Account Provisioning

Network accounts and access to the GRCC computer network. Includes account creation, access rights control, account life cycle…

Users:
All

Availability:
Account Provisioning

Delivery Channel:
IT Customer Support Technician

Service Features

Configuration of accounts: AD, PeopleSoft, Printing

Options

Protected Directory Access, Additional Access Rights
Available upon request and authorization.

Cost

0

Service Target

Once criminal background check received, account configuration is completed in five days.

Customer Requirements

Complete and Accurate User Information. All required signatures (supervisor, records, HR, etc.)
Blackboard Support and Troubleshooting

Basic support and troubleshooting of Blackboard accounts and issues.

Users:
All

Availability:
Blackboard Support and Troubleshooting

Delivery Channel:
IT Customer Support Technician, email, support portal

Service Features

Assist with diagnosis of basic Blackboard issues. Escalation of more serious issues to GRCC Blackboard support.

Options
N/A

Cost
0

Service Target

75% first call resolution, Remaining escalation to Enterprise Application. Acknowledgment within ? Resolution within ?

Customer Requirements

Complete and Accurate User Information
Classroom Support

Basic support for faculty in the classrooms

Users:

Faculty/Staff

Availability:

Classroom Support

Delivery Channel:

IT Customer Support Technician, Media Technologies Personnel

Service Features

Initial troubleshooting of classroom issues over the phone. Technician dispatched if necessary.

Options

N/A

Cost

0

Service Target

Immediate acknowledgment, half hour resolution.

Customer Requirements

Customer must know room and building location.
Computer Hardware and Accessory Purchases

Assisting with the specification and purchasing of computer hardware and related accessories for use with GRCC owned hardware.

Users:
Faculty/Staff

Availability:
Computer Hardware and Accessory Purchases

Delivery Channel:
IT Customer Support Technician

Service Features
Specifying needed Hardware, Purchasing, Installation

Options
N/A

Cost
Based on Customer Needs

Service Target
2-3 business days.

Customer Requirements
Specify equipment needed and provide an account number for purchase.
Computer Hardware Service

Providing resources to troubleshoot and repair college owned computer hardware and software issues.

**Users:**

Faculty/Staff

**Availability:**

Computer Hardware Service

**Delivery Channel:**

IT Customer Support Technician

**Service Features**

Evaluate computer issues using the latest tools and techniques to identify potential problems.

**Options**

N/A

**Cost**

Cost for this service is zero, unless damaged equipment is not covered under warranty, due to neglect or misuse.

**Service Target**

1-2 business days.

**Customer Requirements**

Equipment made available for repair within a timely manner
Computer Installation

This service is provided for the installation of new computers, as well as moving computers from one location to another. New computers purchased for out of cycle replacements or for New employees are paid for out of the requesting departments budget.

Users:

Faculty/Staff

Availability:

Computer Installation

Delivery Channel:

IT Customer Support Technician

Service Features

Setup and installation of computer, monitor and all accessories that are part of our standard configuration. Additional accessories can be purchased and installed at requester's expense.

Options

Additional hardware is at the expense of the requestor

Cost

For existing equipment, there is no cost. If this is a new position, cost of equipment will be funded by hiring department's budget, unless previous arrangements have been made with financial services. For quotes, contact IT Customer Support at (616)-23

Service Target

2-3 business days.

Customer Requirements

Email to Help Desk with date, time, location moving from and location moving to.
Email Distribution List

Shared email list used internally by GRCC GroupWise users. Allows for individual users and other distribution lists to be contacted via one address. Distribution lists may not be contacted from an outside mail client.

Users:

Staff

Availability:

Email Distribution List

Delivery Channel:

IT Customer Support Technician

Service Features

Ability to contact multiple GRCC users and other distribution lists with one address.

Options

N/A

Cost

0

Service Target

Nickname set-up within 2-3 business days of request

Customer Requirements

Valid @grcc.edu account
Email Nickname Creation

The forwarding of messages from a non-existing account to another for a specified amount of time.

Users:
Faculty/Staff

Availability:
Email Nickname Creation

Delivery Channel:
IT Customer Support Technician

Service Features

Nicknames may be created when an account is renamed allowing messages being delivered to the old address to be forwarded to the new address for 30 days. Nicknames are also created as one department email address that may be forwarded and shared by one specified individual.

Options

N/A

Cost

0

Service Target

Nickname set-up within 2-3 business days of request

Customer Requirements

Valid @grcc.edu account
Emergency Notification

System of campus notification during instances of planned and unplanned technology changes.

Users:

All

Availability:

Emergency Notification

Delivery Channel:

Email, blog, Twitter, Blackboard, GRCC webpage

Service Features

Options

N/A

Cost

0

Service Target

Customer Requirements
Equipment Assessment

Asses the computer equipment needs based on the needs of the customer. Provide replacement equipment, with in the guide lines set by the IT department and department head.

Users:

Faculty/Staff

Availability:

Equipment Assessment

Delivery Channel:

IT Customer Support Technician

Service Features

Audit of Software, Compare current equipment specification against those of current software and future needs.

Options

N/A

Cost

0

Service Target

2-3 business days, but dependent on equipment and vendor. Specialty purchase may require additional time.

Customer Requirements

Provide a detailed description of the equipment needs.
Office Moves

Disconnection and moving of GRCC owned computer equipment from office to office or building to building and reconnection.

Users:
Faculty/Staff

Availability:
Office Moves

Delivery Channel:
IT Customer Support Technician

Service Features

Disconnection and re-installation of Computer and Phone equipment

Options

Holding of equipment during remodeling or other transitions.

Cost

0

Service Target

This is a scheduled event and the time frame for this service is dependent upon an agreement between the customer and Information Technology's Assistant Manager or representative.

Customer Requirements

Equipment must be available at the time of move. Customer has received all authorizations needed for moves, which may include department head and space management.
Event/ Guest Wireless Access

Guest Wireless and Event logins are provided for use by guests and organizations visiting GRCC for a short period of time. They allow for use of the internet resources of the college without accessing network folders or other protected information.

Users:

Faculty/Staff

Availability:

Event/ Guest Wireless Access

Delivery Channel:

IT Customer Support Technician

Service Features

Access to utilize GRCCWireless and campus computers during on campus events.

Options

N/A

Cost

0

Service Target

Guest access can be created within 1 business day of the completed request.

Customer Requirements

Requestor follows instructions and fills out form located at: https://itsupport.grcc.edu:8443/ehelpdesk/kb/kbView.glml?kbId=366
Network and Telecommunication Purchases

Purchase of telecommunications/network equipment, such as phone, wireless headset, network port installation.

Users:
Faculty/Staff

Availability:
Network and Telecommunication Purchases

Delivery Channel:
Network & Infrastructure Manager

Service Features

Help customer evaluate needs and recommend purchases. Purchasing of equipment.

Options

N/A

Cost

Service Target

2-3 business Days

Customer Requirements

Specify equipment needed and provide an account number for purchase.
Media Equipment Purchases

To help customer with their audio/video purchase.

Users:

Faculty/Staff

Availability:

Media Equipment Purchases

Delivery Channel:

Media Technologies Manager

Service Features

Help customer evaluate their audio/video purchasing needs and assist with the purchasing process.

Options

N/A

Cost

Service Target

2-3 business Days

Customer Requirements

Specify equipment needed and provide an account number for purchase.
Ticketing Software

Staff, Faculty and Students can request assistance for classroom, office and account issues via email, or the portal support web page.

Users:
All
Availability:
Ticketing Software
Delivery Channel:
IT Customer Support Technician, email, support portal

Service Features

Enter and track support incidents and service requests.

Options

N/A

Cost

0

Service Target

N/A Based on SLA of requested service.

Customer Requirements

Send an email to ITHelp@grcc.edu or by creating a ticket
Hardware imaging

Deployment of operating system and essential software onto a computer.

Users:
All

Availability:
Hardware imaging

Delivery Channel:
IT Customer Support Technician, email, support portal

Service Features

Setup and installation of software.

Options

Enabling special configurations for customer software needs.

Cost

0

Service Target

2-3 business days

Customer Requirements

Send an email to ITHelp@grcc.edu or by creating a ticket
Help Desk - Customer Assistance

IT Customer Support offers assistance to Staff, Faculty and Students.

Users:
All

Availability:
Help Desk - Customer Assistance

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

Assistance and support for all Service Catalog items.

Options

N/A

Cost

0

Service Target

N/A Based on SLA of requested service.

Customer Requirements

N/A
Mobile Device Support

Support for mobile devices in terms of wireless, mail sync, inventory tracking,

Users:

Faculty/Staff

Availability:

Mobile Device Support

Delivery Channel:

Phone, Walk-in

Service Features

Services to be determined by Mobile device support team

Options

N/A

Cost

0

Service Target

Customer Requirements

N/A
Network Folder Creation

Creation of shared network folders with access controls for privacy.

Users:
  Faculty/Staff

Availability:
  Network Folder Creation

Delivery Channel:
  IT Customer Support Technician, email, support portal

Service Features

Custom folder permission.

Options

N/A

Cost

0

Service Target

Customer Requirements

Identification of owner, users with access, purpose of folder and specific location on the campus network drive.
Network Printer Moves

Move physical printer from one location to another.

**Users:**

Faculty/Staff

**Availability:**

Network Printer Moves

**Delivery Channel:**

Canon, Printing Services.

**Service Features**

Site assessment.

**Options**

Network cable might need to be activated in the new location. This may also require new network connectivity.

**Cost**

Included in Canon contract for printers under contract.

**Service Target**

Tickets created immediately upon customer contact and assigned accordingly.

**Customer Requirements**

Canon Technicians or Printing Services personnel.
Non-Student Permit

A $10 semester permit fee is charged to all non-students for computer use on campus.

Users:

Student

Availability:

Non-Student Permit

Delivery Channel:

ATC Open Computer Lab Staff/ IT Customer Support Technician

Service Features

Computer and internet access on GRCC student workstations.

Options

N/A

Cost

10

Service Target

Non-Student accounts set-up within 2-3 business days of request

Customer Requirements

Drivers license/State ID, $10
Password Change

Assist with account passwords reset.

Users:
Students/Staff

Availability:
Password Change

Delivery Channel:
IT Customer Support Technician

Service Features

Assisting with the resetting of all passwords not handled by self service password reset tool.

Options

N/A

Cost

0

Service Target

Immediately upon customer contact.

Customer Requirements

Campus ID number, having been a student, staff or faculty member at one point
Post-it Board

Addition of users to the GRCC "Post-IT".

Users:
Faculty/Staff

Availability:
Post-it Board

Delivery Channel:
IT Customer Support Technician

Service Features

Options

N/A

Cost

0

Service Target

2-3 Business Days

Customer Requirements

Valid @grcc.edu account
Resource Calendar

Shared Calendar With owner, that can be shared with other users.

Users:
Faculty/Staff

Availability:
Resource Calendar

Delivery Channel:
IT Customer Support Technician

Service Features

Setup and configuration of Shared Calendar with in e-mail system.

Options
N/A

Cost
0

Service Target
2-3 Business Days

Customer Requirements
Valid @grcc.edu account
Self-service Password Reset

Self service website to reset campus network account password.

Users:
All

Availability:
Self-service Password Reset

Delivery Channel:
www.grcc.edu/password, GRCC web page

Service Features

Resets the password for Campus computers, Blackboard, GRCCWireless, Student Email.

Options
N/A

Cost
0

Service Target
Immediate upon successful completion of the Self Service password tool.

Customer Requirements
Customer must know ID number and other personal information in order to utilize the website.
**Software Installation**

Installation of requested GRCC Licensed software on GRCC owned equipment.

**Users:**

Faculty/Staff

**Availability:**

Software Installation

**Delivery Channel:**

IT Customer Support Technician

**Service Features**

Installation of software by a IT technician, on GRCC owned equipment manually, remotely or through the use of automation.

**Options**

Remote installation

On site Installation

**Cost**

0

**Service Target**

2-4 day turn around, depending on software availability.

**Customer Requirements**

Equipment must be made available for software installation.
Student Kiosk System

Systems conveniently located for students to check email, and access their online center.

Users:

Student

Availability:

Student Kiosk System

Delivery Channel:

IT Customer Support Technician

Service Features

Online Center Access, e-Mail access,

Options

N/A

Cost

No Cost for existing systems. Additional systems will either come from requesting department.

Service Target

99.9% Up Time

Customer Requirements

Campus network name and password
Blackboard Course & System Support

Blackboard course and user creation. System support for gradebook, discussion board, assignments, photo roster, Connect and other course related tools

Users:
Faculty/Staff

Availability:
Blackboard Course & System Support

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

Send data from Peoplesoft to the blackboard system for course

Options
N/A

Cost
0

Service Target

Targets for this service area are: 99.9% server up time. Tickets assigned to an analyst within 24 hours. Once ticket has been prioritized by manager analyst must update ticket status within 2-3 days

Customer Requirements

System is available to those with an active Campus Network account
Blackboard External User Account Creation

Handle the auto creation of blackboard accounts from a PS feed.

Users:

Faculty/Staff

Availability:

Blackboard External User Account Creation

Delivery Channel:

Phone, Email, Support Portal, Walk-in

Service Features

Export Personal data to a flat file and then create username for the vault.

Options

N/A

Cost

0

Service Target

Target for this service area are: 99.9% server up time. Tickets assigned to an analyst within 24 hours. Once ticket has been prioritized by manager analyst must update ticket status within 2-3 days

Customer Requirements

System is available to those with an active Campus Network account
Blackboard Organization/Department/Team Site Creation

Creates organizational, department or team areas within the blackboard system.

Users:
Faculty/Staff

Availability:
Blackboard Organization/Department/Team Site Creation

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

Creates organizational, department or team areas within the blackboard system.

Options
N/A

Cost
0

Service Target

Target for this service area are: 99.9% server up time. Tickets assigned to an analyst within 24 hours. Once ticket has been prioritized by manager analyst must update ticket status within 2-3 days

Customer Requirements

System is available to those with an active Campus Network account
Blackboard Template Course Creation

Create a Blackboard default course template.

Users:

Faculty/Staff

Availability:

Blackboard Template Course Creation

Delivery Channel:

Phone, Email, Support Portal, Walk-in

Service Features

Create a Blackboard default course template.

Options

N/A

Cost

0

Service Target

Target for this service area are: 99.9% server up time. Tickets assigned to an analyst within 24 hours. Once ticket has been prioritized by manager analyst must update ticket status within 2-3 days

Customer Requirements

System is available to those with an active Campus Network account
Crystal Reports Creation

Crystal Reports is a reporting solutions application used to design and generate reports from PeopleSoft.

Users:
Faculty/Staff

Availability:
Crystal Reports Creation

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

Troubleshoot, develop, and maintain Crystal Reports

Options

N/A

Cost

0

Service Target

Tickets assigned with 24 hours Once ticket has been prioritized by manager update ticket status within 2-3 days

Customer Requirements

Knowledge of information needed to report
Data Warehouse Extraction

The Peoplesoft financial, Student records and financial aid, and blackboard learn data is extracted and data stored in the warehouse. Then reports can be easily pulled out of the data warehouse for reporting.

Users:

Staff

Availability:

Data Warehouse Extraction

Delivery Channel:

Phone, Email, Support Portal, Walk-in

Service Features

Provide new data to the data warehouse nightly.

Options

N/A

Cost

0

Service Target

Target for this service area are: 99.9% server up time. Tickets assigned to an analyst within 24 hours. Once ticket has been prioritized by manager analyst must update ticket status within 2-3 days

Customer Requirements

Knowledge of information needed to report
Document Imaging

Handles the electronic storage, routing and approval of documents.

Users:

Faculty/Staff

Availability:

Document Imaging

Delivery Channel:

Phone, Email, Support Portal, Walk-in

Service Features

Create user permission, queues, cabinets, views, stamps and routings

Options

N/A

Cost

0

Service Target

Target for this service area are: 99.9% server up time. Tickets assigned to an analyst within 24 hours. Once ticket has been prioritized by manager analyst must update ticket status within 2-3 days

Customer Requirements

System is available to those with an active Campus Network account
Online Learning Plan

Learning Plans, conducted every year, help identify staff professional development needs and are stored in a customized application in Peoplesoft.

Users:
Staff

Availability:
Online Learning Plan

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

Employee entry of learning plans and HR running reports of learning plans.

Options

N/A

Cost

0

Service Target

Target for this service area are: 99.9% server up time. Tickets assigned to an analyst within 24 hours. Once ticket has been prioritized by manager analyst must update ticket status within 2-3 days

Customer Requirements

User ID and password to log into system
PeopleSoft

PeopleSoft is GRCC enterprise administrative level software.

Users:
Students/Staff

Availability:
PeopleSoft

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

Student Registration, Payroll Processing, Financial Aid, General Ledger, Asset management, Purchasing, Billing, Accounts payable, Faculty Information Forms, Student Employment, Department Plans, Learning Plans

Options

N/A

Cost

0

Service Target

Target for this service area are: 99.9% server up time. Tickets assigned to an analyst within 24 hours. Once ticket has been prioritized by manager analyst must update ticket status within 2-3 days

Customer Requirements

User ID and password to log into system. Additional roles may be required
PeopleSoft Test Environment

PeopleSoft test environment is a copy of our Peoplesoft production environment.

Users:
Staff

Availability:
PeopleSoft Test Environment

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

Student Registration, Payroll Processing, Financial Aid, General Ledger, Asset management, Purchasing, Billing, Accounts payable, Faculty Information Forms, Student Employment, Department Plans, Learning Plans

Options

N/A

Cost

0

Service Target

Target for this service area are: 99.9% server up time. Tickets assigned to an analyst within 24 hours. Once ticket has been prioritized by manager analyst must update ticket status within 2-3 days

Customer Requirements

User ID and password to log into system. Additional roles may be required
Queries

Allows authenticated users with the appropriate permission to do queries against the PeopleSoft databases.

Users:
Faculty/Staff

Availability:
Queries

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

Grant security to query trees and consult with user on how to structure query.

Options

N/A

Cost

0

Service Target

Target for this service area are: 99.9% server up time. Tickets assigned to an analyst within 24 hours. Once ticket has been prioritized by manager analyst must update ticket status within 2-3 days

Customer Requirements

User ID and password to log into system.
R25

Allows GRCC to select appropriate classrooms base on the needs of class (computers, maps, test tubes etc), class size and location.

Users:

Faculty/Staff

Availability:

R25

Delivery Channel:

Phone, Email, Support Portal, Walk-in

Service Features

Classes assigned according to class size and room characteristics.

Options

N/A

Cost

0

Service Target

Target for this service area are: 99.9% server up time. Tickets assigned to an analyst within 24 hours. Once ticket has been prioritized by manager analyst must update ticket status within 2-3 days

Customer Requirements

User ID and password to log into system. Additional roles may be required
Web Services

Allows real-time communication between the ImageNow environment and the PeopleSoft Production environment

Users:
Faculty/Staff

Availability:
Web Services

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

Vendor Supplier Forms: creating a PeopleSoft quick invoice from an invoice in ImageNow and financial aid checklist update.

Options

N/A

Cost

0

Service Target

Target for this service area are: 99.9% server up time. Tickets are assigned to an analyst within 24 hours. Once ticket has been prioritized by manager an analyst must update ticket status within 2-3 days

Customer Requirements

System is available to those with an active Campus Network account
Compliance Audit

An assessment to determine if a particular business process is compliant with the standards and/or regulations required for the data being stored. I.e. FERPA, HIPAA, PCI-DSS, GLBA, etc…

Users:

Faculty/Staff

Availability:

Compliance Audit

Delivery Channel:

Phone, Email, Support Portal, Walk-in

Service Features

Assessment to determine if processes are compliant and data is being properly protected and handled appropriately

Options

Assistance in development of new procedures to better handle or store data

Cost

0

Service Target

This service is initiated on request and handled within the negotiated time frame.

Customer Requirements

A concern that the business process in question isn't compliant
Incident Handling

An incident is one of the following.

-- Denial of Service (DoS)—an attack that prevents or impairs the authorized use of networks, systems, or applications by exhausting resources

– Malicious Code—a virus, worm, Trojan horse, or other code-based malicious

Users:

Faculty/Staff

Availability:

Incident Handling

Delivery Channel:

Phone, Email, Support Portal, Walk-in

Service Features

Initial investigation to determine validity. If it is a valid incident then the Incident Handling Procedure will be followed.

Options

N/A

Cost

0

Service Target

This service is initiated on request and handled within the negotiated time frame

Customer Requirements

An incident has occurred
Penetration Testing

A through programmatic exploitation of possible vulnerabilities on a device

Users:
Faculty/Staff

Availability:
Penetration Testing

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

A through programmatic exploitation of possible vulnerabilities on a device

Options

Recommendation for remediation of exploits effecting the device

Cost

0

Service Target

This service is initiated on request and handled within the negotiated time frame

Customer Requirements

A need to validate that a device is adequately updated and protected
Physical Security Audit

Assessment of the physical security controls protecting information assets

Users:

Faculty/Staff

Availability:

Physical Security Audit

Delivery Channel:

Phone, Email, Support Portal, Walk-in

Service Features

Assessment of the physical security controls protecting information assets

Options

N/A

Cost

0

Service Target

This service is initiated on request and handled within the negotiated time frame

Customer Requirements

A need for a physical security audit
PII Data Audit

An assessment to determine if PII is being properly protected and handled appropriately

Users:
Faculty/Staff

Availability:
PII Data Audit

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

Assessment to determine if PII is being properly protected and handled appropriately

Options

Assistance in development of new procedures to better handle or store PII data

Cost

0

Service Target

This service is initiated on request and handled within the negotiated time frame

Customer Requirements

A need for compliance under FERPA, HIPAA, PCI-DSS, GLBA, etc…
Rights / Privileges Audit

An assessment to determing if the principle of least privilege is appropriately implemented for sensitive or PII data

Users:
Faculty/Staff

Availability:
Rights / Privileges Audit

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

An assessment to determing if the principle of least privilege is appropriately implemented for sensitive or PII data

Options

Recommendation for remediation of possible deviations from the principle of least privilege

Cost

0

Service Target

This service is initiated on request and handled within the negotiated time frame

Customer Requirements

A concern that the principle of least privilege isn't being appropriately implemented. Ie. Someone has rights to something they don't have a business need for
Security Awareness Training

Training around the best practices of information security

Users:
Faculty/Staff

Availability:
Security Awareness Training

Delivery Channel:
Phone, Email, Support Portal, Walk-in

Service Features

Training around the best practices of information security

Options
N/A

Cost
0

Service Target
This service is initiated on request and handled within the negotiated time frame

Customer Requirements
A need for a better understanding of how to protect information assets
Vulnerability Scanning

A through programmatic scan of a device to determine if vulnerabilities exist

Users:

Faculty/Staff

Availability:

Vulnerability Scanning

Delivery Channel:

Phone, Email, Support Portal, Walk-in

Service Features

A through programmatic scan of a device to determine if vulnerabilities exist

Options

Recommendation for remediation of possible vulnerabilities

Cost

0

Service Target

This service is initiated on request and handled within the negotiated time frame

Customer Requirements

A need to validate that a device is adequately updated and protected
Avaya Phone Systems

The Avaya phone system provides phone service to parts of the campus, including voice mail services. This system is currently responsible for all calls coming into and out from the college. It is also connected to the Cisco Call Manager phone system.

Users:

Faculty/Staff

Availability:

Avaya Phone Systems

Delivery Channel:

IT Customer Support Technician, Network & Infrastructure Engineer (programming)

Service Features

Most phones are equipped with at least one line for telephone calls, as well as a Code 2 button for contacting campus police. Classroom phones are restricted to on-campus calls only as well as 911 calls. Office phones assigned to faculty and full-time staff typically are given long distance access, with other phones handled on a case-by-case basis. Depending on the phone model, standard features may include Send Calls, Call Forward, Call Pickup, and Directory.

Options

Optional features may include a headset or amplifier. Additional phone lines are optional. Non-display phones are no longer offered because of the transition to the new phone system and widely available display phones in stock.

Cost

0

Service Target

The Avaya phone system should be operational 99.72% of the year

Customer Requirements
Cisco Contact Center Express

Cisco Contact Center Express (UCCX) is the product used for service departments that require callers to be placed in a queue or have other advanced programming needs.

**Users:**

Faculty/Staff

**Availability:**

Cisco Contact Center Express

**Delivery Channel:**

Network & Infrastructure Engineer (Telecommunications)

**Service Features**

In its most basic form, UCCX plays a greeting message for callers, gives them an estimated wait time or queue position, and attempts to route the call to an agent with the skill set that matches the service desired.

**Options**

UCCX is a high level programming language, and there are many additional features available.

**Cost**

Costs for the agent licenses associated with UCCX are covered by the IT department. On average, an agent license costs just over $1,000 and are purchased in lots of 10 agents. Licensing is based on simultaneous logins.

**Service Target**

The Cisco Unified Contact Center expected up time is 99.72% of the year

**Customer Requirements**
In order for a department to use UCCX, there must be a demonstrated need for a caller queue or other additional programming that cannot be handled through a hunt group or other programming technique. Users must have an active Campus Network account and a p
Cisco Phone Systems

The Cisco Call Manager phone system provides phone service to parts of the campus, including voice mail services. It is connected to the Avaya phone system which provides phone service to the remainder of the college, as well as calls coming into and out.

**Users:**

Faculty/Staff

**Availability:**

Cisco Phone Systems

**Delivery Channel:**

Network & Infrastructure Engineer (Telecommunications)

**Service Features**

All phones are equipped with a line for telephone calls, as well as a Code 2 button for contacting campus police. Classroom phones are restricted to on-campus calls only as well as 911 calls. Office phones assigned to faculty and full-time staff are given long distance access, with other phones handled on a case-by-case basis. Office phones that do not require additional phone lines or speed dials are given speed dials for the Voice Directory feature as well as the IT Staff Helpdesk.

**Options**

Cisco phones come in 6-button color, and 2-button monochrome. Additionally, 6-button monochrome, wireless, and conference phones are available and ordered on an as-needed basis. Additional phone features, including additional lines, speed dials, service

**Cost**

A Cisco phone which replaces an Avaya phone is provided at no cost to the department. Cisco phones may also be provided for temporary positions at no cost, with the understanding that the phone will be reclaimed once the temporary assignment is over. P

**Service Target**

The Cisco Call Manager system
expected uptime is 99.72%

Customer Requirements

Users who wish to use the Extension Mobility service must have an active Campus Network account and have an assigned PIN on within Cisco Call Manager.
Code Blue System

The Code Blue system is a system of emergency phones on campus used to notify campus police of an urgent situation. The system includes call boxes in the Bostwick, Lyon, and Sneden ramps as well as seven pedestal units scattered throughout campus.

Users:

Students/Staff

Availability:

Code Blue System

Delivery Channel:

The Code Blue units are installed by an outside vendor.

Supported by Network & Infrastructure Engineer

Service Features

All Code Blue units are equipped with a HELP button. Pressing the HELP button will call campus police and fail over to 911 if the call is not answered.

Options

The seven pedestal units are equipped with an INFO button that will ring to the information office during normal business hours. During off hours, the phone will ring to an automated menu for directions. The seven pedestal units are also equipped with a

Cost

0

Service Target

Code blue units are operational 99.72% of the year.

Customer Requirements

N/A
Conference Phone Request

A conference phone request is submitted when a speaker phone is needed in a conference room for an event where multiple people in the room will take part on the same phone call. Conference phones cannot be used to make a call to more than one party. For

Users:

Faculty/Staff

Availability:

Conference Phone Request

Delivery Channel:

Network & Infrastructure Engineer (Telecommunications)

Service Features

A conference phone is provided with long distance access.

Options

The conference phone comes with a microphone kit which can be used to extend the phone to parties in the room that are not physically close to the phone. International calling access is available upon request.

Cost

0

Service Target

Conference phones are operational 99.99% of the time during a requested event.

Customer Requirements

The conference phone request must be made in a location that has an available Ethernet connection.
# Fuse Mail (formerly known as Electric Mail)

Spam blocker for all GRCC GroupWise messages

**Users:**
- Faculty/Staff

**Availability:**
- Fuse Mail (formerly known as Electric Mail)

**Delivery Channel:**
- GRCC web page, GroupWise

## Service Features

Identifies and quarantines 99% of all spam messages. "Learns" and adapts to block incoming spam messages.

## Options

N/A

## Cost

0

## Service Target

99.9% up time.

Identifies 99.99% of spam messages with 0.01% false-positive messages

## Customer Requirements

Valid @grcc.edu account
Enterprise Storage

Not a service offered to customers (per Donovan)

Users:
  Faculty/Staff

Availability:
  Enterprise Storage

Delivery Channel:

Service Features

Options

N/A

Cost

0

Service Target

Customer Requirements
GroupWise Email

Delivers electronic messages to and from Grand Rapids Community College's Faculty and Staff

Users:
Faculty/Staff

Availability:
GroupWise Email

Delivery Channel:
GRCC Web page, Campus Computer, Mobile Syncing

Service Features

Send and Receive email messages, both internally and via the internet. Provides a calendar feature with scheduling capability.

Provides an easily accessible global address list of email addresses and contact information. Allows for up to 100MB of mailbox storage space by default.

Sends and receives files attachments (such as Word documents, Excel spreadsheets, etc.). Provides the ability to create "distributions groups" hooding a number of addresses for easy distribution.

Deletes Email and calendar items over 120 days old automatically per legal requirements.

Provides access to mailbox via a browser.

Allows for shared messages, contacts, and calendar items through public folders.

Provides virus and Spam Protection.

Options

Provides Sec compliance-available only for employees bound by specific licensing.

Cost

0

Service Target

Targets for this service are:
Provide Availability of 99.9% not including scheduled changes outages.

Measured availability based on GroupWise Server Up Time

Process requests to add, delete, or change the name of an email account within 3-5 day

**Customer Requirements**

System is available to those with an active Campus Network account
GWMC Smartphone Synchronization

The Novell Data Synchronizer Mobility Pack boosts user productivity by delivering email, calendar, contact and task management capabilities to mobile devices. The mobility connector allows you to sync email, calendars and contacts to devices such as iPhone

Users:
Faculty/Staff

Availability:
GWMC Smartphone Synchronization

Delivery Channel:
Mobile Syncing

Service Features

Supported mobile operating systems:
- iPhone (2.0, 3.1, or later)
- Windows Mobile (6.0, 6.1, and 6.5)
- Palm
- Symbian (Series 60 3rd edition, 4th edition, or 5th edition)
- Android (2.0)

Options
N/A

Cost
0

Service Target
None

Customer Requirements
Have agreed to the terms/user agreement IT Customer Support provides. System is available to those with an active Campus Network account.
Network Account Repair

Repair and restoration of broken Campus Network accounts

Users:
- Students/Staff

Availability:
- Network Account Repair

Delivery Channel:
- Network & Infrastructure Engineer

Service Features

Repair and restoration of broken Campus Network accounts

Options

N/A

Cost

0

Service Target

Customer Requirements

Active Campus Network account. Detailed information about what is broke.
Network File Recovery

Possible recovery and restoration of files missing or damaged on the Campus Network Drive

Users:
Faculty/Staff

Availability:
Network File Recovery

Delivery Channel:
Network & Infrastructure Engineer

Service Features

Possible recovery and restoration of files missing or damaged on the Campus Network Drive

Options

N/A

Cost

0

Service Target

Customer Requirements

Active Campus Network account. Specific details about file(s) missing.
Network Port Repair

Network port repair is requested when a device connected to an active Ethernet port is not functioning correctly.

Users:
Faculty/Staff

Availability:
Network Port Repair

Delivery Channel:
Network & Infrastructure Engineer, IT Customer Support Technician

Service Features

Fixing or replacement of an existing network port.

Options
N/A

Cost
0

Service Target
Does not apply

Customer Requirements

Include the port number and telecom room (typically labeled TC on the network port) if possible. If that information is not available, a description of the location should be provided.
Network Port Request

Network port activation is requested when a new device is being added to the network. Typically, this is a permanent activation. Temporary activations are avoided whenever possible.

Users:

Faculty/Staff

Availability:

Network Port Request

Delivery Channel:

Network & Infrastructure Engineer

Service Features

A network port will provide access to one data device and may also support an IP phone.

Options

N/A

Cost

If a network port is not available in the desired location, there would be costs associated with adding an additional network drop. Costs average about $300 per network port.

Service Target

Does not apply

Customer Requirements

Include the device being connected to the network, the desired location of the network port activation, the desired length of activation, if temporary, the location of the current device (if moving to a new location).
New Phone Purchase and Installation

New phone purchases are made when an office or area is identified that requires phone service and phone service is not currently available.

**Users:**
Faculty/Staff

**Availability:**
New Phone Purchase and Installation

**Delivery Channel:**
IT Customer Support Technician

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**Service Features**

Standard phones purchased are the Cisco 7965 (6-button color) and Cisco 7942 (2-button monochrome).

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**Options**

The Cisco 7937 Conference Phone or 7921 Cisco IP phone may be purchased in certain situations. Headsets and handset amplifiers are also optional equipment.

---

**Cost**

See documentation for the Avaya and Cisco Call Manager systems for pricing.

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**Service Target**

Phone uptime is directly related to the uptime of the Avaya and Cisco Call Manager systems.

---

**Customer Requirements**

Specify equipment needed and provide an account number for purchase. Users who wish to use the Extension Mobility service must have a network login ID and a PIN assigned to that ID in Cisco Call Manager.
# Pharos/Follow-U Printing

Print control and management software for all Canon printers on campus

**Users:**
- Faculty/Staff

**Availability:**
- Pharos/Follow-U Printing

**Delivery Channel:**
- Network & Infrastructure Engineer

## Service Features

Cloud printing, all jobs are sent to a cloud environment allowing users to send a job to the queue and within 2 hours pick up their job from any printer on campus.

## Options

N/A

## Cost

0

## Service Target

## Customer Requirements

System is available to those with an active Campus Network account
Phone Directory Update

Phone directory updates are provided when an entry is incorrect, missing, or needs to be removed from the online phone directory.

Users:
Faculty/Staff

Availability:
Phone Directory Update

Delivery Channel:
GRCC web page

Service Features

A phone directory entry includes the name and phone number of the individual.

Options

When available, the phone directory entry includes department name and location.

Cost

0

Service Target

The availability of the online phone directory is directly related to the uptime of the GRCC web site.

Customer Requirements

The person requesting a change to the phone directory must be the individual, their supervisor, or someone with reliable knowledge of data that needs to be updated.
Phone repair

Phone repair is required when a phone is not functioning normally. This may be a physical repair, or a programming change. Repair may include a wide variety of phone types (desk, classroom, emergency, elevator, etc.).

Users:

Faculty/Staff

Availability:

Phone repair

Delivery Channel:

Phones are repaired by IT in person
or through the phone programming interface.

Service Features

Fix or replacement of existing phones

Options

N/A

Cost

Costs may be incurred for optional items such as a headset or amplifier that are defective and no longer under warranty.

Service Target

Does not apply

Customer Requirements

N/A
Print Shop Web Page

Specialized printing software used by Printing and Graphics Services department.

Users:
Staff

Availability:
Print Shop Web Page

Delivery Channel:
GRCC web page

Service Features

Server setup and maintenance, upgrade, client upgrades on workstations.

Options

N/A

Cost

0

Service Target

Customer Requirements

N/A
Remote Access/View Client/Virtual Desktop

Using a client to access a standardized virtualized workstation either from on or off campus. The client could either be software based or a physical thin-client.

Users:
Staff

Availability:
Remote Access/View Client/Virtual Desktop

Delivery Channel:
Virtual Machine

Service Features

Allows access to campus storage (J: and S:) with applications for managing files.

Options
N/A

Cost
0

Service Target
24/7

Customer Requirements
System is available to those with an active Campus Network account. Additional roles must be applied before accessing service.
School Messenger/Informacast

School Messenger and Informacast are two products used as part of the Emergency Phone Alert System (EPAS) at Grand Rapids Community College. School Messenger interfaces with the Avaya phone system, which is scheduled to be retired in July 2013. Informacast

Users:
All

Availability:
School Messenger/Informacast

Delivery Channel:
Phone

Service Features
The School Messenger system dials a phone numbers, while the Informacast system sends an audio and/or text stream to a phone or IP speaker.

Options
The School Messenger system contains modules for conducting surveys, which are not used. The Informacast system includes a number of plugins which enhance the basic functions of Informacast. Some of these such as CallAware (the ability to watch for a dia

Cost
The SchoolMessenger system is no longer covered under maintenance and therefore has no associated cost. The InformaCast system requires an annual maintenance fee as well as a cost per license.

Service Target
SchoolMessenger is expected to be operational 100% of the time until its retirement in July 2013. Informacast is expected to be operational for 99.72% of the year.

Customer Requirements
Both School Messenger and InformaCast use a generic login that is password protected for the web interface. Users must know this login/password to send messages. The School Messenger system allows users to call a phone number and send a message. This fu
Server Setup

Not a service offered to customers (per Donovan)

Users:

I.T.

Availability:

Server Setup

Delivery Channel:

N/A

Service Features

N/A

Options

N/A

Cost

0

Service Target

Customer Requirements

N/A
Student Gmail

Delivers electronic messages to and from Grand Rapids Community College's Students

Users:
Students

Availability:
Student Gmail

Delivery Channel:
GRCC web page

Service Features

25 GB storage for email 5 GB storage for documents and file storage (Documents formatted as Google Docs do not count toward the file storage limit.

Built in chat feature. Accessible from most mobile devices.

Options

N/A

Cost

0

Service Target

99.9% Up Time based off of Google Apps SLA

Customer Requirements

System is available to those with an active Campus Network account
Audio/Visual Equipment Installation

Oversee design, installation and maintenance of all "Media" systems on campus. This includes classroom multimedia technologies, sound systems, signage systems, Cable TV, Kiosk’s, etc.

Users:
Faculty/Staff

Availability:
Audio/Visual Equipment Installation

Delivery Channel:
Media Technologies Engineer

Service Features

In most cases, Media Technologies installs media related systems and equipment "in house". For larger projects, we sometimes contract outside AV vendors to install the systems. All systems are maintained and repaired by our staff.

Options

System design and specified equipment. Writing bid specifications for systems and equipment. Work with Facilities and IT Infrastructure to coordinate installation. Supervising an outside vendor (if used) during an installation. Testing and maintain system

Cost

Events during normal business hours are of no charged for faculty or staff. After hours and weekend costs are unique and assessed on a case by case basis. Community customers are charged hourly rates depending on technology required to successfully provid

Service Target

Varies depending on project

Customer Requirements
Specify equipment needed and provide an account number for purchase. Also must have authority to make project level decisions.
Audio/Visual Equipment Issue Response

Support of classroom multimedia systems.

Users:
Faculty/Staff

Availability:
Audio/Visual Equipment Issue Response

Delivery Channel:
Media Technologies Engineer, IT Customer Support Technician

Service Features

Media Technologies receives classroom multimedia system support requests from the Help Desk. Any system problems (other than PC related issues) are handled by the Media staff.

Options

N/A

Cost

0

Service Target

24 Hours

Customer Requirements

Details of systems affected (ceiling, overhead, elmo, etc.)
Cable Access Channel HETA

The College Channel provides 24/7 broadcast of college, HETA member colleges and Community college events/promotions based in a bi-weekly, rotating schedule.

Users:

Faculty/Staff

Availability:

Cable Access Channel HETA

Delivery Channel:

Media Technologies Engineer

Service Features

Services include an online request form for scrolled messages initiated by member colleges. The channel itself serves as a community outreach tool for GRCC.

Options

Listings are available on TV Guide. Programming times are also published on the GRCC webpage.

Cost

0

Service Target

Serves GRCC, HETA members and the West Michigan community

Customer Requirements

The channel is broadcasted on Comcast Cable System (West Michigan coverage), AT&T U-Verse and is streamed over the web. Individual programs and content can be found on the GRCC YouTube Channel.
Cable Access Channel KETA

The K-12 KETA Channel provides 24/7 broadcast of GRPS events/promotions based on a weekly, rotating schedule. Media Technologies has an annual contract with GRPS to operate the channel.

Users:
- Faculty/Staff

Availability:
- Cable Access Channel KETA

Delivery Channel:
- Media Technologies Engineer

Service Features

The KETA channel itself serves as a community outreach tool for the Public Schools and the community in general.

Options

Programming times are also published on the GRPS webpage.

Cost

0

Service Target

Serves the Grand Rapids Public Schools and the community of Grand Rapids.

Customer Requirements

The channel is broadcasted on Comcast Cable System (Metro Grand Rapids), AT&T U-Verse and is streamed over the web.
Campus Television

Installation, support and maintenance of campus wide cable television system.

Users:

 Faculty/Staff

Availability:

 Campus Television

Delivery Channel:

 Media Technologies Engineer

Service Features

Maintain cable TV infrastructure, install additional TV jacks as needed, manage Comcast Digital TV box's.

Options

Basic Cable Service (TV), Digital TV service for additional channel reception (requires a Comcast box and Digital Music Service).

Cost

Events during normal business hours are of not charge for faculty or staff. After hours and weekend costs are unique and assessed event to event. Community customers are charged hourly rates depending on technology required to successfully provide service.

Service Target

Varies depending on project

Customer Requirements

Service requests should be directed to the Helpdesk. Requests for additional services can be directed to Media Technologies at 3830.
Digital Signage

Media Technologies currently supports a few local signage systems. Most are based on a non-networked PC running PowerPoint. We are in the process of developing a College wide signage standard/system with the hopes to implement next year (2013-2014)

**Users:**
- Faculty/Staff

**Availability:**
- Digital Signage

**Delivery Channel:**
- Media Technologies Engineer

**Service Features**

Signage requests should be directed to Media Technologies directly at 3830.

**Options**

Installation and maintenance of flat panel displays. Some level of support for signage software/player depending on location and setup.

**Cost**

Events during normal business hours are of no charge for faculty or staff. After hours and weekend costs are unique and assessed event to event. Community customers are charged hourly rates depending on technology required to successfully provide service.

**Service Target**

Varies depending on request

**Customer Requirements**

N/A
Duplication Services

Provides duplication services for GRCC staff, faculty, students and the community.

Users:

Faculty/Staff

Availability:

Duplication Services

Delivery Channel:

Media Technologies Engineer

Service Features

With appropriate permissions and copyright clearance for duplication projects the following formats can be duplicated: VHS, DVD, DVCam, BetaCam.

Options

Bulk duplication, specialty projects, streaming links and distribution. Pickup of projects is typical. Mailing is another option.

Cost

Events during normal business hours are of no charge for faculty or staff. After hours and weekend costs are unique and assessed event to event. Community customers are charged hourly rates depending on technology required to successfully provide service.

Service Target

Serves GRCC and Community partners and other external customers.

Customer Requirements

User must have permission to duplicate (in writing where needed), a billable account number for internal projects. Projects are billed to customers.
Laptop Computer Loaner Program

20 laptops available for short term checkout by staff and faculty.

Users:

Faculty/Staff

Availability:

Laptop Computer Loaner Program

Delivery Channel:

Media Technologies Engineer

Service Features

Online checkout form is processed and confirmation email is sent. If technician is required, contact information is provided. At time of pickup an AUA agreement is filled out and filed.

Options

Pickup and delivery.

Cost

0

Service Target

Service Staff and Faculty at GRCC.

Customer Requirements

Online form requires Name, Department, Phone number, Email address, dates of use, selection of equipment (if available), additional information including special request (e.g. delivery, etc.); requestor required to fill out and sign AUA Agreement.
Media Equipment Loaner Program

Over 450 items available for short term checkout by faculty and staff with technical support component for those items. Items are processed by online form and posted on GroupWise calendar

Users:

Faculty/Staff

Availability:

Media Equipment Loaner Program

Delivery Channel:

Media Technologies Engineer

Service Features

Online checkout form is processed and confirmation email is sent. If technician is required, contact information is provided.

Options

Pickup and delivery.

Cost

0

Service Target

Service Staff and Faculty at GRCC and FSU on the campus of GRCC with the fastest, most efficient service possible from beginning to end.

Customer Requirements

Online form requires Name, Department, Phone number, Email address, dates of use, selection of equipment (if available), additional information including special request (e.g. delivery, etc.)
Media Equipment Failure

Support of non-classroom multimedia and sound systems.

Users:
All

Availability:
Media Equipment Failure

Delivery Channel:
Media Technologies Engineer

Service Features

Media Technologies receives system support requests from the Help Desk. Any system problems (other than PC related issues) are handled by the Media staff.

Options

Support for "media" related systems which are not in traditional classrooms. Examples are Ford Fieldhouse Sound, Multipurpose room sound/media, etc.

Cost

0

Service Target

24 Hours

Customer Requirements

Details of systems affected (ceiling, overhead, elmo, etc.)
Media Equipment Installation

Oversee design, installation and maintenance of all "Media" systems on campus. This includes classroom multimedia technologies, sound systems, signage systems, Cable TV, Kiosk's, etc.

Users:

Faculty/Staff

Availability:

Media Equipment Installation

Delivery Channel:

Media Technologies Engineer

Service Features

In most cases, Media Technologies installs media related systems and equipment "in house". For larger projects, we sometimes contract outside AV vendors to install the systems. All systems are maintained and repaired by our staff.

Options

System design and specified equipment. Writing bid specifications for systems and equipment. Working with Facilities and IT Infrastructure to coordinate installation. Supervise outside vendor (if used) during installation. Test and maintain system.

Cost

Varies depending on project

Service Target

Varies depending on project

Customer Requirements

Specify equipment needed and provide an account number for purchase. Also must have authority to make project level decisions.
Media Equipment Maintenance

Every non-classroom multimedia system is cleaned and serviced annually (during the summer season).

Users:
Faculty/Staff

Availability:
Media Equipment Maintenance

Delivery Channel:
Media Technologies Engineer

Service Features

Projector filters are cleaned or replaced. Bulbs are replaced if close to end of life. System components are cleaned and inspected. Functions are tested and repaired if necessary.

Options

N/A

Cost

0

Service Target

Regular - Ongoing

Customer Requirements

N/A
Media Events

Faculty, staff and community are able to request event and production services via online form or can call Media Technologies to initiate requests.

Users:
Faculty/Staff

Availability:
Media Events

Delivery Channel:
Media Technologies Engineer

Service Features

Online checkout form is processed and confirmation email is sent. Technician is assigned, contact information is provided.

Options

Most events require at least one technician while others require several depending on the scope of the event. Resources are allocated, schedule and communicated. A lead technician is assigned to each project.

Cost

Events during normal business hours are of no charge for faculty or staff. After hours and weekend costs are unique and assessed event to event.

Service Target

Service Staff and Faculty at GRCC as well as sponsored Community members.

Customer Requirements

Online form requires Name, Department, Phone number, Email address, dates of use, selection of equipment (if available), additional information including special request (e.g. delivery, etc.)
Media Production

Production of video and streamed content for College personnel and other external customers.

Users:
Faculty/Staff

Availability:
Media Production

Delivery Channel:
Media Technologies Engineer

Service Features

Project planning, scripting, shooting and editing

Options

N/A

Cost

Events during normal business hours are of no charged for faculty or staff. After hours and weekend costs are unique and assessed event to event. Community customers are charged hourly rates depending on technology required to successfully provide service

Service Target

Varies depending on project

Customer Requirements

Specify equipment needed and provide an account number for purchase. Also must have authority to make project level decisions.
Multimedia Equipment Maintenance

Every classroom multimedia system is cleaned and serviced annually (during the summer season).

Users:

Faculty/Staff

Availability:

Multimedia Equipment Maintenance

Delivery Channel:

Media Technologies Engineer

Service Features

Projector filters are cleaned or replaced. Bulbs are replaced if close to end of life. System components are cleaned and inspected. Functions are tested and repaired if necessary.

Options

N/A

Cost

0

Service Target

Regular - Ongoing

Customer Requirements

N/A
Video Conferencing Service

Conferences, both live, online and online remote interactive are held in rooms designed for video conferencing.

Users:
Faculty/Staff

Availability:
Video Conferencing Service

Delivery Channel:
Media Technologies Engineer

Service Features

Online checkout form is processed and confirmation email is sent. Technician is assigned, contact information is provided.

Options

Most events require at least one technician while others require several depending on the scope of the event. Resources are allocated, schedule and communicated. A lead technician is assigned to each project.

Cost

Events during normal business hours are not of charged for faculty or staff. After hours and weekend costs are unique and assessed event to event. Community customers are charged hourly rates depending on technology required to successfully provide service.

Service Target

Service Staff and Faculty at GRCC as well as sponsored Community members.

Customer Requirements

Online form requires Name, Department, Phone number, Email address, dates of use, selection of equipment (if available), additional information including special request (e.g. delivery, etc.)
Network Printer Installation

Installation of a multiuser networkable printer. Printing and Graphics Services does a complete sight survey of existing printers, printer output, nearest printer on campus and pages printed to determine printer needs.

Users:
Faculty/Staff

Availability:
Network Printer Installation

Delivery Channel:
Canon Support

Service Features

Site Survey
Printer Specification
Printer Purchasing

Options
N/A

Cost

Service Target

Customer Requirements

Specify equipment needed and provide an account number for purchase. Also must have authority to make project level decisions.
Network Printer Service

When a printer is malfunctioning and needs service, the customer can call IT Customer Support.

**Users:**

All

**Availability:**

Network Printer Service

**Delivery Channel:**

Canon Support

**Service Features**

Canon Technicians will service and repair and printer under our GRCC-Canon contract

**Options**

N/A

**Cost**

0

**Service Target**

**Customer Requirements**

Specific details of what issue is, printer location (Room/Building), Equipment serial number.
Instructional Software Request

The Software Manager, in the Fall (Emergency) and Spring (General), invites requests for new and updated instructional software applications (Classroom and Labs). The requests are logged, and subsequently vetted, purchased, installed, and tested within a c

Users:

All

Availability:

Instructional Software Request

Delivery Channel:

Software Manager

Service Features

Utilizing the Instructional Software process ensures that all requests for software are made in a timely fashion. These requests are documented and checked for accuracy with the requesting department and Associate Dean. Once the software packages are procured, the process includes adequate time for the IT department to vet, install, and test the software. Departmental staff are also part of the functional testing process, and will sign off on functionality before the academic semester begins. The process saves times by streamlining the request period, as well as money spent on software, and time and effort spent by IT and key stakeholders.

Options

N/A

Cost

0

Service Target

Customer Requirements

To follow process as outline in Instructional software documentation provided at S:\Units\Learner Resources and Technology Solutions\Gateway\Software Cabinet\Instructional Software Process
Project Request

Anything that adds functionality or new features are considered projects. If the request is to fix something that is broken, or needs maintenance, those should be submitted as tickets.

Users:

All

Availability:

Project Request

Delivery Channel:

Project Manager

Service Features

Options

N/A

Cost

0

Service Target

Customer Requirements
Technology Consultant

Before wasting money on an investment, work with IT to ensure we have the ability to support the implementation (Time, Money and Technology wise).

Users:
All

Availability:
Technology Consultant

Delivery Channel:

Service Features

Options

N/A

Cost

0

Service Target

Customer Requirements
Staff Name Change

This service is made available to those who have recently been married or divorced. It is to have the users name change for the email, network, and online account changed.

Users:
Faculty/Staff

Availability:
Staff Name Change

Delivery Channel:
IT Customer Support Technician

Service Features

Through coordination with the Enterprise Application and Infrastructure departments, we are able to change network, blackboard, online center and email accounts to fit the changing needs of our customers.

Options
N/A

Cost
0

Service Target

Customer Requirements
Already have new name updated with Human Resources
Student Name Change

This service is made available to those who have recently been married or divorced. It is to have the users name change for the email, network, and online account changed.

Users:

Students

Availability:

Student Name Change

Delivery Channel:

IT Customer Support Technician, GRCC web page

Service Features

Through coordination with the Enterprise Application and Infrastructure departments, we are able to change network, blackboard, online center and email accounts to fit the changing needs of our customers.

Options

N/A

Cost

0

Service Target

Customer Requirements

Already have new name updated with Student Records