

***Service Levels
Information Systems***

***Educational Technology Services
Information Systems
Service Level Agreement
05-06***

Introduction

The ETS Information Systems Department provides support for De Anza and Foothill Colleges and Central Services personnel. The department is responsible for four main functions:

Administrative System Support

Supported administrative systems include Financial Records System (FRS), Human Resources System (HRS) and Student Information System (SIS). This department maintains and supports all of the programs, screens, reports, job procedures and documentation related to these systems. It also supports the utilities required for batch and interactive applications, and the ZSS core system that provides screen security for all of the administrative systems.

Administrative System Interfaces

Information Systems provides support for applications linked to its administrative systems. It provides full support for applications it has developed in-house, and limited support for applications developed by outside vendors. In the latter case, the department limits support to the interface between the administrative system and the vendor software.

Web Applications

These are limited to TouchNet, Liquid Office, Manila and Oracle Portal.

Query Tools

These include BRIO, MAUI, Z-Writer and User Report Account queries.

To ensure that District information needs are met, support responsibilities are performed according to service levels. These support responsibilities are defined on the following pages.

Information Systems Support

Level 1 (L1): Fully Supported

Information Systems assumes full-support responsibilities for services listed in this category. This means that ETS will ensure that staff has the appropriate level of skills and experience to execute responsibilities in support of this category. In order to qualify for this support level, college and District departments must first enter into a formal support agreement with ETS. This support agreement may include providing the appropriate financial support to fully cover personnel expenses (base pay and overtime) as well as the necessary computing tools (hardware and software) required to effectively execute support responsibilities. We provide Level 1 support for:

- Administrative Systems running on OpenVMS, including batch and interactive applications, job procedures and documentation.
- Query tools running against Oracle Rdb or RMS files that are located on an Open VMS server. These include BRIO, MAUI, Z-Writer and queries available via User Report Accounts.
- TouchNet applications.
- Online forms and workflows available through Liquid Office.
- Portal applications (portlets) created and installed by Information Systems.
- EDI Smart.

Level 2 (L2): Shared Support

Information Systems supports a variety of interfaces linked to its administrative systems.

This support is limited to the system interface only.

The department currently supports interfaces to the following systems and agencies:

- Bank of the West
- CheckGard
- Credentials Inc
- Data Warehouse (Institutional Research)
- ECMS
- Ed Express
- Ed Tech
- Employee Agencies (TSA, Credit Unions, PARS, PERS, STRS)
- ETUDES
- FitnessTrac
- FSA Atlas
- GoPrint
- I-Benefits
- IEP/ETAG
- Medicat
- On-Line Catalog and Class Schedule
- ProCard
- Red Canyon
- Regulatory Reporting (W2, 1098T, 1099, MIS, etc.)
- Resource 25
- SARS
- SIRSI
- STS
- Student ID Card
- User Report Accounts (VMS)
- User Report Accounts (Web)

The department also provides the following services for various departments and staff:

- Miscellaneous File Downloads (A&R, Counseling, Faculty, Finance, Marketing)
- Scanning Applications (OCR and Mark Sensing)
- Admin System Backup/Restore Procedures
- Electronic Report Distribution
- Production Controls (Job Set-Up and Scheduling)
- New Project Proposals Review

Level 3 (L3): Unsupported

Information Systems has no direct or implied support responsibilities for services listed in this category. This means there will be no hands-on involvement or support regarding the installation, configuration or problem-solving responsibilities for systems not covered in the above sections or via an independent service-level agreement.

- Third-party software not included under Level 2 support
- User Training
- Work at Home Issues
- Browser Issues