

# WSU Vancouver Information Technology

## Service Catalog

### Overview

The VIT Service Catalog documents the technology services and support delivered by VIT to its customers. Included are the general levels of response, windows of coverage and maintenance associated with these services. Also included are the responsibilities of VIT and customers and the methods of requesting support and services. This document and all others related to it are publicly available on the VIT web site at: <http://admin.vancouver.wsu.edu/information-technology>.

VIT services include all areas of technology services including information technology, video conferencing, AV services, networks and telephones. Each individual service document gives a description of the services and support included for that service.

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## CORE FUNCTIONS & SERVICES

*Listed below are our core/essential functions. These functions are the basis upon which all services are built. All IT services are dependent on the existence of these functions.*

**IT Leadership and Management** includes functions such as Information and related technology stewardship and long-term strategic planning, resource planning, management and allocation, managing centralized hardware and software purchasing and maintenance contracts, establishing standards for hardware purchasing, and technology expertise for campus projects.

**IT Infrastructure Management** includes functions such as the wired and wireless network infrastructure, the IP-Phone system, File storage infrastructure, Server infrastructures, and VPN infrastructure

**IT Trouble-shooting and Repair** includes functions such as the VIT Help Desk, field service support, incident management for reported customer support and service requests, analysis of help desk data to improve customer service.

*Listed below are our core service categories. As noted these services are dependent upon our core/essential functions as listed above.*

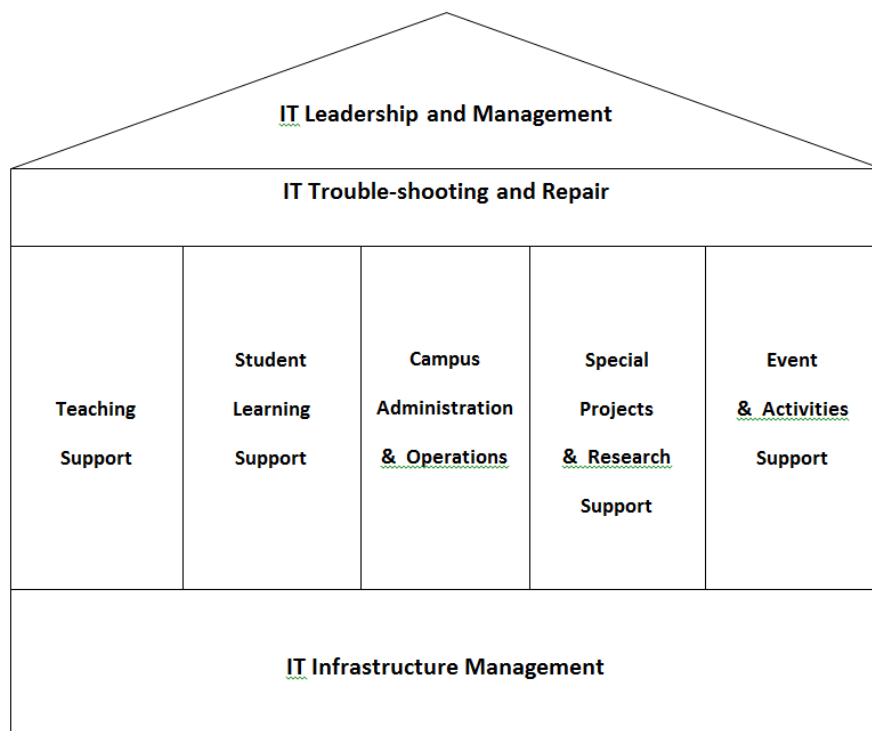
**Teaching Support** includes services such as classroom technologies maintenance and support, video conferencing academic support, multi-campus course delivery, computer classroom maintenance and support, and streaming video and audio.

**Student Learning Support** includes services such as multi-campus course delivery, classroom technology maintenance and support, open student computer lab maintenance and support, streaming video and audio.

**Campus Administration and Operations** includes services such as email and calendaring support, web services support, network file shares support, data backup and restoration services, video conference meeting support, hardware and software procurement assistance, computer workstation setup and configuration, hardware and software installation and troubleshooting, virus evaluation and cleaning, IP-phone services and support, and VPN software tools for remote desktop connections.

**Special Projects and Research Support** includes services such as How-To technology consulting for campus employees, and technology expertise for campus or department projects.

**Event and Activities Support** includes services such as equipment setup, configuration and support for campus-based events, event video multicasting, classroom technology maintenance and support, and technology consultation, coordination and support for events and activities.



*WSU Vancouver Information Technology Core Functions & Services House*

## Catalog Structure

Each VIT service is described in this catalog using the following elements:

Element	Description
Service Name	Identifies name of the service being provided
Description	Offers a brief description of the service in customer (non-technical) terms
Standard Service Features	Describes features and functions of the service
Windows of Coverage	Identifies timeframes and operating hours for the service
Customer Responsibilities	Identifies key customer responsibilities for a service
Service Initiation & Support Requests	Describes how to initiate a service or support request
Standard Costs	Indicates any costs associated with the service
Service Targets	Describes expectations for delivery of the service in customer (non-technical) terms
Document History	Gives the details for version number, approvals for changes to document, description of changes and dates

## VIT Services

VIT services include all areas of technology services including information technology, video conferencing, AV services, networks and telephones. Each individual service document gives a description of the services and support included for that service. These services include:

- [AV & Multimedia Academic Support Services](#)
- [AV & Multimedia Event Support Services](#)
- [Computer Classrooms Support Services](#)
- [Email Support](#)
- [Help Desk Services](#)
- [Lifecycle Computer Replacement Services](#)
- [Network File Shares](#)
- [Phone Services](#)
- [SharePoint Services](#)
- [Student Computer Labs Services](#)
- [Videoconference Services \(VCS\) Academic Support Services](#)
- [Videoconference Services \(VCS\) Meeting Support Services](#)
- [Website Support Services](#)
- [Workstation Procurement and Setup Services](#)
- [Workstation Support Services](#)

## Roles and Responsibilities

### VIT Responsibilities:

- Meeting service and support goals outlined in Service Catalog documents
- Appropriately notify customers for all scheduled maintenance via the VIT web site tech alerts section and/or communication to campus customers via email.
- Define and implement processes to meet service and support commitments.

### Customer Responsibilities:

- Use defined process for requesting support and services
- Respond to inquiries from VIT staff that are resolving incidents and handling service requests
- Comply with WSU appropriate use policies as described online at:  
<http://infotech.wsu.edu/about/policies/computeruse.html>

## Requesting Service and Support

You may request service or support using the following methods. Specifics on requesting services and support are also available in each service document.

- Online Request Forms: submit a request by accessing the online work request website at: [workrequests.vancouver.wsu.edu](http://workrequests.vancouver.wsu.edu).
- Phone: contact the help desk via phone at 360-546-9770.
- Email: request assistance by emailing [helpdesk@vancouver.wsu.edu](mailto:helpdesk@vancouver.wsu.edu).
- Walk-in help: walk in help is available between 9:00am and 2:00pm Monday through Thursday in VCLS 223. Walk in help is limited to available staff at the time.

**Hours of Coverage, Response Times and Priorities**

Hours of coverage for individual services may vary and are detailed in the individual service documents. In general, VIT services window of coverage is Monday through Friday between the hours of 8:00am and 5:00pm. Some services include extended windows of coverage. See individual service documents for detailed information.

VIT’s goal is to meet and exceed the expectations of our customers by providing consistent communication and support for all Information Technology services in a professional, competent, and timely manner. Response times vary depending up the nature of the support or service request. Prioritization of support requests are outlined in the Priority Matrix below. See individual service documents for details on response times and priority targets.

**Prioritization of Support Requests:**

		Urgency		
		High	Medium	Low
Impact	High	Priority 1	Priority 2	Priority 3
	Medium	Priority 2	Priority 3	Priority 4
	Low	Priority 3	Priority 4	Priority 5

Priorities for support requests are assigned depending on the urgency and the impact of the request. Some examples of priority assignments include (but are not limited to):

**Priority 1:** campus network is down, virus attack on a campus-wide scope, classroom projector is down and class is starting

**Priority 2:** department printer is down and there is no second printer, virus attack for single user, emergency rebuild of computer

**Priority 3:** projector bulb replacement with no class affected, department printer not working but there is a second option