

ETS Technical Services SLA FAQ

Q: Why Service Level Agreements?

A: ETS is formalizing in writing services provided for the District.

Q: Measure E construction support effort is not mentioned in the SLA. Why?

A: This type of effort probably should be recognized, especially since the June Bond will bring more construction to the District for the next x number of years. We will adapt the SLA accordingly.

Q: Why is there no mention of hours of operation?

A: ETS will add this to the next version of the document.

Q: Why is the word "Team" in the title of the SLA. It doesn't make sense.

A: You are correct, it doesn't make sense and it will be corrected in the next version of the document.

Q: Can the SLA be customized for particular department?

A: Some labs have additional detailed support processes already in place with ETS and they will be documented and added to the ETS SLA notebook. More will be added as necessary. However, the goal is to provide consistent service through out the District. If every support request or process becomes an 'exception', the result will be an unsatisfactory support environment for everyone.

Q: Sometimes ETS will bill back for repair parts. Please give specific examples when ETS will bill back a department.

A: ETS will add this to the SLA. When a computer requires replacement parts and the computer is out of warranty, ETS will bill back for the cost of the replacement item.

Q: Do you have a list of what services ETS does not provide?

A: ETS can make a list of services not provided. For example, ETS does not support personally owned equipment or assist with troubleshooting home networking problems.

Q: Faculty and staff want to see response times listed in the SLA.

A: ETS is in the process of documented and improving support processes. The intended outcome will be published response times when applicable and feasible.

Q: Is there some intent to the SLAs we are not seeing?

A: The intent is to publish the support services currently provided by ETS. Communicating what ETS is providing for the District is key to setting appropriate expectations for staff. It is not inclusive of all ETS responsibilities. The SLA does not list Measure E construction support nor does it list background projects such as evaluating new equipment and software. For example: ETS is testing software on the new Apple Intel platform Macintosh to ensure all standard District applications are compatible. In addition, ETS is testing a new version of Meeting Maker that is planned to be available through in mid-May.

Q: Please further describe the responsibilities of the Non-ETS staff.

- *Who will decide who the rep is?*
- *What is expected of the rep?*
- *Is this person in between the requester and the Call Center?*
- *If this person is responsible for prioritization of requests will they be able to perform this task if they do not have extensive technical knowledge?*
- *The faculty do not want classified personnel prioritizing their requests.*
- *Who sets the priorities of the Divisions at the College level?*
- *Does ETS want someone within the divisions to prioritize requests because ETS is getting calls from people who just like to call for help?*

A: Each division/department decides who will be their representative. The role of this individual is to help ETS work on requests for that area in order of criticality for that division/department. Instructional support is the top priority and this is how ETS responds. However, there are times there are more work requests than time allows to complete in a reasonable timeframe. Therefore, ETS needs to know in what order to start working on the requests. Without guidance, ETS will start working on the requests in order received, using the prioritization scheme of:

1. Instructional Emergencies
2. Business stop emergencies - can't do work because equipment is out of order and there is no work around and the work must be completed that day or the next day.
3. Repair
4. New service or software/equipment purchase/installation request

This representative is only needed when a conflict arises with being able to respond to requests in a timely manner. This individual is not consulted for normal day-to-day support.

Each College will determine who will prioritize work when there is a prioritization conflict between departments/divisions.

Q: Divisions want a point person within ETS to contact when they need help.

A: ETS will take this under consideration when reviewing and improving the support process.

Q: Please further clarify "Shared Support"

A; Examples of Shared Support:

- Tech Services creates an image per the specifications of the department/division for an Instructional Lab and the Instructional Lab Associate installs the image onto the lab computers.

- The Instructional Lab Associate provides first level troubleshooting (diagnose the problem and takes initial steps to resolve). If the Instructional Lab Associate is unable to resolve the problem - appears to be a hardware failure or a network problem, the problem is escalated to ETS.

Q: When there is more going on with one campus than on the other, is it possible to move staff around where they are most needed?

A; Yes, this has been done in the past and the ETS manager and supervisors work together to use the staff resources as efficiently and as effectively as necessary. The most recent occasion was when Foothill had a vacant position during a period of time when there was an increase workload. De Anza Tech Services loaned staff to Foothill Technical Services for a six-month period rotating the staff on a monthly basis. Team building and knowledge share occurred which has benefited both campuses.

Q; Classified staff do not believe it is an efficient way to staff the Call Center with Tech Services personnel when one of the two Call Center staff are absent

A: It is Sharon Luciw's responsibility as the manager of these two ETS teams to balance staff based on workload during staff shortages. The goal is to provide continuous service to the District. In the last two years there has been only one incident when both Call Center staff were absent and personnel from Tech Services were utilized. When one Call Center staff person is absent due to illness or vacation it is not standard operating procedure to automatically supplement this area with other ETS staff. This past October, one Call Center staff member was out of the office for a period of three weeks. During this time period only one Call Center staff person remained due to the backlog of fall quarter preparation work in the Technical Services area. With two new buildings brought online at De Anza College the workload was more than could be completed prior to the start of the fall quarter. The priority was to reduce the backlog of requests and new computer installations for faculty; therefore, no Technical Services staff were taken away from their normal duties to fill in at the Call Center.

Q: How does ETS provide evening class support?

A: If an instructor has a problem with the AV/Multimedia equipment in the classroom, they are to contact their College Evening Coordinator After the call Center is closed at

6:00pm. The Evening Coordinator knows how to contact ETS for support. ETS staff are available until 9:00pm to handle AV and multimedia equipment emergencies. ETS is evaluating how to respond to other problems affecting instruction, such as a network outage.

Q: Classified staff want more responsive technical help. They do not want to hear "we will try to get over there" but that someone WILL get there to work on the problem.

A: ETS is reviewing and documenting support processes and where applicable will set and publish response times which will be communicated to requesters by ETS staff.

Q: A suggestion was made to help reduce the number of requests where it is "pilot error". And a question: "Faculty are to obtain training on multimedia equipment prior to the start of the quarter session". The part time faculty are not here so how are they to obtain the training?

A: A suggestion was made to develop a LINC class at Foothill to teach instructors and staff on how to use a variety of multimedia equipment they will encounter in a classroom setting. In addition, ETS will ensure each classroom has a 'cheat sheet' on each instructor console. Additional suggestions will be welcomed.

Q: There has been a lot of frustration on the De Anza campus with smart classroom (multimedia) equipment not operating properly early on in the quarter.

A: Prior to every quarter ETS visits each classroom to ensure the equipment is running properly. However, there are several multimedia classrooms where the equipment is beyond the end of its life and ETS has been using a band-aid approach to keep the equipment running. It was known a trouble call would be received on a daily basis for some rooms due to equipment that is not running to its full capability. Up until recently, De Anza College had not designated ongoing funding to refresh equipment in these rooms. With this new on going funding, ETS is working with the College to purchase new equipment to replace the aged-out equipment.

Q: Page 4: first paragraph: WHAT is definition of "jobs and support tasks of critical importance to District"?

A: These are specifically defined in the District Technology Plan and the individual College plans and goals. Also, new projects and needs arise throughout the course of the year. ETS works closely with the Colleges and District to understand the changing needs.

Q: Page. 4: if we have no guarantee we will get new equipment before the warranty expires on old equipment (budget allocations out of our hands), why are we (division/department) responsible for COSTS of repair of out-of-warranty stuff?

A: ETS does not have a budget to support repairs for equipment that is out of warranty. Please speak to your respective budget officer at each campus about current needs and plans to support equipment out of warranty. When the bond passes in June, there are funds allocated to replace 'aged out' equipment on a regular basis. This should reduce the number of computers out of warranty requiring hardware repairs.

Q: Page. 8: .."DELIVERY of AV equipment is no longer available"- is that renegotiable? It's a hardship for faculty to have to run over to AV between classes to get equip, etc. etc.

A: This is only for Small projectors and Laptops. Delivery of overhead and slide projectors, and VCR/TV systems are still handled by the ETS staff.

Three years ago ETS had a reduction in work force that has forced the department to eliminate or reduce services previously provided.

Q: How often will this document come up for re-negotiations? How would faculty get to submit items for renegotiation?

A: This has not yet been determined, however the documents will be reviewed at least annually.

Q: This document seems like over-kill, especially request for "Div rep to coordinate/prioritize requests"; is this document addressing an identified PROBLEM???

A: Most of the document reflects services already being provided by Tech Services on both campuses. With a previous reduction in work force and the number of buildings, computers and 'smart' classrooms increasing, ETS needs input from the Colleges to prioritize requests when ETS is unable to meet requested deadlines.

Also, the need for prioritization occurs and has occurred because Measure E Construction has added an extra burden not reflected in this document. When ETS staff would normally be doing 'prep' work for the next quarter, Measure E moves and new equipment installations are taking place. Even though ETS hires temporary staff to assist, there are still more tasks to complete than available time and staff. Often the construction projects are late and ETS is unable to start work until very close to the start of the quarter. Foothill has not experienced too much of this but will when Lower Campus is completed and the 'move in' begins. De Anza experienced this last fall when two new buildings came on line - Student & Community Services and KIRSCH.

With a new bond and more construction on the horizon, prioritization of services provided by ETS will be critical. How that occurs is up for discussion, but it should be the same process throughout the District.

Q: Page 3: Under Full and Part-time faculty: Submit software requests by the specific deadline for installation of software for their class. How will faculty know the deadline?

A: Under the "Shared Level", ETS works closely with lab support staff and meetings are held to discuss next quarter requirements. Their Dean or designated faculty represent the software requirements for that division/department. Faculty will be contacted when software is available for testing. If this is lacking in your area, please contact Sharon Luciw, Director of Networks and Client Services: luciwsharon@fhda.edu.

Q: Page 3: Under Full and Part-time faculty: "Requests made after the Quarter session begins will not be honored." Never?

A: Once an image is created and installed on lab and classroom computers, it is very difficult to find a large enough block of time where the classroom is not being used to redeploy an image. With proper planning and testing for configuration conflicts, there should be minimum incidents of re-deployment of an image. ETS understands the environment can change due to unforeseen circumstances. However, it is a better use of everyone's time to do proper planning in advance.

Q: Page 3: "Provide 48 hours notice when reserving AV equipment. There will be no guarantee availability of equipment without this 48 hour notice." Why so much lead time?

A: There is only a limited amount of equipment available. If the equipment the faculty member requires is not available, this may provide the needed time for the faculty to look for other options.

Q: Page 4: "We provide complete lifecycle support for District-standard hardware for computers under three years old (under warranty). For computers and printers with an expired warranty, repairs will be evaluated on a case-by-case basis, based on cost and equipment age. If my computer is older than three years then when it breaks I'm out of luck?"

A: When equipment is no longer covered by the warranty, ETS weighs the cost of the repair against purchasing new and provides the most cost effective solution for the user and manager. They can then make a decision about how to proceed.

Q: Page 4: "Hardware repairs for classrooms and labs take priority over other requests." Why?

A: Support for instruction takes priority over other requests. The Colleges have clearly communicated this priority to ETS in previous discussions with ETAC and other venues.

Q: Page 6: "Application Support: upgrading" -- please clarify.

A: For District standard software and classroom required applications; ETS provides support for upgrading the software. Who has the authority to request an upgrade (faculty need a new version for their class next quarter, for example) is agreed upon between ETS and the particular division and department. For District wide applications used on staff

computers (non-instructional equipment), ETS normally manages the timing of upgrades through "Image" upgrades. For example OS upgrades, Meeting Maker, Eudora.

Q: Page 6: Inventory Control/Management: Receiving: Un-box, inspect and dispose of packing materials, etc. How is the division/department notified when item is received? Who is responsible for receiving items?

A: All (with some exceptions) desktop and AV equipment and software purchased through the District Purchasing Services department is 'signed-off' by the Supervisor of Technical Services prior to purchase. This allows the supervisor to know what equipment or software is being purchased and therefore able to plan support resources for the delivery of equipment or software for the requester. All (with some exceptions) desktop equipment and software is delivered first to Technical Services for processing: Un-box, ensure all pieces and parts ordered were received, installing software, logging the item into the inventory tracking database, etc. The requester is contacted when the equipment (software) arrives to arrange delivery and installation.

Q: Page 11: Other Services: First-level server support may be immediately escalated to the ETS Systems team. What does this mean?

A: ETS maintains some instructional servers. Specifically in the De Anza ATC and the Foothill KCI. If no one from Technical Services is available with the appropriate skills to evaluate the issue, the problem will be escalated to the Systems team; who's main responsibility is supporting servers for the District.

Q: Page 11: Other Services: "How-to" support: The Call Center will refer users (lab assistants or instructional associates) to online help or formal vendor training. Who pays for this training?

A: Each division and department is responsible for the funding training by vendors.

Q: Page 12: Level 2: Shared Support: Administrative rights to computer equipment may be shared. What does this mean?

A: An example of shared administrative rights would be with an instructional lab where Technical Services creates a software image and the lab associate or instructional associate deploys the image. In this case, both require administrative rights access to the computers.

Q: Page 14: Other Hardware/Software Tasks: Internet Connectivity and Functionality: We provide very limited support for configuration to support multimedia content on the Internet. Who provides this?

A: Faculty/Colleagues or LINC classes provided at Foothill are two sources. This requires further discussion.

Q: Page 14: Other Hardware/Software Tasks: AV Services: Console Support: We provide consultation during purchase, installation and securing, but do not provide full "lifecycle" support. Who does then?

A: Technical Services along with the ETS Instructional Design Systems Support Engineer DOES provide full life cycle support for Multimedia equipment. However, the FUNDING to properly maintain this equipment and to replace it at the end of its lifespan is the responsibility of the Colleges and the various divisions and departments.

ETS Technical Services SLA FAQ Part 2

Q: There is a request to reduce the emergency response time from one hour to 15 minutes. Some classes are 50 minutes and if ETS responds in one hour the class will be over.

A: The response time is 'within' one hour. Once the emergency is known, ETS will respond as quickly as possible. For classroom emergencies, place a call to extension 8324, the Call Center, and if no one is available to answer the phone, press 3. Please leave a message with the problem you are experiencing, the location/room number with the problem, your name, and phone number where you can be reached. When you leave this message, ETS staff are paged. The appropriate ETS supervisor is contacted on their cell phone and staff are dispatched as soon as possible.

Q: There is a request to have a Classroom Troubleshooting manual and/or checklist for Faculty to follow prior to calling for emergency response.

A: Such a manual or checklist can be created.

Q: The following request was made:

Support should be available whenever classes are in session, including evenings and weekends. The level of support should be proportionate to the percentage of classes being offered. For example, if 30% of total classes are offered during the evening, then 30% of ETS support to classes should be offered during the evening.

A: This appears to be a logical guide. There are several items to consider regarding the ability to provide this level of support. There are contractual obligations regarding the days of the week and the hours staff work. Secondly, the number of support staff has proportionally decreased to the number of computers and labs. This was due to staff cuts three years ago along with the increased number of labs and computers from Measure E construction. On the De Anza Campus, ETS had one Technical Services staff member working on Saturday prior to the cuts three years ago. This was changed mainly because the campus stopped providing weekend classes. Regarding evening classes, the two De Anza AV/Multimedia technical support staff split the day into any early and late shift. The afternoon/evening staff person is on emergency call for Foothill College as

well, due to previous staff cuts. Evening faculty are to contact their College Evening Coordinator who will escalate the emergency to ETS. Do not contact the ETS staff person directly. This staff person may already be working on a request or possibly that individual is out ill or on vacation and someone else is covering their shift. In this case, the Evening Coordinator would have been notified of the change in personnel.

Q: Structured and regularly scheduled maintenance to make sure everything is in the classroom and is functioning including remote controls, overheads (light bulbs and acetates), data ports (identified as active or not), VCRs/DVDs, and any other equipment.

A: Prior to fall, winter, and spring quarters the AV/Multimedia support ETS staff visit each 'smart' classroom to identify and repair non-functional AV and Multimedia equipment. De Anza has many smart classrooms with very old equipment and in need of replacement. Up until recently there were no dedicated funds to replace the equipment. Thus, ETS staff used a band-aid approach. ETS staff expected to receive frequent calls on these rooms during the quarter due to the state of disrepair. However, recently, De Anza has dedicated funds to replace and repair aged out AV and Multimedia equipment. ETS staff are currently in the process of replacing and repairing this equipment.

Regarding data ports, there should be at least one active data port near the Instructor Console or in front of the room in each classroom on the De Anza Campus. If the port is non-operational, please report it to the Call Center immediately. These ports were made active and there is no reason other than an equipment failure for the port to be inoperable. If it is critical to the current class, please notify the Call Center of the 'emergency'.

Q: Equipment should be available with 24-hr. advanced notice. The equipment should be delivered and installed prior to the beginning of class.

A: The purpose of 48 hours advanced notice is to guarantee the equipment will be available and to schedule staff time to prepare the equipment for the requester. If for some reason equipment is not available, this will give the requester a day or two to find an alternative. You can make a request 24 hours in advance, but there is no guarantee the equipment will be available.

Regarding delivery and installation prior to class, the requester picks up most borrowed equipment. ETS is no longer staffed to be able to deliver every request. If the equipment is such that it requires ETS staff set up, arrangements are usually made ahead of time. However, this all depends on whether the staff have access to the room prior to the need, due to the different locking mechanisms on the campuses.

Q: A request was made to provide installation response (computers, printers, phone system, etc.) – Within one week of delivery from the manufacturer.

A: With the current process in place and staffing levels, this may not be possible. Equipment is delivered to the District Receiving department first and the purchase is reconciled into the Purchasing system. From there desktop/laptop computers and peripherals are delivered to Technical Services. Technical Services verifies the recipient of the equipment and then proceeds to inventory, asset tag and configure the equipment. Unfortunately, this is only one of many responsibilities for Technical Services. This type of service conflicts with classroom emergencies and Measure E moves for example. Measure E construction moves include staff and equipment moving in and out of buildings. Most often a 'move in' includes installation of new computers for staff and classroom/lab environments. ETS looks to the Colleges to prioritize the work requested by the Colleges. Unfortunately there are crunch times prior to each quarter when more requests are made than time allows.

Regarding: 'phone system'. It is unclear what this means. If it is 'new phones' for classrooms and such, these installations are prioritized by the College when planning out the Measure E move in/move out. A phone is installed for new hires when a request is made through the Call Center. Repairs are a priority over new installations.

Q: Troubleshooting response for hardware – One business day

A: If you have a business stop situation and no work around (emergency) please report it to the Call Center immediately. The Call Center will escalate the request to the appropriate ETS supervisor for immediate attention. When there is a business stop situation with no workaround, repairs take top priority. However, instructional related repairs and installation take first priority. For example, a problem in a classroom while

the class is being conducted, takes priority. Ensuring a computer lab is functioning on Monday for a class, takes priority. Setting up labs and classrooms due to Measure E construction usually takes priority. Therefore, it may take more than one day for someone to start working on the problem. ETS supervisors and management consult with the Colleges when too many high priority requests are made and commitments are at risk.

Q: Prioritize services (in order of priority): classroom repair, classroom installation, office repair, office installation. There are some areas of service that rely almost entirely on computer accessibility, in which case such areas should have higher priority.

A: ETS prioritizes work based on the following:

1. Instructional Support
2. Multiple users affected/Outage and no workaround
3. Single user affected/Outage and no workaround
4. New installation

Most new installations can be and should be scheduled. Instruction takes priority over an office installation.

Q: Troubleshooting response for software – How long?

A: See the above prioritization and response to emergencies. It doesn't matter if the repair is for supported hardware or software the response is the same.

Q: Regular software updates – Periodic assessment of software and updates when needed

A: For Operating System Updates and patches, MS XP and Apple OS X are installed to notify the user of available updates or perform the update on its own without user intervention. For older operating systems, when a critical patch is announced, Technical Services does a sweep through the computer equipment in service.

The District has maintenance agreements with Microsoft for the Operating System for the Office applications and with Apple for the Operating System.

When a new version of MS Office is released, ETS incorporates this new version into the 'image' that is installed on new computers. The same is true for new operating systems.

For those who already have a computer, users may request an upgrade. If the upgrade is required to continue business, it will take priority over a 'nice to have' upgrade request. Some computers are not capable of operating system upgrades and the user will be advised of the situation.

For application updates, specifically for Adobe and Macromedia software upgrades, ETS has a list of the users who have licenses for these products, unless it was purchased without ETS notification. When these updates are available, users are notified. FileMaker licenses are not managed by ETS and the user is responsible for purchasing upgrades. In this case, a request is made through the Call Center for ETS to install the upgrade.

Q: Software purchase – more realistic deadlines and friendly adaptability.

A: See above answers regarding the response to software and hardware purchases and the process and prioritization of requests.

Q: p.10 Response to security compromises may be delayed due to the increased number of computers and incidents.

A: With the disproportional increase in the number of computers to support staff, response to emergencies cannot continue at the current level.

Q: Technicians – better training for technicians

A: ETS Staff are provided the opportunity to increase their technical knowledge on a regular basis.

Q: p.4 Staff will maintain essential technical certification training to support and maintain the equipment.

A: ETS Staff are provided the opportunity to increase their technical knowledge on a regular basis.

Q: p.10 Client Services staff members certification – required annual recertification for Macintosh hardware.

A: Its unclear what the question or concern may be. Other than it should say Technical Services not Client Services.

Q: Orientation on new software; Workshops on existing computer programs – e.g. Eudora, Manila, other software

A: During the cuts three years ago, the team within ETS that provided this service was eliminated. However, since then, one-credit classes have been created on the Foothill Campus to fill this need. Usually the department pays the fee or the fee is waived for district staff. A discussion took place during the ETAC meeting where this type of service can and may be extended to the De Anza campus.

Q: Wireless for computers

A: Phase I of wireless will begin this summer with a 'beta' building on each campus: the Library buildings. Once the system is running smoothly, the remaining buildings for Phase I will roll out building by building.

Wireless access will give students and the public access to the Internet. Wireless Phase One is not for staff use. Meaning the access will give you access to the Internet and any district services you would normally be able to access from off campus such as email and Meeting Maker. Access to the ADMIN system and printing is not available.

Before access to the wireless network is allowed, the user will be required to acknowledge that they have read, understand, and will follow the district computer use policy. There will be no anonymous use of the district network as well. As security and identity features are added, the mechanism for accessing the network will change over time. Those changes will be communicated.

Q: Internet accessibility in all classrooms

A: Who is this for Students or the Instructor? If this is for the Instructor most if not all classrooms have a live network port in the front of the

classroom or at the instructor console. If this is not the case, please send a request to the Call Center.

If this is for the students, eventually wireless will be available in all classrooms for students.

Q: Classrooms need updated equipment (e.g. computers, overheads)

A: This request is outside the scope of the SLA. However, if Measure C is passed, there is a plan to refresh all computer and multimedia equipment on a regular basis.

Q: Classrooms need projectors for presentations

A: This request is outside the scope of the SLA. However, if Measure C is passed, there is a plan to make every classroom a 'smart' classroom.

Q: Smart tables need computers built in PC & Apple.

A: This request is outside the scope of the SLA. It's unclear what this means. All instructor consoles have computers. If this means you would have the computer screen under the top of the instructor console, this may not be ADA compliant. If this means the console should have a PC and a Macintosh computer, with the new Intel Mac, once the dual boot capability comes out of beta, we will have a good solution.

Q: Every division should have their own new laptop and computer.

A: This request is outside the scope of the SLA. This needs to be discussed at a campus and division level. However, if Measure C passes, this type of request may be fulfilled.

Q: Regular replacement schedule – e.g. update equipment every 5 years.

A: This request is outside the scope of the SLA. However, if Measure C passes, the goal is to refresh computer equipment 4 years and older on a regular basis.

Q: ETS would like each division to identify a representative to perform the following:

- *Work with Technical Services to prioritize requests from their respective departments*

(If this happens, does the call center get eliminated? This "representative" should have direct contact with an ETS/AV staff member. Otherwise, staff having problems could just use the call center and they can prioritize using the levels above.)

A: The Call Center is not being eliminated. The division representative would only be consulted when there is a conflict with priorities. The supervisor of Tech Services (or another ETS team) would be contacting the division representative for help with prioritizing the requests from their area (in what order should ETS start working on the requests). The division representative would not be needed on a day-to-day basis. All requests will continue to go through the Call Center.

For example, when there are many more instructional requests than can be completed in the timeframe required, the ETS supervisor would work with the division representative to prioritize the requests in their area.

*Q: Requests made after the Quarter session begins will **not** be honored (is there a good reason for such a strict edict? What if the software arrives late, or is unavailable until after the quarter starts?)*

A: Software images for lab computers are created, tested and then deployed prior to fall, winter, and spring quarters. There is usually one unique image per lab. This takes a concerted effort and a certain amount of time. If software is added to an image and then deployed without proper testing, the other applications on the software image may break and affect instruction. This means each instructor who is using the image needs to retest the image. Coordinating this test after the start of the quarter is very difficult.

In addition, due to the heavy use of labs and classrooms, it would take careful coordination to find the correct amount of time between classes to redeploy an image. It may involve the additional cost of overtime.

With proper planning, this type of emergency deployment can be avoided. Classes are scheduled and planned many months in advance to the quarter and even prior to meetings with ETS for planning the changes for the next quarter. Once a class is established, any concerns about software purchase and timing can be discussed at any time with ETS. Just contact the Call Center and ETS will set up a meeting to discuss the need.

Q: Response to emergencies is handled as quickly as staff is available, usually within one hour. (Just a note, my clearly marked email said "Emergency" to the call center and I was not contacted for 24 hours.)

A: If you have an emergency, it is necessary to contact the Call Center via the telephone. Leave a voice message if no one answers. If it is an instructional emergency, press 3 to leave a message and an ETS staff person will be paged. Do not use email to obtain assistance when you have an emergency.

*Q: • **Microsoft Office: PC – Office 97, Office 2000 (Word, Excel, Access, PowerPoint)** WHY ARE WE STILL ON OFFICE 2000, NOT XP?*

A: Thank you for catching the error in the document. Newer versions of MS Office have been added to existing images and images for new computers.

*Q: **Other Hardware and Software Tasks***

Support for wireless – (wireless will be installed in the Library this Spring Quarter; ETS should commit to some level of support for staff and faculty users of wireless. Support for student users should be provided by campus staff.)

A: ETS is currently working on methods for supporting the wireless deployment. If anyone would like to contribute support ideas, please contact Sharon Luciw

*Q: **Imaging***

Total “re-imaging” of lab computers take place during the summer and winter breaks.

Due to the increased number of labs and the limited number of days, minimal changes are made during spring break. ETS COULD MAKE CORE SOFTWARE AVAILABLE TO LABS SO THAT NECESSARY CHANGES COULD BE MADE OTHER THAN TWICE A YEAR. THERE ARE MULTIPLE EXAMPLES OF EDUCATIONAL INSTITUTIONS GIVING ACCESS TO LICENSED SOFTWARE TO LAB PERSONNEL THAT COULD BE MODELS FOR SUCH A PROGRAM.

A: college lab staff manages some labs. ETS support is usually at level 2 or 3 for these labs. Licensed operating system software and Microsoft Office and other licensed software are given to lab staff and they are often in control of

the images for their respective labs. ETS would like to know more details about this concern, please contact Sharon Luciw.

Q: Due to the increased number of locations, delivery of equipment is no longer available. (Is this negotiable for special events? Opening Day? Night of Magic? Other?)

A: Yes, certain equipment must be moved and set up and taken down by ETS staff.

*Q: • **Equipment security:** Includes cabling, lockdown boxes and consoles (What? MAR/COM had to pay for our lockdowns.)*

A: Every computer purchase should now come with a locking mechanism and is included in the purchase price of the equipment. It is installed at the time the equipment is delivered.

*Q: • **Multimedia equipment and AV repair L1:** Perform equipment diagnostic tests, minor repairs, equipment replacement and bulb replacement (How often are these diagnostics performed? Will ETS service AV equipment not owned by ETS, i.e. projectors or audio systems that are campus or division owned?)*

A: Prior to fall, winter, and spring quarter, smart classroom equipment is checked for proper operation. During the rest of the year, when equipment fails, it should be reported to the Call Center. At that time ETS will respond and perform diagnostic tests and do whatever else is needed to bring the equipment back into operation. The campuses fund most equipment purchases, however ETS supports the equipment.

*Q: • **Cabling** (Vague – What kind of cabling? Network? Cable TV? Audio? Power?)*

A: The cabling is for supporting the equipment listed in the SLA such as Overhead projectors, LCD projectors, microphones, etc.

*Q: **Testing Environment***

Client Services technicians create and maintain test environments for Macintosh OS 9, 10.x, and Windows 2000 and XP platforms for both training (training or techs or users?) and testing purposes.

A: This is for internal ETS support purposes.

Q: • Macintosh OS X <10.x: Limited support for OS 10.x that is not current; will recommend (provide) upgrade [are they recommending upgrading software or hardware or both...? ; very limited repair

A: The situation will be evaluated on a case-by-case basis and a recommendation made.

Q: • Maui [does the above “no troubleshooting/configuration assistance” apply to this app...?

A: the ETS IS team mainly supports Maui. This is why it is considered a shared support in the Tech Services SLA document.

Q: Work with Central Services Purchasing and Plant Services Departments and owner of equipment to dispose of no-longer-needed property[Is there a reason “reuse” is not listed here? Could/can other divisions request older hardware if it’s available? How could this work?]

A: ETS will update the SLA to make it clear the Surplus process includes evaluation of the possible reuse of equipment. Other departments may ask for the availability of older operable equipment. With Measure C, during the 'refresh' process, redeployment of existing operable equipment will be included in the planning.

Q: Data Back Up

Technical Services backs up user data when repairing or re-cloning a machine. We will also consult and recommend backup devices for end users. -(At CSUChico and SSU Back ups were done on a regular basis. Any possibility that this service would be provided at De Anza?)

. [Are there any ‘blanket’ official guidelines or procedures for user data backups?]

A: ETS is investigating central data storage and back up opportunities. There are no current written guidelines or procedures for user data backup. This is needed and will be included during this investigation.

Q: AV Services

Console Support

Technical Services has shared responsibility with Instructional Technology Solutions Systems engineers, vendors and other on-campus services. We provide consultation during purchase, installation and securing, but we do not provide full “lifecycle” support.

Full life cycle support should be provided, since the systems are ETS designed and installed. The user (division or department) should provide \$\$ to support repair parts such as projection lamps and other expendibles, but ETS should continue to provide labor and tech support for the life of the

system.

A: We will clarify what we mean by full life cycle support. Installation, maintenance and troubleshooting are provided by ETS, but not all support is provided by the Technical Services team.

Q: Multimedia Equipment and AV Repair: Warranty Support

Technical Services provides limited repair support for District-owned equipment. We escalate repair requests to an Instructional Technology Solutions Systems engineer.

(This is not a reasonable solution. The ETS Systems Engineer is heavily involved in Measure E and will be equally involved in the new technology bond project, making him largely unavailable for this type of individual support. Technology service vendors could be contracted on an annual, on call basis, for this type of support. Cost could be billed back to campus, but support must be offered.)

A: All high-end multimedia equipment (i.e. projectors) purchased come with a one-year warranty. Any failures during this time period are escalated to the vendor.

Q: • Non-District standard computers: *Privately purchased, non-District property; do not provide any support services[Not even to ensure I (or a student) can connect a laptop to the wireless network going into the library? Should this policy be reexamined as soon as that solution is in place?]*

A: ETS is developing a pamphlet with guidelines and information for connecting to the wireless network at the district. ETS is also working with college student services to analyze the possibility of student support by this area of the colleges.

In addition, the owner of the equipment should either know how to manage their computer equipment or obtain professional support. ETS is not staffed nor has the resources to provide support for non-district owned equipment.

Q: • Specialized computer peripherals: *Digital cameras, bar-code readers, specialized scanners, label printers, etc.; for District-owned, if time allows we will perform set up and configure; no troubleshooting, repair or support services – these issues should be addressed through the product vendor. [What about implementing a campus wide printing solution? Is this in the works? If so, would various aspects of such a system fall under this guideline?]*

A: Currently De Anza is investigating a networked Printer/Copier central

printing solution to eliminate individual networked and desktop printers.

*Q: • **Linux:** Any flavor[Is any support provided to CIS instructors who require Linux for course specific content – or does this fall to the division IA?]*

A: This falls to the division IA.

*Q: • **Freeware/Shareware:** Do not support[Technically speaking, Firefox is a freeware application.]*

A: Firefox is usually considered 'open source' software.

*Q: **Other Hardware and Software Tasks**
Domain Issues*

Technical Services is not able to address domain issues where we do not have administrative rights. [Providing an example here would be helpful. Would such an example be a division-controlled computer lab?]

A: Yes, an example is a division-controlled computer lab.

*Q: **Other Hardware and Software Tasks***

• Student support: None provided[Will this continue to be the case when the library wireless access comes online? Will these students be referred to the networking group? Will ETS at least provide a “connect to the network” guide? Also, this seems pretty well defined: NONE. Should this be under Level 4?]

A. ETS will provide a wireless connection guide. This bullet item was removed from the SLA.

*Q: Support for personally owned hardware and software [This is ambiguous. Does this mean this item **IS** supported on occasion (Level 4)? This seems in direct conflict with a similar note on Level 3.]*

A: This bullet item was removed from the SLA. Clarification was made at the beginning of the SLA

*Q: • Migrating data from unsupported applications – especially database-oriented applications; reinstallation and testing [This appears ambiguous. Does this mean this item **IS** supported?]*

A: ETS will review this item and clarify.

*Q: • Freeware/shareware software[This appears ambiguous. Does this mean this item **IS** supported? It seems in conflict with a similar point under Level 3 above.]*

A: ETS will review this item and clarify.

Q: General Suggestions:

Stanford University has a program in place to assist the IT Department. It's called the "Expert Partners" program.

"The Expert Partners Program facilitates information sharing, promotes the identification and resolution of computing opportunities and problems, and leverages community resources through coordinated, cooperative, and voluntary efforts."

The Expert Partner program could match the professional growth ideology that Martha mentioned while at De Anza last week. Basically, there is one Expert Partner identified in each department to assist with basic troubleshooting. If they can't fix it, it moves on to ETS. The Expert Partner, needs to do some basic training to become an Expert Partner, (Professional Growth). At Stanford I was the Expert Partner for Dining Service. I used to take classes provided such as learning basic hardware and connection issues. This might help.

A: This is a great idea and one that, I (Sharon Luciw) have suggested and discussed with Martha Kanter recently. I have implemented this type of program in organizations in the private sector, with great success. It's wonderful to know there is support for this type of program among the user community.