

Objective 1: Standardize Software Deployment and Increase Availability

Service: CMS Web form for requesting software creates a ticket in Services/Software

SLE: Software deployed within 48 hours (standard) and 5 days (advanced).

- Level 1: Can install standard software with proper certification/training
- Level 2: Either RDP install or perform office visit for standard and advanced
- Level 3: Affect 30 or more nodes; management of standard images

Service: Maintain a standard image for all Open-Use STEP Laboratories and SMART classrooms. Sustain a repeatable and consistent environment (RCE) for the end-user.

SLE: Create a standard Open-Use/SMART room software image.

- Level 1: Research and access to information for room maintenance
- Level 2: Administrator privileges for installs and maintenance
- Level 3: Deployment of images; 3 labs per semester (Sp, Sum, Fall) 9 total
 - 10 SMART rooms per semester.
 - This image must receive patch/updates within 5 days of release to provide optimal experience for the end-user.

Service: accommodate department purchased software; this service will provide Tiered Software Access (TSA) based on level purchased (standard or advanced).

SLE: Standard TSA (48 hours) and Advanced TSA deployment (5 days).

- Level 1: Can install standard software with proper certification/training
- Level 2: Administrator privileges for installs and maintenance
- Level 3: Reporting for license management; group policy management
 - This image must receive patch/updates within 5 days of release to provide optimal experience for the end-user.

Objective 2: Utilization, Reporting, Triage and Security

Service: Network utilization report for all Open-Use/SMART rooms (Customer Characterization)

SLE: Once a month a report is submitted to STEP manager; information is used to address deficiencies and place resources strategically

- Level 1: Data manipulation with certifications/training
- Level 2:
- Level 3: Adequate hardware access

Service: Open-Use/Smart room utilization report (Customer Characterization)

SLE: Once a month a report is submitted to STEP manager

- Level 1: Data manipulation with certifications/training
- Level 2: Forecasting, customer relationship building
- Level 3: Adequate hardware and software access

Service: Open-Use/SMART room repair and sustainability replacement

SLE: Advanced resource (AR) within 24 hours; Standard Resource (SR) within 36 hours (based on usage)

- Level 1: Understand escalation protocol; basic support (define)
- Level 2: Advanced Support (define)
- Level 3: Hardware scalability

Objective 3: Professional Development, Collaboration, and Accessibility

Service: Provide STEP funded virtual environments for campus IT managers

SLE: Access to a collaboration environment that facilitates training, learning, and staging

- Level 1: basic support (define)
- Level 2: Access and own environments; Advanced Support (define)
- Level 3: Access to hardware, software access

Service: Provide SQL servers for STEP data manipulation

SLE: Adequate space and computing power for manipulation; must have scalability

- Level 1: basic support (define)
- Level 2: Advanced Support (define)
- Level 3: Access to hardware, software access

Objective 4: Instructional Technology Support and Training Center

Service: Provide Web Based Student Services

SLE: 24 hour access to campus services

- Level 1: basic support (define)
- Level 2: Advanced Support (define)
- Level 3: Access to hardware, software access, build virtual environments

Service: Support Distance Learning (DL) Initiatives

SLE: Define rolls associated with supporting DL

- Level 1: basic support (define)
- Level 2: Advanced Support (define)
- Level 3: Access to hardware, software access

Service: Provide an interconnected digital signage program

SLE: provide access to signage through a client allowing a customer to manage content and subscriptions to other campus feeds

- Level 1: basic support (define)
- Level 2: Advanced Support (define)
- Level 3: place for client to run, maintenance

Service: provide a centralized campus employment center

SLE: provide a service that connects departments with potential graduate assistants (GA) and student workers (SA)

- Level 1: Admissions
- Level 2: Career Services
- Level 3: Access to hardware, software access