

***Educational Technology Services
(ETS)
Call Center
Service Level Agreement
05-06***

DRAFT

Introduction

The Call Center provides a single point of contact for support and service from Educational Technology Services (ETS). Foothill-De Anza District staff request assistance from the Call Center via the telephone at (408) 864-TECH (8324) or email at techhelp@fhda.edu, or via the ETS website.

Requests may be resolved by the Call Center staff or escalated to other departments within ETS. Self-help is available on the ETS website:

http://ets.fhda.edu/call_center/support

A call-tracking system is used to record and monitor requests. Each request is assigned a tracking number and is assigned to appropriate department within ETS.

Classroom support is the No. 1 priority for ETS. For support of classroom emergencies, faculty and staff may leave a voicemail message (press 3) at the Call Center, which will page ETS staff. The emergency request will be escalated for immediate response.

When contacting the Call Center by telephone, you may press zero (0) to bypass the greeting. If no one is available to answer your call, you will be placed into the general Call Center voice mailbox, not the classroom emergency voicemail box.

The Call Center hours are as follows. These hours can vary when there are staff shortages.

Monday through Thursday, 7 a.m. to 6 p.m.

Friday, 7 a.m. to 5 p.m.

Saturday and Sunday, closed

No holiday support

Call Center Support

The Call Center facilitates the support for all products and services provided by ETS. For specific levels of support on the products and services, please refer to each ETS department service level agreement.

The Call Center facilitates support for the following areas of technology. This list is not inclusive due to the rapid changes in technology.

- Password maintenance
 - Meeting Maker
 - Email
 - ADMIN system (FRS, HRS, SIS)
 - Portal
 - Peach

- Authorize network connections (voice and data)
 - A phone and voicemail is provided for all full-time employees.
 - Voicemail box is provided for part-time faculty and managed by division assistants.
 - Courtesy phones (on campus calling only) are provided in classrooms and other open areas for safety and security. 911 can be contacted with these phones.

- District standard workstation requests

- Support service outages and performance problems
 - Classroom emergencies
 - Business-stop events

- New hire and moving support
 - Employee account set up and removal
 - ADMIN
 - Meeting Maker
 - Email

- Equipment management

- District-standard software and hardware installations
 - Desktops/tower computers (Macintosh and PCs)
 - Laptops
 - Peripherals
 - Maui
 - Browsers
 - Firefox
 - IE (Windows)
 - Netscape
 - Safari
 - Mozilla

- District site license software
 - Meeting Maker
 - Eudora
 - Microsoft Office
 - Windows Operating Systems
 - Macintosh Operating Systems
 - Webmail is an open source application and is provided for off-campus use and is a use-at-your-own-risk software application.

- Supported applications change request; specifically for the ADMIN system

- Special event support
- Audio/visual and multimedia (classroom) equipment requests
- Computer equipment and telecommunications equipment moves
- Surplus computer and telecommunications equipment management
- How-to requests/online self-help support
 - Email
 - Meeting Maker
 - Telephone use
 - Supported applications

The Call Center does not provide support for the following:

- Students
- District visitors
- Telephone directory assistance
- Non-District-owned equipment
- Facilities issues (Plant Services)
- Shipping and receiving requests and problems
- Health and safety requests and problems

- Catering requests
- Traditional mail or report pickup and delivery requests
- Non-standard and non-production software
- Production control job scheduling: There is a discriminate number of users who require this support and the current process is for these staff members to contact the ETS Operations team directly.