



ITS-Residence Halls Computing Service Level Agreement for AY2006-2007 v1.0

Our residence hall students are an important part of our university community and to that end, additional ITS services are available while living on campus. In the absence of a standard for hardware and software for personally owned computers and for University provided systems, resident students are encouraged to bring their own systems for their own personal use.

Due to the wide variety of products available and limited Helpdesk staff, this service level agreement defines the services ITS will provide.

For those who elect not to bring a computer to campus, ITS computer labs and kiosk-style computers throughout campus can provide opportunities for computer usage.

1. Purpose

This service level agreement (SLA) is between the Information Technology Services (ITS) department and the University of Detroit Mercy Residence Hall users. This document outlines the service level roles and responsibilities.

2. Scope of Service

One of the main goals of the ITS department is to provide quality service and support to our user community. While we will make our best effort to address matters of support, we cannot guarantee solutions to all problems.

Resident students are responsible for learning to properly utilize their own computer equipment. While ITS does not expect everyone to be computer savvy or to become that way, we do expect in this higher education environment, all are here to learn, an educated attempt to address issues as they arise. In addition, resident students are responsible for the activities that occur on the ports available within their dorm room whether they are aware of a matter or not. Ignorance is not justification for disregarding the law.

In-person support is limited to ITS' standard business hours which are typically weekdays from 8:30 am to 5:00 pm with the exception of official University holidays.

a. Networking Support

- i. ITS provides the core networking infrastructure and will respond in a timely fashion to issues that limit the core infrastructure from properly operating during standard business hours and may, at its own goodwill, extend service to cover matters beyond the standard business hours.
- ii. ITS will actively monitor its own core networking devices during ITS' normal business hours.
- iii. Resident students agree to report outages to the ITS Helpdesk system (<http://helpdesk.udmercy.edu>), via e-mail to helpdesk@udmercy.edu, by phone at x1500 or in-person in Fisher 230 as outages occur.
- iv. ITS provides two network ports per dorm room for each resident in good-standing. If a port is not working, the resident student should take the following steps to deduce whether the problem is with the port or their equipment.
 1. Connect your device to the other port in the room. If the device works, then the original port is bad and should be reported through the <http://helpdesk.udmercy.edu> system. ITS will arrange to have the wiring to the port fixed.
 2. If the device does not work, take a known working device and try it in the original port. If it fails to work, the port is bad and should be reported through the <http://helpdesk.udmercy.edu> system. ITS will arrange to have the wiring to the port fixed.
 3. If the device works, please confirm the original device has the proper configuration settings. See <http://it.udmercy.edu> for technical instructions to establish connectivity to the network.

- v. Prior to the start of each school year, ITS photographs each port in each dorm room. Resident students are responsible for maintaining the network connection by not damaging the ports or the housing that surrounds the ports or the cables that lead into each room. If damage is detected, charges will be assessed to the student's account.
 - vi. All network users agree to the University of Detroit Mercy's Network Acceptable Use policy as found at <http://it.udmercy.edu>.
 - vii. Resident students agree to maintain their own hardware so as not to compromise the performance or integrity of the University network.
 - viii. Resident students may only configure their devices to use DHCP as the method of acquiring an IP address. Utilizing the DHCP range of IP address in a "static" or "fixed" state is prohibited and may create problems for other resident users.
 - ix. ITS provides WIFI access at various levels of coverage in Shiple Hall floors 1-7 and all floors of all Quad buildings as well as the 1st floor of the Quad Commons buildings.
 - x. Resident students that install personal devices with the intention of broadcasting into the air space (ie. personal WIFI access points) are subject to port disconnection if their device interferes with the University's WIFI service.
 - xi. Resident students who unfairly or unethically utilize network bandwidth (whether intentional or not) are subject to temporary or permanent network disconnection.
 - xii. Residents who unlawfully utilize the network will be turned over to the proper authority.
 - xiii. Residents who rebroadcast internet access to locations outside of the University's property are subject to temporary or permanent network disconnection.
- b. Software Support
- i. Each year, ITS provides to resident students a CD-ROM containing a number of helpful security tools, including a one-year subscription to McAfee Anti-Virus. Students may obtain one copy of this CD from the ITS-Helpdesk by appearing in person at the ITS-Helpdesk with a valid student ID and a residence hall proxy card. The McAfee Anti-Virus installation is set up and configured as a "silent install" to ensure the proper configuration settings are completed. Resident students who elect to use this version, use it at their own risk. ITS can assist in the install, by request; however, if the system fails (blue screen of death or other issue) after the install, ITS assumes no responsibility nor can provide software media or licenses to return the system back to its original state. Although such occurrences are few, they can occur and are reason for backup of critical data prior to installation.
 - ii. ITS does not provide any other software for installation on personally owned computers. All university owned software is limited to installation on university owned computers. In several instances, various academic programs have arranged for the rights for their students to install courseware applications. Students should contact their professors for further information and instructions on obtaining such software.
 - iii. Resident students are responsible for installing their own personally owned software.
 - iv. Resident students are responsible for maintaining up-to-date security patches for their operating system and applications.
 - v. ITS strongly discourages software piracy and is responsible to report any such violations that it discovers.
- c. Hardware Support
- i. Resident students are responsible to provide their own network hardware including cards and cables.
 - ii. Upon signing of a "Helpdesk Waiver" form, the ITS Helpdesk will provide guidance in installing and connecting a computer to the University network.
 - iii. All other hardware related matters are the responsibility of the student. ITS suggests obtaining hardware warranty coverage for all componentry (which is typically offered at the time of purchase). Otherwise, there are a number of computer stores in the metro-Detroit area that will service hardware related matters.
- d. Servers
- i. Personal servers hosted within the residence halls are not restricted from existence, however; refer to section 2.a.iv-2.a.vii for items that apply to such usage.
- e. Game Consoles
- i. Personal game consoles within the residence halls are not restricted however, refer to section 2.a.iv-2.a.vii for items that apply to such usage.
- f. All other types of Support
- i. For all other matters outside the defined areas of service, the decision for ITS support is at the discretion of the Director of ITS.

3. Performance Goals
 - a. ITS seeks to provide support in a “timely fashion.” Properly submitted requests through the online Helpdesk system (<http://helpdesk.udmercy.edu>), via e-mail to helpdesk@udmercy.edu, by phone at x1500 or in-person will be addressed within a reasonable amount of time based on the complexity and resources available. Within UDM’s complex University environment, priorities must be placed on all issues and where applicable, service will be provided to the best of ITS’ ability.
 - b. An annual satisfaction survey is available at the end of the academic year. This survey is an opportunity to convey your concerns.
 - c. Performance related matters may also be reported to the Director of ITS.
4. Maintenance Schedule
 - a. From time-to-time, the university network and systems will be unavailable to allow the ITS department exclusive access for maintenance and repairs. Planned outages are communicated by e-mail several days in advance.
5. Privacy and Security
 - a. Please be aware that the Internet is a public medium and any traffic that travels from your computer to the network is vulnerable to interception. ITS respects the personal privacy of each individual and will work to ensure such privacy is honored.
 - b. In instances where a 3rd party brings to the University’s attention or through the standard course of IT management, violations are brought to light, ITS will work with all parties to ensure the proper and ethical course of action is taken.
 - c. ITS strongly suggests the use of up-to-date virus protection and personal firewalls for the safety and well-being of the data on your computer.
6. Terms of Agreement
 - a. The terms of this SLA will remain in effect for the entire 2006-2007 academic year.
 - b. These terms are subject to change and such changes will be made available online at <http://it.udmercy.edu>