Office of Information Technology

STANDARD OPERATING PROCEDURES

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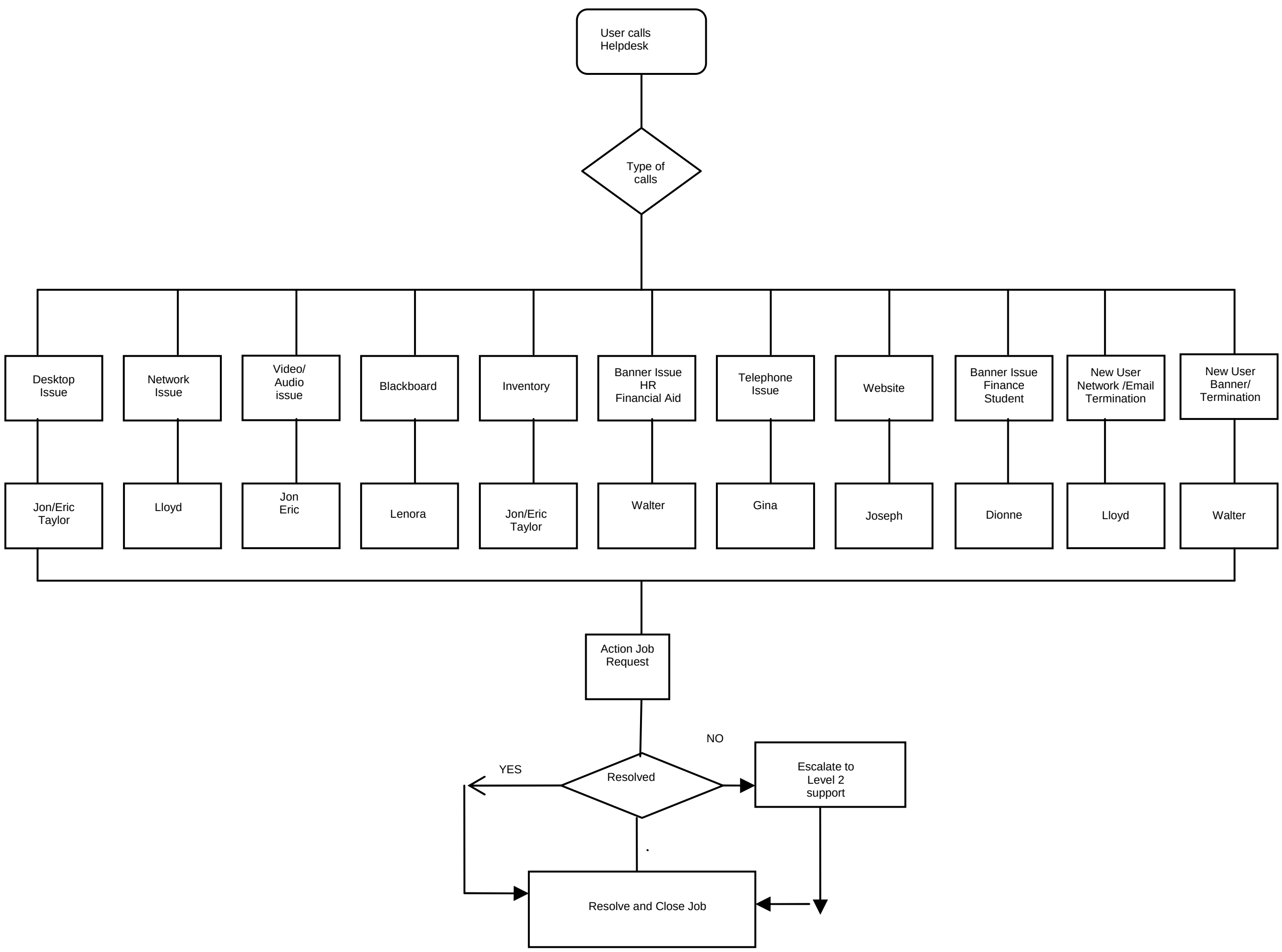
Service Requests

1. User inputs requests via helpdesk system, email or telephone.
2. Request is assigned to appropriate personnel.
3. User is contacted if more information is required to complete request.
4. User is contacted with anticipated completion date.
5. If initial technician cannot resolve request, reassign request to a Level 2 technician
6. Technician completes request.
7. Technician resolves ticket.



Creation of User Accounts

Students

Email and Blackboard accounts are automatically created for students once they register for classes.

Faculty/Staff

1. Receive signed Acceptable Usage Policy from Human Resources.
2. Ticket created and assigned to System Team.
3. Account created and account information sent in ticket.
4. Email sent to immediate supervisor with requested account information.

Termination of User Accounts

1. Receive notification from Enrollment Services that an employee is no longer active.
2. Generate a help desk ticket.
3. Assign ticket to Network Support Team.
4. If user has Banner account,

    Generate a help desk ticket.

    Assign ticket to Banner Support Team
5. If user has Oracle account,

    Generate a help desk ticket.

    Assign ticket to Database Support Team

Software Installation

To ensure compatibility, please engage the Office of Information Technology (OIT) early in the process of acquiring new technology for use on BRCC systems and equipment. You should allow 30 days for OIT to complete its compatibility study, and this study must be completed before any software installation can take place. Installing and testing new software, whether on the BRCC network or other computer assets - including computers in our Public Labs - is a time-consuming and often complex task. In order for software to be ready when you want it, please adhere to these deadlines:

Intended Semester Use	Deadline
Fall	June 1
Spring	October 1
Summer (all Sessions, including Intersession)	March 15

If there is a compelling academic or administrative need for software which does not run on our current network infrastructure, OIT can assist the requesting department in determining the cost of the system, which may include hardware and maintenance contracts and/or hosting services in addition to the cost of the software itself. The requesting department is responsible for the funding of all activities surrounding the project, including any costs related to the investigation of its compatibility, installation, and/or maintenance.

OIT will not install software without appropriate licensing, and the acquisition of such licensing is the responsibility of the requesting department

NOTE: If you want the software to be included in the student lab image, you must have valid licenses for all computers. In addition, the compatibility investigation must be completed at least two weeks prior to the beginning of the semester to allow sufficient time for distribution to the lab computers.

1. User submits helpdesk request.
2. User submits software to helpdesk.
3. Request is assigned to appropriate technician.
4. Software is tested for compatibility with BRCC standard software image.
5. If software passes test:
   a. Software package is created.
   b. Package is deployed to appropriate computers.

Computer Moves

1. User completes and gets signatures on Movable Property form.
2. User submits form to helpdesk.
3. Helpdesk request is generated and assigned to appropriate personnel.
4. Computer moved and completed Movable Property form forwarded to Property Control.
5. Helpdesk request is resolved.

Banner Access Changes

1. User completes and gets signatures on Banner Security form.
2. User submits form to helpdesk.
3. Helpdesk request is generated and assigned to appropriate personnel.
4. Appropriate access is granted.
5. Helpdesk request is resolved.

Quote Request

1. User submits helpdesk request with required specifications/software titles.
2. Request is assigned to appropriate personnel.
3. Technician requests quotes from vendor(s).
4. Once quote(s) is received, technician attaches quotes to request.
5. Helpdesk request is resolved.

Project Request

Information technology projects are managed in accordance with best practices promoted by the College Administration, appropriately tailored to the specific circumstances of the College. Projects that engage leading IT consulting or software development firms to assist with project management may apply additional best practices provided by these firms. Users requesting project should follow the below procedures:

1. User submits helpdesk request with required specifications for project.

2. Request is assigned to appropriate personnel.

3. Technician schedules a project meeting(s) with requestor and appropriate resources.
    a. Project budget is established
    b. Project plan is created
    c. Tentative schedule is created

4. Necessary equipment/software is ordered and received.

5. Resources are scheduled.

6. Implement project

7. Test software/service

8. Training (if applicable)

9. Deploy software/service

10. Project Wrap-up meeting(s)

Custom Report Request

1. User submits helpdesk request with required specifications for report.

2. Report request should include:
    a. Format
    b. Required fields
    c. Sort order
    d. Group order
    e. Point of contact
    f. Source of information (form names)

3. Request is assigned to appropriate personnel.

4. Technician contacts user to review report requirements.

5. Create report.

6. Report attached to helpdesk request for user review.

7. If user approves report, request is resolved.

Multimedia Request

1. User submits helpdesk ticket or email with meeting room requirements with a minimum of one week prior notice.
2. Ticket/email should include:
    a. Date and time of meeting
    b. Location
    c. Equipment requirements (i.e. laptop, video, audio)
    d. Type of meeting
3. IT coordinates with Facilities Services for setup requirements (if needed).
4. Multimedia requirements are setup.

Video Conferencing

Successful video conferences require quite a bit of effective planning and communication. A key piece of information is the contact information for the technical contact at the remote site.

1. User submits helpdesk ticket or email with meeting room requirements and attendee list with site names a minimum of one week prior notice.

2. The below information should be gathered:
   a. Requestor name
   b. Phone # (BRCC extension preferred)
   c. E-mail Address
   d. Name of other BRCC contact (if any)
   e. Course number and name (if applicable)
   f. Description of event (in detail)
   g. Date of event
   h. Time of event

3. Conference is scheduled via BellSouth and attendees are added to the conference.

4. A test connection is conducted at least one day prior to the conference date.

5. Connection to conference is made 15 minutes prior to conference start time.

6. Helpdesk request is resolved.

Request for VPN access

Upon approval from the Chancellor

1. User submits helpdesk request
2. Helpdesk request is assigned to appropriate personnel
3. User is added to VPN group
4. User downloads and installs VPN software on his/her computer
5. Helpdesk request is resolved.

Podium support

1. User submits helpdesk request including building, room number and a detailed description of the problem.

2. Helpdesk request is assigned to appropriate personnel.

3. Technician resolves problem.

4. If technician cannot resolve the problem, level 2 support will be consulted.

5. Helpdesk request is resolved.

Suspected security violation

1. User submits helpdesk request with detailed information

2. Request should include
    a. Time
    b. Error message
    c. Computer name

3. Request is assigned to appropriate personnel

4. Validity of request will be determined

5. If valid, investigation will occur

6. Helpdesk request is resolved.