support Technicians to expedite equipment replacement and trouble-shooting.

        7.1.1.4. Supported Hardware

    7.1.2. Operating Systems

        7.1.2.1. Microsoft

            7.1.2.1.1. Windows 95

            7.1.2.1.2. Windows 98/98SE

            7.1.2.1.3. Windows NT

            7.1.2.1.4. Windows 2000

            7.1.2.1.5. Windows XP

            7.1.2.1.6. Windows NT Server (in specific circumstances, see 1.4.2)

            7.1.2.1.7. Windows 2000 Server (in specific circumstances, see 1.4.2)

            7.1.2.1.8.

        7.1.2.2. Apple

            7.1.2.2.1. MacOS prior to OSX

            7.1.2.2.2. OSX

            7.1.2.2.3. Server (in specific circumstances, see 1.4.2)

        7.1.2.3. Linux

            7.1.2.3.1. Workstation

            7.1.2.3.2. Server (in specific circumstances, see 1.4.2)

        7.1.2.4. SunOS

            7.1.2.4.1. Workstation

            7.1.2.4.2. Server (in specific circumstances, see 1.4.2)

        7.1.2.5. Other

    7.1.3. Peripherals—SBSTech will provide initial diagnostic support to determine if errors are a result of hardware or software issues. If the error is determined to be software, SBSTech will remedy the problem. If the problem is hardware related:

        7.1.3.1. Printers

            7.1.3.1.1. SBSTech does not provide hardware support for printers. At this time, the preferred vendor for printer hardware support is ACCRAM.

        7.1.3.2. Scanners

7.1.3.2.1. SBSTech does not provide hardware support for scanners. At this time, the preferred vendor for scanner hardware support is ACCRAM.

7.1.3.3. Multi-function devices

7.1.3.3.1. SBSTech does not provide hardware support for multifunction devices. At this time, the preferred vendor for multi-function device support is ACCRAM.

8. Software Support

8.1. SBSTech will support software necessary to the educational, research and administrative needs of the faculty, staff and students of the college. It is not the responsibility of SBSTech to understand the intricacies of individual applications. Given the size, complexity and range of applications throughout the college, it is impossible to provide applications support beyond a rudimentary level. Software support is limited to installation and trouble-shooting.

8.2. Support Applications

8.2.1. Microsoft Windows

8.2.1.1. Office Suites

8.2.1.1.1. Windows Software packages that are non-Microsoft (Wordperfect, Star Office, Open Office)

8.2.1.2. Graphics (Photoshop, Illustrator)

8.2.1.3. Mail Clients

8.2.1.3.1. SBSTech urges individuals to consider Webmail in place of POP or IMAP clients.

8.2.1.3.2. Clients supported include

8.2.1.3.2.1. Eudora, Netscape Mail, Pegasus

8.2.1.4. Terminal(s)

8.2.1.4.1. Teraterm

8.2.1.4.2. SSH

8.2.1.5. Browsers

8.2.1.5.1. Netscape

8.2.1.5.2. Internet Explorer

8.2.1.6. Statistics

8.2.1.6.1. SPSS

8.2.1.6.2. SAS

8.2.1.6.3. Nudist

8.2.1.7. Utilities

8.2.1.7.1. Scanner software

8.2.1.7.2. Specialized printing drivers/software

8.2.1.8. Other

8.2.2. Apple

8.2.2.1. Office Suites

8.2.2.1.1. Windows Software packages that are non-Microsoft (Wordperfect, Star Office, Open Office)

8.2.2.2. Graphics (Photoshop, Illustrator)

8.2.2.3. Mail Clients

8.2.2.3.1. SBSTech urges individuals to consider Webmail in place of POP or IMAP clients. This minimizes the likelihood of downloading viruses, worms or trojans.

8.2.2.3.2. Clients supported include

8.2.2.3.2.1.Eudora, Netscape Mail, Pegasus

8.2.2.4.Terminal(s)

8.2.2.4.1. SSH

8.2.2.5.Browsers

8.2.2.5.1. Netscape

8.2.2.5.2. Internet Explorer

8.2.2.5.3. Safari

8.2.2.6.Statistics

8.2.2.6.1. SPSS

8.2.2.6.2. SAS

8.2.2.7.Utilities

8.2.2.7.1. Scanner software

8.2.2.7.2. Specialized printing drivers/software

8.2.2.8.Other

8.2.3. Linux/Unix

8.2.3.1.Office Suites

8.2.3.2.Graphics

8.2.3.3.Web servers (in specific circumstances, see 1.4.2)

8.2.3.4.Database servers (in specific circumstances, see 1.4.2)

8.2.3.5.File servers (in specific circumstances, see 1.4.2)

8.2.3.6.Other

9. Telecommunications

9.1. CCIT Telecommunications provides network access from the UA backbone to ports located throughout buildings in the college. SBSTech may provide additional network access in the form of switches or networking equipment from this point of demarcation. SBSTech will accomplish this within acceptable UA networking standards/guidelines.

9.2. When additional voice/data connections are required, SBSTech will liason with CCIT Telecommunications to ensure that appropriate bandwidth/service is provided.

9.2.1. Departmental Business Managers will provide FRS account numbers and a written description (email will suffice) of the expenditures that they authorize.

9.2.2. SBSTech will provide any billing or installation paperwork provided to the department upon completion of the installation.

10. Website Design

10.1.   The College website and other college publications are the ***primary responsibility*** of the design staff of SBSTech. All of work is completed in a manner secondary to this primary goal.

10.2.   Departmental websites and graphics projects are completed on a case-by-case basis at the discretion of the Director. The Director maintains the right to re-assign the staff at any time as the needs of the college/Dean dictate.

10.2.1. If SBSTech elects to provide website support to a department, it is for the design process only. Routine maintenance is the responsibility of the individual department.

10.2.2. Unless otherwise noted, initial data population is the responsibility of the department.

10.2.3. SBSTech requires that an individual be appointed by the Department to work with the design staff. That person is to act as the conduit for all information provided.

10.2.4. A letter of agreement will be developed between the Department and SBSTech detailing the level of work and any time constraints. Sign-offs are required by both parties.

10.2.5. Fees may be assessed by SBSTech to cover expenses incurred in the design of website, these will be detailed in the letter of agreement.

10.2.6. Additional information TBA

10.3. Individual/course website(s) will not be designed/developed/maintained for faculty/staff by SBSTech.

11. Database Design

11.1. Database queries, reports and database design in support of the college is the primary responsibility of the Computer Database Specialist. All of work is completed in a manner secondary to this primary goal.

11.2. Other projects may be developed with the permission of the Director with the following understanding:

11.2.1. A letter of agreement is developed detailing the work that is to be completed and any deadlines that must be adhered to.

11.2.2. Grant-funded research that relies on database design, must include funding for SBSTech.

11.2.3. SBSTech will ensure that individuals working with data have completed any training or certification required by the university or granting agency. Any costs must be supported by the grant.

11.2.4. SBSTech will ensure that the data is protected in a fashion deemed appropriate by the university or granting agency.

11.2.5. Data entry is the responsibility of the department/individual.

12. Research

12.1. The College of Social & Behavioral Sciences provides a basic level of support for desktop computers throughout the college. Research equipment is often outside of this routine or basic service provided. As a result, as budgets and research methodologies are being developed, it is important to consult with the Director of Information Systems to determine if additional funding is required to support equipment, database or software development. SBSTech retains the right to refuse service for any equipment purchased that has not met this requirement.

13. Limitations

13.1. Non-university equipment/software will not be supported without permission of the Director. Support of non-university equipment will only be done if it can be proven that a university mission is being exclusively supported

by this equipment/software. Consult with the Director of Information Systems for further information.

    13.2.   Off-campus equipment

        13.2.1. Home

            13.2.1.1.   Equipment that has been taken to residences must be returned to campus to receive support. Equipment can be delivered to SBSTech (1515 E 1st Street #8), departmental offices for pickup, or to the individual faculty/staff member's office.

        13.2.2. Off-campus research facilities

            13.2.2.1.   In the case of off-campus research facilities, transportation must be
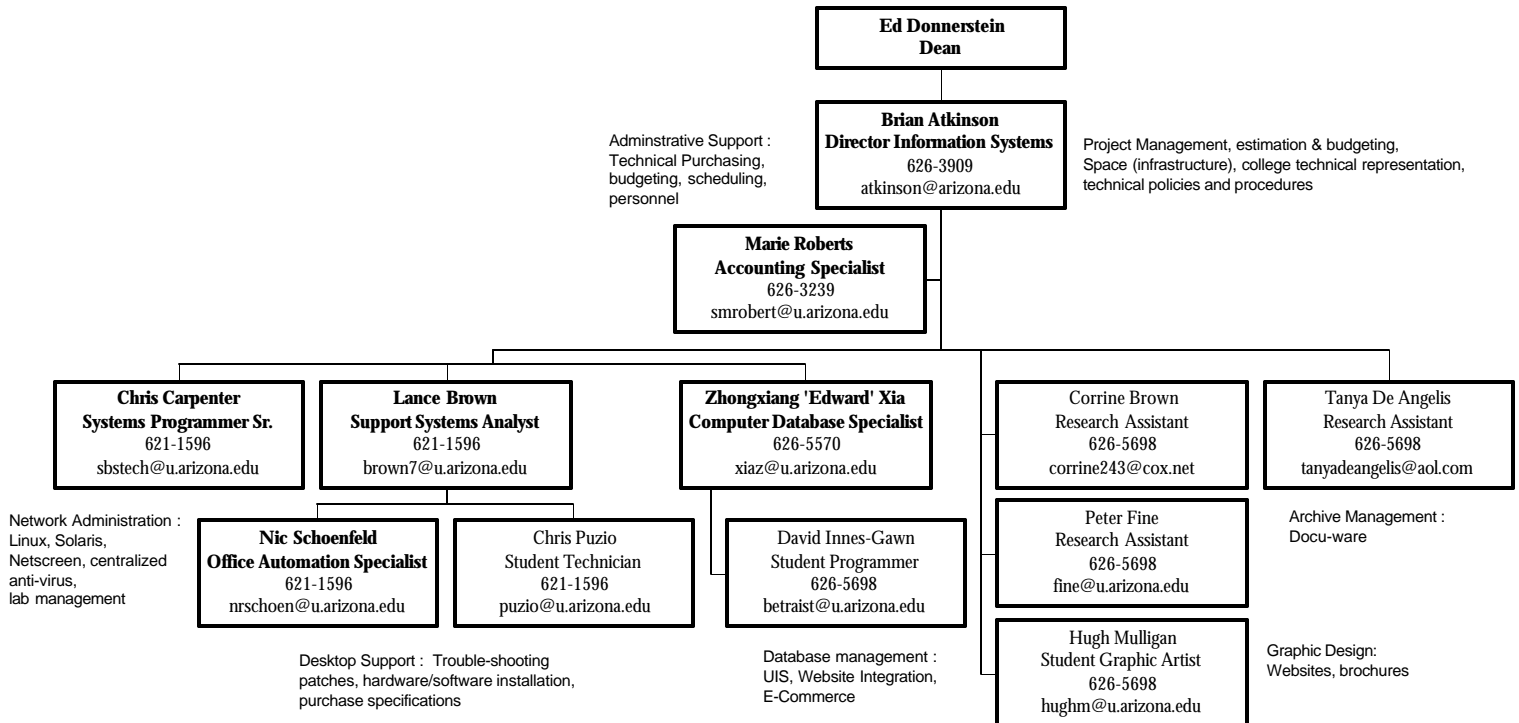
                13.2.2.1.1. provided by department/activity

                13.2.2.1.2. reimbursed by department/activity

    13.3.   Equipment which has been disassembled, reassembled, installed, etc. by individuals outside of SBSTech may not , at the Directors discretion, be supported by SBSTech.

        13.3.1. If SBSTech elects to work on equipment defined in 9.3, SBSTech will not be responsible for the outcome if inferior workmanship or technical skills have damaged the systems hardware, application or operating systems integrity.

14. Staffing

Ed Donnerstein
Dean

Brian Atkinson
Director Information Systems
626-3909
atkinson@arizona.edu

Adminstrative Support :
Technical Purchasing,
budgeting, scheduling,
personnel

Project Management, estimation & budgeting,
Space (infrastructure), college technical representation,
technical policies and procedures

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Systems Programmer Sr.
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Tanya De Angelis
Research Assistant
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Network Administration :
Linux, Solaris,
Netscreen, centralized
anti-virus,
lab management

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David Innes-Gawn
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Peter Fine
Research Assistant
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Archive Management :
Docu-ware

Desktop Support : Trouble-shooting
patches, hardware/software installation,
purchase specifications

Database management :
UIS, Website Integration,
E-Commerce

Hugh Mulligan
Student Graphic Artist
626-5698
hughm@u.arizona.edu

Graphic Design:
Websites, brochures

15. Issue Resolution Process:

    15.1.   Three step process

15.1.1. Faculty/staff should contact the Director of Information Systems with any issues that occur that need resolution.

15.1.2. If the issue cannot be resolved, the individual Faculty/staff member should contact Department Head/Director. The Department Head/Director should communicate with the Director of Information Systems.

15.1.3. In the event that neither of the previous strategies provide a solution, the Department Head/Director and Director of Information Systems may meet with Dean of College.

15.2. The purpose of this process is to remedy issues at the lowest possible level.

16. Equipment Loans

16.1. SBSTech maintains a quantity of used equipment that may be loaned to individuals for specified periods of time. The individual borrowing the equipment:

16.1.1. Must be a faculty or staff member at the UA

16.1.2. Is responsible for any damages or loss incurred

16.1.2.1. If damage or loss occurs, and the individual responsible does not have funds to replace of fix the equipment, the department will be held responsible.

16.1.2.2. SBSTech should be notified immediately if equipment is damaged, lost or stolen.

16.1.3. SBSTech has the right to refuse the loan of equipment for any reason.

16.1.4. Equipment that is borrowed must be returned in a timely fashion. Other individuals might plan on its use. If equipment cannot be returned, contact SBSTech as soon as possible.

16.1.5. Equipment should be reserved as early as possible. There is a limited supply of equipment. Notifying SBSTech immediately before an event may not provide enough time to ensure the equipment can be delivered in time. SBSTech is not responsible for delivery of equipment requested on the day it is to be used.

16.1.6. An online request for equipment is required. (website TBA).

16.1.7. Additional policies for Video Project Units (VPU)

16.1.7.1. SBSTech maintains a number of VPU for use at talks, presentations, etc, or other events where UA A/V would charge for use. These units are not intended to be used on an ongoing basis for classes, seminars etc.

16.1.7.2. A 10-minute overview is required to use the VPU. This addresses issues such as proper use and cooling requirements for the lamp.

16.1.7.3. SBSTech is not responsible for setting up or retrieving VPUs. This is the borrower's responsibility.

17. E-Commerce/Web Merchant

17.1. SBSTech supports E-Commerce for event and conference registration.

17.2. Details regarding this issue are being re-negotiated. But requirements will include (minimally):

17.2.1. Each department is required to establish revenue accounts where income can be deposited.

17.2.2. Unique instances of E-Commerce may be required by the bank in order to process funds into departmental accounts

    17.2.2.1.   Previously funds were depositing into a single account, but this is unwieldy and no longer supported

    17.2.2.2.   Departments are responsible for all costs involved in the Web Merchant account

17.3.   Additional fees may be assessed by SBSTech to cover additional expenses incurred by E-Commerce

18. Other

18.1.   Other issues are handled at the discretion of the Director.