

**Service Levels
Systems & Operations**



Educational Technology Services

(ETS)

Systems & Operations

Service Level Agreement

05-06

Service Levels

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Introduction

The ETS Systems & Operations Department provides support for De Anza and Foothill Colleges as well as Central Services personnel. The department is responsible for two main functions:

Data Center Operations

The Data Center Operations function of Systems & Operations includes the following support services: Computing server operation and monitoring, production control job setup, scheduling and execution, job scheduling tool training, report design, printing and handling, and data backup tape handling.

Server Support

Systems & Operations performs a wide variety of support roles related to the installation and support of computing servers. For servers with a formal support arrangement with ETS, the following server support functions are provided: server acquisition specification development, installation, configuration, security and account setup, performance and tuning, capacity planning, server/application interface development, workstation/server secured access setup, support and maintenance, and data backup and recovery operations.

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

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Systems & Operations Support Tasks and Levels

Level 1 (L1): Fully Supported

Systems & Operations 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.

Computer Operations (L1)

- Server operation and monitoring
- Network availability monitoring
- Service and application availability verification
- Report printing and handling
- Tape backup processing and handling
- Production control
 - Job scheduling (MAQ service) including training in use of MAQ tool
 - Job execution and monitoring
 - Job Level 1 problem diagnostic support

Systems (L1)

- Hardware and system software evaluation and specification development
- Hardware and system software installation and configuration
- Login account setup and maintenance
- Report forms design and setup
- Security (access and anti-virus control)
- Capacity planning

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- Performance tuning
- Domain Name Systems (DNS) configuration and maintenance
- Data backup and restore
- Server startup and shutdown automation development and maintenance
- Server support routine development and maintenance (automatic error detection and restart/recovery)
- MS/SQL Server, MySQL, and Oracle Rdb system software installation and maintenance
- Secure Sockets Layer (SSL) certificate acquisition
- Quarter preparation and setup for ATC, KCI, and Open Media labs
- Systems server support for the following applications & services:
 - Meeting Maker
 - Email service
 - DKHelp
 - Administrative system (Finance, Human Resources, Student Information)
 - ARMS Police security
 - Touchnet registration system server support
 - Black baud Student Accounts
 - SARS Counseling
 - Liquid Office/Workflow
 - fsaAtlas/SEVIS Foreign Students
 - ETUDES-NG distance learning
 - Fitness Center
 - PSME Bar Code System
 - BHES File & print services
 - College Classroom & Resource Scheduling
 - Oracle Portal
 - Student ID Card
 - Student Tracking System
 - Hershey & IEP Student A&R

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- Secured workstation-to-server access using Active Directory, Proxy Services, and Terminal Services software
- Vendor liaison

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Level 2 (L2): Shared Support

ETS, in partnership with the applicable user department, has some responsibilities for services listed in this category, but not full ownership of them. Systems & Operations staff may have some skills and experience necessary to execute responsibilities in support of this category. The user department is responsible for filling any skill and experience gaps. 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 will include providing the appropriate financial support to cover some portion of personnel expenses (base pay and overtime) as well as the necessary computing tools (hardware and software) required to effectively execute support responsibilities.

Computer Operations (L2)

- Server operation and monitoring
- Tape backup processing and handling

Systems (L2)

- Assist in hardware and system software evaluation and specification development
- Assist in hardware and system software installation and configuration
- Consult on login account setup and maintenance
- Assist in security procedure development and deployment (access and anti-virus control)
- Configure and maintain Domain Name Systems (DNS)
- Assist in developing data backup and restore procedures
- Assist in server startup and shutdown automation development and maintenance
- Assist in server support routine development and maintenance (automatic error detection and restart/recovery)
- Participate in vendor discussion

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Level 3 (L3): Unsupported

ETS 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 and servers not covered in the above sections or via an independent service level agreement. Systems & Operations responsibilities are limited to a consulting role regarding the appropriate hardware and software specifications and security-related provisions. However, ETS will define and support the Domain Name System (DNS) settings necessary for computing to communicate on the District network. Requests that meet this service level will be serviced on a best-effort basis, factoring in other workload commitments. Extended ETS involvement may require an agreement that includes providing the appropriate financial support to cover some portion of personnel expenses (base pay and overtime) as well as the necessary computing tools (hardware and software) required to effectively execute support responsibilities.

Computer Operations (L3)

None

Systems (L3)

- Consult in hardware and system software evaluation and specification development
- Consult in security procedure development and deployment (access and anti-virus control)
- Configure and maintain Domain Name Systems (DNS)

Computer Hardware and Software Training (L3)

Training on the use of computer hardware and software components is **not** provided by ETS/Systems & Operations. We will answer basic questions about the hardware and software we install. However, we cannot provide in-depth training on the use of these components.