BRANDEIS UNIVERSITY
COMPUTER CLASSROOM AND LAB
SUPPORT

SERVICE LEVEL AGREEMENT

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1.0 Purpose

This agreement establishes the level of technical support provided by the Computer Classroom and Lab Support staff of Brandeis University Information Technology Services (ITS). It identifies the roles and responsibilities of both the Computer Classroom and Lab support staff and the Brandeis user community with the goal of improving the services ITS provides through the Computer Classroom and Lab Support staff. Both parties understand that this is a general document and that circumstances not anticipated by this agreement may arise.

2.0 Term and Scope of Agreement

ITS Computer Classroom and Lab Support and the Brandeis user community agree to work together with mutual respect and courtesy. This agreement shall be active until 7/1/04, and will be updated and renewed annually. Computer Classroom and Lab Support is not responsible for IT resources not specifically addressed in this agreement.

3.0 Definition: Computer Classrooms and Computer Labs

Computer classrooms and computer labs look similar, but they are used for different purposes:

- Computer labs are walk-in computer facilities open to the entire Brandeis community, including faculty, staff, and students. They can never be reserved for a class.

- Computer classrooms are computer facilities used by faculty for instruction of students during scheduled class time. Computer classrooms may function as labs when not in use by a class; however, in computer classrooms, classes always take priority over lab use.

"Cluster" is a generic term for computer classrooms and computer labs. For clarity, throughout this document computer-equipped spaces will be referred to as "classrooms" or "labs".

4.0 Supported Computer Classrooms and Labs

Computer classrooms supported by ITS are as follows:

- Farber Classroom (containing Windows XP computers)
- Feldberg 123 Classroom
- Goldfarb Classroom
- Hughes Science Classroom
- Shiffman Language Classroom

Computer labs supported by ITS are as follows:

- Farber PC Lab
- GSIEF Lab (for GSIEF students only)
- Shapiro Library
5.0 Information for both Computer Classrooms and Computer Labs

5.1 General Policies

- No food or drink is permitted in the computer classrooms and labs.
- Hours of operation and a list of software, hardware, and AV equipment in the computer classrooms and labs are posted on the ITS website at http://www.brandeis.edu/its/crf and are subject to change.
- Weekly schedules are posted at the door of each of the computer classrooms.
- Computer classrooms and labs are unattended. Users are responsible for seeking support through proper channels as described in Section 5.2, Software Support, and Section 5.3, Hardware Support.
- All users of computer classrooms and labs must adhere to the Brandeis University Computer Policy, posted on the ITS website at http://web.brandeis.edu/pages/view/ITS/ComputingPolicies.

5.2 Software Support

5.2.1 Basic Support

Software installed in the computer classrooms and labs automatically receives a basic level of support. When we install software in the classrooms, ITS makes sure that:

- Software launches;
- Software is correctly licensed;
- Basic functions such as open, save, and print work correctly;
- Software does not conflict with other programs in the classroom.

5.2.2 Reporting Software Problems

Software problems can be reported from the computer itself by using the Problem Report Form at http://web.brandeis.edu/pages/view/Network/ClusterProblemReport or by e-mailing clusters@brandeis.edu.

5.2.3 Response Time for Software Problems

If faculty or students discover problems with software installed in the classrooms and labs, Computer Classroom and Lab Support staff will make every attempt to solve those problems promptly. Because much computer classroom and lab software is discipline-specific and requires special expertise, faculty or students may be called upon to help describe the problem to manufacturers’ technical support and to confirm solutions.
5.2.3.1 Emergency Problems

Emergency software problems (defined as software problems that substantially impede classroom teaching, research, or student coursework) will be resolved as soon as possible, but no later than five business days after the problem is reported. Because such problems are treated as an urgent priority many can be resolved within a few days, often before the next class. In the rare event that the problem can not be resolved at all due to factors out of ITS control (for example, if the problem is a result of a bug acknowledged by the software manufacturer, or if equipment is on order but has not yet been delivered), the faculty member will be notified within five business days. In such cases, the Computer Classroom and Lab Support staff will work with the faculty member to find alternatives where possible.

In case of emergency problems, call the Computer Classrooms and Labs Helpline at 781-736-LABS or the Instructional Technology Resource Center at 781-736-4739.

5.2.3.2 Non-Emergency Problems

Non-emergency software problems will be resolved as soon as possible, but no later than ten business days after the problem is reported. In the event that the problem can not be resolved at all (for example, if the problem is a result of a bug acknowledged by the software manufacturer), the user will be notified within ten business days.

5.2.4 Additional Support

In addition to the basic classroom and lab support described above, computer classroom and lab users may obtain additional support as follows:

5.2.4.1 Standard Supported Software

Users of software on the ITS supported software list (posted on the ITS website at http://web.brandeis.edu/pages/view/Support/RecommendedSoftware) may receive application support from the Faculty/Staff Tech Desk (781-736-7782 or itservice@brandeis.edu) or the Student Help Desk (781-529-UNET), as appropriate.

5.2.4.2 Supported Instructional Technologies

Users of supported instructional technology at Brandeis (described on the ITS website at http://web.brandeis.edu/pages/view/Instructional/InstructionalTechnology) may receive support for these technologies from the ITRC (781-736-4739 or itrc@brandeis.edu).

Please note that supported software lists are updated periodically.
5.2.5 Resolution of Software Conflicts

When a conflict occurs between programs installed in the computer classrooms or labs, Computer Classroom and Lab Support staff will attempt to resolve the conflict with a technical solution, or by working with the Registrar’s Office to schedule a different class location where the software conflict does not occur. In the rare instance that a software conflict can not be resolved by one of these means, Computer Classroom and Lab Support staff determine which software will remain in the classroom based on the following criteria:

- Software on the ITS Supported Software List takes precedence over unsupported software;
- Software that supports ongoing classes in the current semester takes precedence over software installed for a class not currently offered or for general non-class use;
- Software that is essential for teaching core course material and is used consistently throughout the semester takes precedence over software used only occasionally or solely to enrich the class experience;
- Software that is unique and for which there is no alternative takes precedence over software for which alternatives exist.

If no other resolution can be reached, the number of faculty and students affected will be used to determine which software remains in the computer classroom or lab and which software must be removed.

5.3 Hardware Support

5.3.1 Computer Equipment

Computer hardware installed in the computer classrooms and labs is maintained in good working order. Broken computer hardware is replaced promptly, within two business days of the problem being reported.

Problems can be reported from the computer itself by using the Problem Report Form at http://web.brandeis.edu/pages/view/Network/ClusterProblemReport or by e-mailing clusters@brandeis.edu.

5.3.2 AV Equipment

AV equipment installed in the computer classrooms is maintained according to the Media Services Service Level Agreement (online at http://web.brandeis.edu/pages/view/ITS/ITSPolicies). Problems with AV equipment in the computer classrooms are considered emergencies and should be reported immediately by calling the Media Services Emergency Line at 781-736-4632.
5.4 Public Printing Services

Support of public printing in the computer classrooms and labs is outsourced to a third party vendor. The third party vendor checks paper and toner levels in all classroom and lab printers once daily and refills paper and toner as needed.

Public printing is paid printing, with card vending machines available in or near the computer classrooms and labs.

Problems with printing in the computer classrooms and labs, including low paper and toner, may be reported by filling out the Problem Report Form at http://web.brandeis.edu/pages/view/Network/ClusterProblemReport or by calling the Computer Classrooms and Labs Helpline at 781-736-LABS. Support for printing problems is available during normal business hours.

Simple printing problems (such as paper jams and low toner) will be resolved as soon as possible, ordinarily within one business day. Other printing problems that require a response from the printing vendor will be resolved as soon as possible according to the vendor’s repair schedule.

6.0 Information Specific to Computer Classrooms

6.1 Classroom Reservations

Faculty who wish to teach in a computer classroom must reserve the classroom in advance.

6.1.1 Reserving a Computer Classroom for an Entire Semester

Faculty may reserve a computer classroom for an entire semester by submitting a request to the Registrar's Office during the classroom assignment period prior to the beginning of the semester.

6.1.2 Reserving a Computer Classroom for Occasional Use

Faculty may reserve a computer classroom for occasional use by sending e-mail to the Computer Classroom and Lab Support staff at clusters@brandeis.edu or by calling the Computer Classrooms and Labs Helpline at 781-736-LABS. At least one week's notice is requested for occasional classroom reservations.

6.2 Software Installation

6.2.1 Definition: Legal Software

Faculty may request installation in the computer classrooms or labs of any legal software for a legitimate academic purpose. Legal software is defined as software for which Brandeis University owns sufficient licenses, or which is offered free of charge by the developer. Legitimate academic purposes include classroom teaching, research, and student coursework.
6.2.2 Software Licensing Requirements

Because of the way computer classrooms and labs are maintained (see section 6.4.1, Classroom Software Restore), software must be installed on every computer in the classroom or lab. The only exception to this rule is adaptive software for persons with documented disabilities, which may be installed on an as-needed basis.

6.2.3 Deadlines for Software Installation Requests

As a general rule, faculty must give as much advance notice as possible for installation of software in the computer classrooms and labs. Because classrooms and labs are periodically upgraded, faculty should not assume that hardware or software will be available in a particular classroom or lab because it was available there in a previous semester. E-mail soliciting computer classroom and lab requests for the coming semester is sent to faculty via the faculty mailing list maintained by the Provost’s Office well before the beginning of each semester, and faculty should respond to that e-mail by the stated deadline. This allows time for the purchase of software, if applicable and depending on funds available (see section 6.5, Software Purchasing), and for adequate testing.

Recognizing the sometimes spontaneous nature of teaching, the minimum notice for installation of free or University-owned software in the computer classrooms or labs is ten to fifteen business days before the class date. Most software installation requests will be fulfilled within ten business days, but at peak periods the full fifteen business days may be required to assure installation in time for class. In general, software installation requests will be fulfilled in the order received.

Software installation requests may be addressed to clusters@brandeis.edu.

6.2.4 Faculty Responsibilities for Software Installation

Faculty may be called on to help test new software installations, especially if testing requires discipline-specific knowledge or special expertise (such as foreign language software in that language).

6.3 Temporary Software Installation by Faculty

Faculty are welcome to install legal software themselves for one-time use on the classroom computers, with the understanding that any changes they make to the computers will be reversed without notice, and provided that any changes they make leave the computers in good working order for the next users. Any software that faculty wish to persist from class to class should be installed by the Computer Classroom and Lab Support staff according to Section 6.2, Software Installation.
6.4 Classroom Maintenance Schedule

6.4.1 Classroom Software Restore
Windows computers in classrooms are restored to their proper configuration weekly. Additional restores may be carried out as needed and without notice. Restoring the software deletes all programs or data added to the hard drive by users.

Users should not store data on the classroom computers. Faculty who wish to store data (such as student-created documents or SPSS data sets) from class to class should obtain server space as outlined in Section 6.6, Academic Server Space.

6.4.2 Classroom Hardware Upgrade
Computer equipment in the computer classrooms is upgraded on a regular schedule, usually every three years. AV equipment is upgraded as needed.

Changes to the computer classrooms will be communicated to the faculty via the faculty mailing list maintained by the Provost’s Office. Faculty may also consult the Classroom Resource Finder at http://www.brandeis.edu/its/crf for information about hardware, software, and AV equipment in the computer classrooms.

6.5 Software Purchasing

6.5.1 New Software
Faculty who wish to purchase new software for academic use in the computer classrooms or labs should request that software with as much advance notice as possible. The earlier the purchase request, the likelier that funds will be available. Software requests submitted during the University budget process in February each year have the greatest chance of being fulfilled. At a minimum, software purchase requests should be submitted in response to the e-mail soliciting computer classroom and lab requests for the coming semester.

Software purchases depend entirely on available funding, which varies by budget year.

6.5.2 Software Upgrades and License Renewals
Software upgrades and license renewals will be based on faculty responses to the e-mail soliciting computer classroom and lab requests for the coming semester. Software that is not regularly used by faculty for academic purposes (including classroom teaching, research, and student coursework) may not be upgraded or re-licensed.

Software upgrades and license renewals depend entirely on available funding, which varies by budget year.
6.6 Academic Server Space

Academic server space is provided as needed in support of academic pursuits in the computer classrooms and labs, including classroom teaching, research, and student coursework. Server space may be individual, group, or some combination of these. Faculty using the computer classrooms may request server space for themselves or their students with a minimum notice of ten business days by e-mailing clusters@brandeis.edu.

Please note that all faculty, staff, and students with UNet accounts automatically receive server space with features including private document storage and Web publishing. For more information about UNet server space, please refer to http://web.brandeis.edu/pages/view/Support/UNetHomeDirectoryWindows (for Windows users) or http://web.brandeis.edu/pages/view/Support/UNetHomeDirectoryMac (for Macintosh users).

6.7 Training and Orientation Services

Computer Classroom and Lab Support staff provide training on demand for faculty on topics pertaining to basic classroom and lab use, including:

- Logging in to computer classroom and lab computers;
- Accessing server space;
- Using public printing in the computer classrooms and labs;
- Using computer classroom AV equipment.

Faculty may also request in-class training for their students on these and similar topics. Such requests should be addressed to clusters@brandeis.edu.

The Instructional Technology Resource Center (ITRC) offers additional in-class training for faculty and students as detailed in the ITRC Service Level Agreement, posted on the ITS website at http://web.brandeis.edu/pages/view/ITS/ITSPolicies.
7.0 Information Specific to Computer Labs

7.1 Software Installation by Lab Users

Lab users should not install software in the computer labs.

7.2 Lab Maintenance Schedule

7.2.1 Lab Software Restore

Computers in PC labs are restored to their proper configuration weekly, and computers in Macintosh labs are restored to their proper configuration nightly. Additional restores may be carried out as needed and without notice. Restoring the software deletes all programs or data added to the hard drive by lab users.

During a lab software restore, none of the lab computers are available for use and all users are required to leave the lab. Regular software restore times will be posted, but additional restores may be carried out as needed and without notice.

7.2.2 Lab Hardware Upgrade

Computer hardware in the computer labs is upgraded on a regular schedule, usually every three years, without notice.

7.3 Personal Data

Lab users should not store data on the lab computers, as their data will be deleted regularly as described in Section 7.2.1, Lab Software Restore. Instead, lab users should save their data either to their UNet server space as described at http://web.brandeis.edu/pages/view/Support/UNetHomeDirectoryWindows (for Windows users) or http://web.brandeis.edu/pages/view/Support/UNetHomeDirectoryMac (for Macintosh users).

Alternatively, lab users may save their data on carry-away media such as floppy disks, zip disks, or recordable CD's. A list of media formats in the computer labs and classrooms is available on the ITS website at http://www.brandeis.edu/its/crf. However, carry-away media is fallible and UNet server space is preferable.

7.4 Computer Classrooms Functioning as Labs

When computer classrooms are not in use by a class, they may function as a computer lab. Schedules are posted at the door of all computer classrooms specifying hours when classes are in session. Lab users are required to leave computer classrooms when a class is about to begin.
7.5 Computer Lab Suggestions

Computer Classroom and Lab Support staff welcome suggestions for changes and improvements to the computer labs. Users may submit suggestions by filling out the Problem Report Form at http://web.brandeis.edu/pages/view/Network/ClusterProblemReport or by e-mailing clusters@brandeis.edu.

8.0 Hours of Support

Computer classroom and lab support for faculty and students is available during normal business hours, Monday through Friday 9:00-5:00. Support outside of normal hours may occasionally be provided by special arrangement. Computer classroom and lab staff observe all Brandeis staff holidays.

8.1 Regular Support

Most computer classroom and lab support requests should be submitted through the Computer Cluster Problem Report form at http://web.brandeis.edu/pages/view/Network/ClusterProblemReport, by calling the Computer Classrooms and Labs Helpline at 781-736-LABS, or by e-mailing clusters@brandeis.edu.

8.2 Emergency Support

Emergency computer classroom and lab support is available by calling the Computer Classrooms and Labs Helpline at 781-736-LABS or the Instructional Technology Resource Center (ITRC) at 781-736-4739.

9.0 Response Time

9.1 Summary of Response Times

Following is a summary of response times for problems and service requests in the computer classrooms and labs. Response times listed below assume client availability where needed. Late or last-minute requests are not bound by these response times, but will be fulfilled as quickly as possible.

- E-mail and voice mail messages: returned within one business day*
- Simple printing problems: resolved within one business day
- Computer hardware problems: resolved within two business days
- Emergency software problems**: resolved within five business days
• Non-emergency software problems: resolved within ten business days
• Software installation requests***: completed within fifteen business days
• Server space requests: fulfilled within ten business days

*Business days are defined as Monday through Friday, 9:00-5:00, excluding Brandeis staff holidays.

**Emergency software problems are defined as problems which substantially impede classroom teaching, research, or student coursework for a class currently using a computer classroom or lab, assuming that proper steps were taken to reserve and set up the classroom beforehand.

***See Section 6.2, Software Installation.

9.2 Exceptions

Due to the volume of requests during the opening two weeks of school, during finals, and in other peak volume weeks, response times may be longer than normal. Computer Classroom and Lab Support staff will inform end users if such an exception is necessary.

10.0 End User Responsibilities

Users can make it easier for Computer Classroom and Lab Support staff to assist them by doing a few simple things. End user responsibilities include the following:

10.1 Reporting Problems


Report emergency computer classroom and lab problems by calling the Computer Classrooms and Labs Helpline at 781-736-LABS or the Instructional Technology Resource Center (ITRC) at 781-736-4739. (Emergency problems are defined as problems which substantially impede classroom teaching, research, or student coursework.)

When reporting problems by the Computer Cluster Problem Report form, please fill in all requested fields.
When reporting problems, please include the following information:

- Your name
- Your contact information
- The classroom or lab where the problem occurred
- The computer or computers affected by the problem
- How you are logged in to the computer (guest account or your own account?)
- What you were doing when the problem occurred
- Any error messages you encountered

10.2 Availability

Faculty or students reporting problems in the computer classrooms and labs may be contacted for more information. Being available to discuss and possibly demonstrate the problem to computer classrooms and labs staff greatly speeds the resolution of the problem.

11.0 Contact Information

Computer Classroom and Lab Support staff may be contacted as follows:

By e-mail: clusters@brandeis.edu
By telephone: 781-736-LABS

In emergencies, if there is no response at the labs telephone number, please call the Instructional Technology Resource Center at 781-736-4739 and they will page the appropriate staff person for immediate assistance