

Georgia Institute of Technology
School of Electrical and Computer
Engineering

Computer Support Group (CSG) Service
Level Agreement

Table of Contents

COMPUTER SUPPORT GROUP MISSION STATEMENT	4
POLICY	4
ORGANIZATION	4
PROCEDURES	5
CONTACTING CSG	5
HOURS OF OPERATION	6
<i>Coverage provided by the CSG:</i>	6
<i>Coverage provided by student employees (Tentative based on budgetary constraints):</i>	6
RESPONSE AND RESOLUTION	6
RESPONSE TIME	6
RESOLUTION DETAILS	6
PRIORITY LEVEL ASSIGNMENT	7
<i>Level 1</i>	7
<i>Level 2</i>	7
<i>Level 3</i>	7
<i>Level 4</i>	7
CLASSROOM SUPPORT	7
PRIORITY LEVEL FOR SERVER OUTAGE	8
SERVER & NETWORK OUTAGE	8
SERVICES	8
AUTHORIZED USERS/ACCOUNTS	8
NON-STANDARD HARDWARE AND SOFTWARE	9
NETWORK ACCESS	9
COMPUTING HARDWARE	9
SMARTPHONE HARDWARE	10
TABLET HARDWARE	10
HARDWARE PURCHASES	10
NEW EMPLOYEES	10
TERMINATED EMPLOYEES	11
GUEST ACCOUNTS	11
SOFTWARE SUPPORT	11
VIDEO TELECONFERENCING	12
EMAIL	12
PRINTING	12
NETWORK STORAGE	12
BACKUP	13
RESTORE	13

WEB.....	13
WIRELESS.....	14
SECURITY	14
<i>User Responsibilities</i>	14
<i>Data Security</i>	15
DOCUMENT REVISION HISTORY.....	16

Computer Support Group Mission Statement

Information Technology is an integral part of all functions in the School of Electrical and Computer Engineering.

Computer Support Group (CSG) Information Technology Services include:

- Provide a system and structure that supports business processes, academic instruction and research
- Be efficient in managing hardware and software
- Provide global connectivity for faculty, staff and students
- Be agile in providing support for new hardware and applications
- Establishing a framework that is both open and secure

Policy

The Computer Support Group Service Level Agreement (SLA) defines the services provided by the CSG to the School of ECE user community.

This SLA defines the most important aspects of CSG user support. This SLA will conform to all University System of Georgia Board of Regents and Georgia Institute of Technology IT policies. Policies are also subject to Procurement, Legal and Human Resource policies and procedures.

Policy will be formulated with input from School of ECE users and various units/committees at the Georgia Institute of Technology. The units/committees include but are not limited to:

- Office of Information Technology (OIT)
- Information Technology Advisory Committee (ITAC)
- Student Government Association (SGA)
- Technology Fee Committee
- Etta Kappa Nu (HKN)

This document will be reviewed and changed to support the changing nature of support offered by the CSG. The Chair of the School of ECE can revoke or change any provision of this agreement.

Organization

The CSG is under the Assistant to the Chair for Computer Support, who reports to the Chair of the School of ECE. All personnel report directly to the Assistant to the Chair for Computer Support.

The CSG employs student employees that staff the academic computer labs during all semesters. Student employees are managed by the Lab Manager in CSG. Student employees have limited access for administration functions on the ECE subnets. Student employees are the first line of support for students requiring assistance in the academic labs.

The CSG organization chart as of April 2015:

ECE Computer Support Group



Procedures

Contacting CSG

The preferred method of contact is via the email address:

help@ece.gatech.edu

There is no central helpdesk phone number to contact the CSG. CSG members' phone numbers are listed in the CSG Staff web page:

<http://www.ece-help.gatech.edu/staff.html>

Email sent to the above address will be seen by all CSG personnel and insures the quickest response. Help requests may be taken by any member of the CSG and may require input from multiple members of the staff. Requests sent via email are archived and visible to the Assistant to the Chair for Computer Support.

Hours of Operation

Coverage provided by the CSG:

Monday through Friday 7 AM to 6 PM

Saturday & Sunday Email monitored throughout the day

Coverage can be provided outside of the above hours by submitting a request to help@ece.gatech.edu

Coverage provided by student employees (Tentative based on budgetary constraints):

Monday through Friday 10AM to 3 PM

Saturday & Sunday Noon to 4 PM

Response and Resolution

Response Time

CSG response times are defined below:

Initial Contact: Time to respond to customer after receiving help request via email

Fix: Time required to begin working on a customer's help request. Complex requests may require a plan of action.

Resolution: Time required to resolve a request to customer's satisfaction.

The help request email queue will be reviewed throughout the working day by all members of the CSG.

Initial contact for routine help requests will be within one business day from assignment of the request in the help system. The initial contact may request additional information or provide a complete fix.

Routine requests not requiring further information may be resolved via initial contact.

Resolution Details

- Initial contact can be by email, phone call or office visit. The CSG member may request more information, provide contact information and provide tentative time to resolve
- Email or phone calls will be utilized when unscheduled disruptions occur to services and applications. Problems that require extended time (greater than 2 hours) will be communicated to all affected via email/phone when ascertained.
- Email will be sent to notify faculty, staff and students of scheduled application and services disruption. Notification will be at least a week prior to scheduled outage. Scheduled outages are subject to mission of the School and can be delayed by sending requests to help@ece.gatech.edu
- Requests will be handled on their level of severity. Level 1 severity will be addressed immediately and may impact the resolution of all other levels of severity.
- Level 2 severity requests will be handled in the order of receipt and when no Level 1 severity requests are open.

Priority Level Assignment

The summary below contains the priority rating method and response/resolution times. Circumstances such as staff availability, severity of problem, time of day, complexity of the problem or availability of repairs parts may influence response or resolution times.

Level 1

Level 1 designation is assigned to all system wide failures. Initial Contact, Fix and Resolution will be performed as soon as possible with all required CSG personnel. Level 1 takes precedence over all other CSG functions.

System wide failures include ECE web site, applications, Oracle database, email, security incidents and file services. Multiple desktop failures that impact the mission of the School will also be classified as Level 1.

Level 2

Level 2 is assigned to problems that prevent faculty/staff from performing assigned functions but is limited to a small percentage of personnel. Initial Contact during working hours will be within 3 hours. Initial Contact during non-working hours will be within 3 hours of the next working day. Fix and resolution will be as soon as possible.

Problems include ECE web site, applications, Oracle database, email, security incidents and file services. Multiple desktops can be affected but the faculty/staff can still perform other functions and access alternate applications

Level 3

Level 3 is assigned to problems that affect individual faculty/staff/student accounts. Initial Contact during working hours will be within 1 work day. Initial Contact during non-working hours will be within 1 work day from the following work day. Fix and resolution will be within 4 working days.

Problems include hardware and software malfunction on local machine, installation of new hardware/software, instruction/training, and web site assistance.

Level 4

Level 4 is assigned to long-term projects. Initial Contact will be within 1 working day. Project deadlines will be determined by the customer and CSG representative.

Projects can include but are not limited to, web site revision, application upgrades/enhancements, new applications and lab upgrades.

Classroom Support

Classroom support is limited to Van Leer 240, 261, 361 and 456. The CSG will provide support for the Instructor PC only in the listed classrooms. These requests will be assigned a Level 2 priority.

All other classroom support is provided by the Office of Information Technology (OIT). OIT can be reached at 404 894-4669 for classroom support Monday through Friday from 7 AM to 8 PM.

Priority Level for Server Outage

Application or Server	Priority
Web (Site)	1
Network Folder (Site)	1
Database (Site)	1
Network (Site)	1
License Server (Site)	1
Email (individual)	2
Network Folder (individual)	2
Printing (individual)	3
Account Creation	3
Application	3
Projects	4

Server & Network Outage

Updates and maintenance will be scheduled as needed and may require service interruption. Updates include patches, upgrades, modifications, security incidents and other requirements to maintain the security and functionality of all systems. Updates will be scheduled during non working hours and semester breaks to lessen impact on the School.

Security events, hardware failure and other unforeseen events may occur without prior notice. The CSG will advise of such incidents and take all possible actions to restore services as quickly as possible.

Services

Authorized Users/Accounts

CSG services are provided to all School of ECE faculty, staff, students and affiliates. Authorized users must use their OIT accounts to login to all publicly accessible UNIX/Linux/Windows workstations in ECE. Accounts provide storage space, controlled printing, access to all CSG supported applications and access to all OIT supported applications (email, Techworks, Peoplesoft, etc...).

Accounts are to be utilized only by the authorized user. Accounts can be temporarily disabled at the discretion of the Assistant to the Chair for Computer Support. The Chair of the School of ECE has sole authority in determining permanent account revocation.

CSG services are provided to non-ECE students enrolled in ECE courses or ECE cross listed courses. These accounts provide storage space, pay for printing and access to all CSG supported applications. These accounts are terminated on the Monday following final exam week for all semesters.

Non-Standard Hardware and Software

All hardware and software not purchased through the CSG is considered non-standard. The CSG will provide “best effort” support for non-standard items. Non-standard items are automatically assigned Level 4 severity with no guarantee afforded to standard hardware and software.

Network Access

All authorized users with a valid Institute/OIT account have access to the ECE network.

Network services for faculty/staff/researchers include network storage, printing, email, and all supported software applications.

Network services for students include network storage, printing (Pharos, OIT’s pay to print), email and all supported software applications.

Network access termination will be in accordance with Institute Policy. Institute Policy is located at:

<http://www.oit.gatech.edu/service/information-security/security-policies-standards-and-procedures>

Computing Hardware

The CSG will support all ECE owned personal computers (PC) and workstations purchased through the CSG. All ECE PCs and workstations will be connected to the network. All ECE PCs and workstations will be configured with standard anti-virus, email, and office productivity tools. Optional software will be installed when requested by the authorized user.

PC or workstation hardware must also meet the following criteria for full hardware and software support:

- Computer hardware and peripherals less than five years old

- PC operating systems must be in one of the following categories:

 - Windows XP SP 3

 - Windows Vista (Professional or higher)

 - Windows 7 (Professional or higher)

 - Windows 7 Starter Edition (Netbooks only)

Apple operating systems must be in one of the following categories:

MAC OS X 10.6.X

MAC OS X 10.7.X

Linux operating systems must be in one of the following categories:

Red Hat Enterprise Linux AS 5

Red Hat Enterprise Linux AS 6

PCs and workstations are limited to one bootable operating system partition.

Applications or operating systems loaded without the knowledge of the CSG that violate Institute security policies.

CSG will make a “best effort” to fix ECE owned hardware off campus. Full support may require user to bring hardware to campus.

Smartphone Hardware

The CSG supports the following

iPhone 4, 4S and iOS 3.X or greater

Windows Mobile OS 6.X or greater

Android OS 1.6 or greater

Tablet Hardware

The CSG supports the following

Apple iPad

Hardware Purchases

The CSG requires all supported hardware including PCs, workstations, monitors, external drives, printers, scanners and all other peripherals, to be purchased through the CSG.

Computer hardware replacement is on a four year cycle. Budgetary constraints may require a longer replacement cycle. Funding for new computer hardware for staff is provided by the School. Used equipment will be recycled to research labs and students on an as needed basis.

Computer hardware for research will be funded by the principal investigator.

New Employees

A valid UID generated by OIT is required to access IT services in ECE. All new employees/affiliates must file the required paperwork with the School of ECE’s Personnel Services representative.

New employees'/affiliates' accounts will be activated after their paperwork has been processed through the Office of Human Resources, and, if necessary, approved by their supervisors. The ECE account guidelines can be accessed at:

http://www.ece-help.gatech.edu/policies/ece_account_guidelines.html

Computer hardware and peripherals are the responsibility of the supervisor.

Terminated Employees

Faculty, staff, affiliates and temporary accounts are closed as soon as the employee is no longer working at the Institute.

Student accounts will be active for one semester after last semester enrolled at the Institute.

Guest Accounts

Guest accounts are the responsibility of the sponsoring faculty/staff/researcher. Guest accounts can be created via the following URL:

<https://passport.gatech.edu/>

Software Support

The CSG supports the software available for download or applications available on ECE networks at the following URLs:

<http://software.oit.gatech.edu/>

<http://www.ece-help.gatech.edu/software/index.html>

The CSG provides client support for Techworks, Peoplesoft, My Gatech, Banner and all other web based Institute applications. The customer will be required to submit a help request to support@oit.gatech.edu for Institute web based applications that cannot be resolved by the CSG.

The CSG provides full support for all applications developed by the School of ECE.

The customer must maintain licenses for all software on their ECE PCs/workstations that have not been obtained from the OIT software site or from the ECE supported software site. Support for individual software packages will be on a "best effort" basis by the CSG. Software without a valid license on an ECE PC/workstation will be deleted by the CSG.

Application software support for academic and research is limited to configuration, maintenance of license server and "best effort" on providing instruction or technical support. The CSG will submit support requests to the application developer when the software license includes technical support.

New academic software request must be submitted to help@ece.gatech.edu two weeks before the start of the semester in which the software is required. New software requests during the semester will be treated as a Priority Level 4.

Video Teleconferencing

The CSG provides support for all Polycom video conferencing systems in the School of ECE. The CSG maintains meeting rooms on a Polycom video router that can connect multiple video streams. Codes and passwords are distributed through the help@ece.gatech.edu queue for the Polycom video router.

Email

Email (MyGaTech) is provided by OIT for all ECE personnel and students. OIT administers all servers running the Zimbra email application. OIT does daily backups of email, provides 24x7 access and determines quotas for faculty/staff/students.

The CSG provides support in configuring email clients (Outlook, Thunderbird, Web, Mac OS X Mail), trouble shooting problems and requests for quota increases (faculty/staff). CSG will also create mailing lists for ECE classes and aliases for @ece.gatech.edu addresses.

The CSG provides support for calendaring and conference room reservations in the MyGaTech calendaring system.

The following mobile devices are supported by the CSG to access the services on MyGaTech:

- iPhone, iPad and iPod Touch

- Android phones and tablets

- Windows Mobile phones and tablets

Printing

The CSG provides support for network and local printers for all faculty and staff. Network printing is provided for Windows, Mac OS X, Linux and Solaris operating systems. Support for local printers is provided for Windows and Mac OS X.

There are no quotas on printing for faculty/staff accounts. Printing should be limited to support of academic, research or official ECE functions/services. Printing supplies are provided by the Business Operations group in ECE.

Printing in the academic labs is accomplished through the Pharos Pay-For-Print system. The Pharos is administered by OIT.

Network Storage

The CSG provides network storage for all faculty, staff, and student accounts. Network storage is provided for Windows and UNIX/Linux accounts. All network storage is located on servers in limited access areas with dedicated HVAC. Each account is allocated 2GB of storage on Windows and UNIX/Linux file servers.

The CSG provides storage arrays, hot spares and parity disks for network storage. It is the responsibility of the faculty/researcher to purchase additional disk space when the 2GB allocation per account cannot meet the requirements of their research.

Backup

The CSG conducts daily backups of all network storage. Backups are run at night to minimize the impact on the file servers. Backups are maintained for approximately sixty days. Special backups can be requested by sending a request to help@ece.gatech.edu.

The CSG currently offers backup of laptops for faculty/staff. Backup is accomplished with the Crashplan Pro. Request for laptop backups is accomplished by sending a request to help@ece.gatech.edu. One license is provided by the School of ECE for each faculty/staff member. Additional Crashplan licenses are the responsibility of the faculty/staff member.

Restore

The CSG classifies restoration requests as a Level 3. Restoration requests are sent to help@ece.gatech.edu and must contain the following information:

Account Name

Complete path name of file or directory

Date of file to restore.

Web

The School of ECE web site is divided into three separate areas. The CSG is responsible for maintaining and providing the server to host external, restricted and personal web pages.

External web pages are supported by the CSG. External web pages are designed, information provided and designed by School of ECE Manager of Communications for posting by the CSG. Design and content is approved by the Chair of the School of ECE. External web pages are designed for individuals that are seeking information about the School and are not necessarily part of the Georgia Tech community.

Restricted web pages are developed by the CSG to support the faculty/staff/researchers to conduct the business of the School of ECE. Restricted web pages require a valid account and password to access. Restricted web pages are protected utilizing Hypertext Transfer Protocol Secure (https) to provide encrypted communication.

Personal web pages are provided to all faculty, staff and students that are associated with the School of ECE. Each user must have an OIT account. All web pages on the ECE server must comply with the BOR and Institutes policies and guidelines concerning the publication of information via the World Wide Web. See the following URLs for information:

<http://www.usg.edu/oit/policies>

<http://www.oit.gatech.edu/guidelines-concerning-publication-information-world-wide-web>

http://www.oit.gatech.edu/sites/default/files/OIT_Web_Hosting_Policy_0.pdf

http://www.oit.gatech.edu/sites/default/files/OIT_IDM_Policy.pdf

http://www.ece-help.gatech.edu/home_page/copyright.html

http://www.ece-help.gatech.edu/home_page/record.html

Wireless

Wireless access is provided and maintained by OIT in all buildings housing ECE personnel. The CSG provides support in configuring netbooks, laptops and mobile devices for all ECE personnel. Wireless access points not approved by OIT will be disabled by the CSG. Guest accounts are the responsibility of the sponsoring employee and can be created by accessing the following URL:

<https://passport.gatech.edu/>

Wireless access points to support research must be coordinated and approved by OIT. The principal investigator must submit a request to support@oit.gatech.edu. Upon approval by OIT, the principal investigator must send a request to help@ece.gatech.edu stating the location of the wireless access point.

Security

User Responsibilities

Security is a shared responsibility between the CSG and the user. The CSG will provide all hardware, software and configuration assistance to aid in the protection of hardware and data.

The CSG maintains the network firewalls for all ECE subnets. Projects (Research or Academic) that require access through the firewall will be approved on a case-by-case basis. Send a request to help@ece.gatech.edu for firewall exceptions. Remote access to ECE subnets must be accomplished through the OIT VPN. See the following URL for information on setting up a VPN client:

<http://faq.oit.gatech.edu/content/what-oit-ipsec-vpn-service>

The CSG scans all ECE networks on a weekly basis. Patching to fix security issues will be scheduled to have the least impact on the School's day to day operations. Critical issues will be patched/fixed on an emergency basis.

The CSG requires all PCs and Macs to have McAfee VirusScan Enterprise installed prior to being connected to an ECE subnet. The CSG monitors all PCs/Macs to insure that virus software is up-to-date and functioning correctly. Machines reporting infections will be treated as level 3 and a CSG member will assist in cleaning the machine. Machines with extreme infections will be removed from the network immediately. Machines requiring reinstallation will be backed up before reinstallation.

The CSG recommends that all PCs/Macs install LanDesk to aid in the patching and installation of application software. LanDesk will be installed on all staff and lab research machines.

Users need to practice safe computing. Users need to be familiar with computing policies in ECE and the Institute. Users need to make sure they log off or lock their keyboard while away from their desk or office. Users must never share their accounts or passwords or send a password via email. Users should also contact the CSG if they suspect any infections or security problems.

Data Security

The protection of data utilized in the education, research and business operations of the School of ECE is a major concern of the CSG. All users need to review the Institute's Data Security Classification Handbook:

http://www.oit.gatech.edu/sites/default/files/DSC_handbook.pdf

Faculty and staff must remove outdated and obsolete sensitive data files (Category III and IV as outlined in the Data Security Classification Handbook) on a continuing basis. These files can be moved to external storage (CD, DVD, USB drive) and placed in a locked drawer or file cabinet. Data files that need to remain online should be encrypted and stored on an ECE file server. The CSG must be notified of the location of this data, will arrange with the user to move the data to external storage or encrypt the data on an ECE file server, and will securely delete the file from the users local machine or file server.

The CSG will conduct a yearly data cleanup event. The CSG will scan all file servers and desktop/laptop machines to aid in identifying sensitive data. The scanning application will be available to all users throughout the year. Logs will be reviewed by the CSG and files that may contain sensitive data will be reviewed with the user. Action will be taken on all Category III and IV data.

It is important to limit sensitive data on laptops and mobile devices. The School of ECE requires that all new laptops install Computrace Plus. Computrace Plus will only be utilized to aid in the recovery or erasure of data on a lost/stolen laptop. The School will purchase one license per faculty/staff. Additional licenses are the responsibility of the faculty/staff member.

Laptops that contain Category III or IV data must have folder encryption or PGP Whole Disk Encryption. The CSG will consult with the user and determine the best encryption scheme. The CSG recommends that laptops taken on international travel should contain only the base OS, office productivity tools and the Cisco VPN client.

Document Revision History

Version	Date Modified	Page Number	Reason for Change	Updated By
1.0.1	06/29/2011	5	Update the organization chart to remove former employee, Rajib Joshi-Acharya; update titles according to OHR's new Job Classification and Compensation System; and update Fanchette's last name to her married name	Rachel Ponder
1.0.2	09/15/2011	5	Update the organization chart to add Garrett Sears	Rachel Ponder
1.0.3	09/16/2011	5	Update the organization chart to reflect Peter Huynh's title change from IT Support Pro II to IT Support Pro Sr	Rachel Ponder
1.0.4	12/05/2011	5	Update the organization chart to reflect Keith May's title change from IT Support Pro II to IT Support Pro Sr; add Carl Rushing; update Sam Smith to reflect support for Oracle	Rachel Ponder
1.0.5	01/05/2012	5	Update the organization chart to remove Christine Wang	Rachel Ponder
1.1.0	09/18/2012	10	Update the list of supported hardware and OSes.	Rachel Ponder
1.1.1	12/05/2012	5	Update the organization chart to remove Sam Smith	Rachel Ponder
1.1.2	04/23/2015	5	Update the organization chart to remove Res Sci position, Carl Rushing and Garrett Sears; and to add Kevin Abrams, Bao Nguyen, and Ningke Yi.	Rachel Ponder