Information Technology – Rod Tosten, Vice President of IT

Effective Date: 5/19/99, Updated 4/17/2013

Title: Infrastructure and Computing (IC) Support Policy

Applicable: Campus Community (Students, Faculty, Administrators and Staff)

Summary: IC (also includes Telecommunications) major responsibilities include the backbone network services to the wall plate, network operations, internet connectivity, core backup/restore processes and telecommunications. IC support is not 24x7, but rather it coincides with the college's business day, currently 8am to 5pm. If after hour support is needed, please contact the office in ample time, two week notice is appreciated. Please read the Details section to better understand this Policy and the restrictions that may apply.

Contacts: Mike Hayden, ext. 6698

Details: IC's work schedule coincides with the college's business day, currently 8AM to 5PM during the days and hours that the college is officially open for business. Our staff is not normally on call after business hours, therefore, IC support is not available on a 24 hours a day, seven days a week basis. Our staffing and resource levels do not support an extended business day.

Unofficially, IC will try to provide afterhours emergency service and support that is reasonable and necessary. Some services can be monitored and assessed remotely by our staff in order to resolve after hour emergency problems. The campus network system, its interconnection to the Internet, campus email, academic/administrative servers, telephone switch and infrastructure systems are up 24x7 and have exceptionally good uptime statistics.

When reasonable and necessary college business must be conducted outside of the normal workday, IC provides scheduled after hours support in accordance with the needs at hand. The need for such support should be scheduled well in advance after consultation with IC staff regarding availability and the expected level of support required.

IC monitors the college infrastructure from both local and remote locations. Our staff has effective alerting and communications systems in place to quickly respond to genuine emergency situations. After hours emergencies requiring IC assistance or support are initiated by contacting the Department of Public Safety at ext. 6911, who in turn will contact IC personnel directly for advice.

After hours non-emergencies and routine trouble/service requests should be reported to the ITHelpdesk at ext. 7000 where they will be queued for processing the next available business day.

Telecommunications/Telephone service emergencies are handled in the same fashion and on the same schedule as defined above.

IC should be notified well in advance of any expected after hours work events with sufficient operational details to allow technical preparation and coverage. This notification can be in the form of email or memorandum to the Director of Infrastructure and Computing.

This written policy supersedes all other written and verbal policies and understandings regarding IC after hour support and remains in force until superseded in writing by the Director of Infrastructure and Computing.