

# CATALOG OF SERVICES

San Bernardino Community  
College District

# DETS Distributed Education & Technology Services

## CATALOG OF SERVICES

Distributed Education (DE), District Print Services (DPS), and District Computing Services (DCS), and Campus Technology Services (CTS) provide technology to the San Bernardino Community College District.

This catalog of services provides a listing of each service offered by DETS. Each described service includes a service level agreement (SLA), who provides the service, who the intended service consumers are, and how a particular service is normally requested.

SLAs provide information regarding the time frames in which services are provided and response times to requests. This generally means the time frames in which you can interact with employees who provide the service or the time frames in which the employees who provide the service work. There are generally three standard time frames:

- **Standard Hours (SH):** These are the normal hours of operation for the division. In general, all services provided by a division are provided during these hours.
- **Extended Hours (EH):** Extended hours extend the normal work day for certain services only. These extended hours are provided either by personnel working off-set hours or personnel on-call. Extended hours are generally staffed for support of areas such as evening classes.
- **24x7 (247):** 247 means the service is provided every hour of every day that the District or College campuses are open. This level of support is generally restricted to critical infrastructure areas. During off-hours, operations personnel are on-call to provide the service.
- **Other:** Any SLA defined outside of the first three is a special service level for a specific service that has (or must be) negotiated with DETS management. These SLAs will be described individually.

Request types refer to how requests should normally be submitted to DETS. Non-standard request types are described in the catalog. Standard request types are coded as noted below:

CODE	Description	Form or Contact Info
UA	User Application	<a href="http://dets.sbccd.org/forms">http://dets.sbccd.org/forms</a>
Email	Email sent to contact person	
Helpdesk	Helpdesk is contacted	(909) 384-4357 (HELP)
EduStream Helpdesk	Helpdesk is contacted	helpdesk@edustream.org or (909) 384-4319
F2F	Financial 2000 Access Request Form	<a href="http://dets.sbccd.org/forms">http://dets.sbccd.org/forms</a>
IPRF	Initial Programming Request Form	<a href="http://dets.sbccd.org/forms">http://dets.sbccd.org/forms</a>
ISRF	Initial Services Request Form	<a href="http://dets.sbccd.org/forms">http://dets.sbccd.org/forms</a>

Each DETS division is more fully described below.

### Distributed Education

Distributed education provides services to assist in delivery of on-line course-work and class management. Distributed education services are delivered using the Blackboard system and content streaming delivered via EduStream services.

- (SH) Standard hours of operation are 8:00am to 5:00pm, Monday through Friday excluding holidays.
- (EH) Extended hours of operation are 7:30am to 10:00pm Monday through Friday
- 247 24 hours per day, 7 days per week excluding holidays

### District Print Services

District Print Services provides in-house printing and graphic consulting services to the District. Print jobs may be submitted in a variety of ways and may be as simple as printing an electronic file or as complicated as book binding.

- (SH) Standard hours of operation are 8:00am to 4:30pm, Monday through Friday excluding holidays.

### Computing Technology Services

Technology services consist of three distinct organizations; (DCS) District Computing Services, (CTS) Campus Technology Services for Crafton Hills College and (CTS) Campus Technology Services for Valley College.

**District Computing Services** provides district-wide technology services that include network infrastructure management for all facilities of the District and district-wide software licensing and management of any systems used by all district entities. In addition, DCS provides support to the District facility for those services that are handled on-campus by CTS.

**Campus Technology Services** provides on-campus technology solutions and technology support for academic and administrative personal computers, desk-top software, academic software, conferencing and video delivery and telephony services for their respective colleges.

- (SH) Standard hours of operation are 8:00am to 5:00pm, Monday through Friday excluding holidays.
- (EH) Extended hours of operation are 7:30am to 10:00pm Monday through Friday
- 247 24 hours per day, 7 days per week excluding holidays. Services reeled to delivery of data from back-office databases such as Datatel (SIS) are not available during daily maintenance windows from midnight to 6:00am.

It can be confusing to determine whether a certain technology is supported through DCS or CTS. Use this catalog to determine who to contact for a specific service, and how. As a general rule, it is considered best practice to contact the help desk providing as much information as possible to obtain the best service. This ensures your request is logged and not forgotten. It also provides a mechanism for assignment of requests to best available resources ensuring your issue will be dealt with efficiently and equitably.

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
<b>ACCOUNT MANAGEMENT</b>							
Active Directory	These are services designed to maintain user and group network application authentication and security.	SH	UA	DCS	X	X	X
Financial 2000	These are services designed to manage access and security levels for the specified application.		F2F		X	X	X
Datatel (Colleague)+A1			UA		X	X	X
ImageNow			X		X	X	
SARS			X		X		
WebAdvisor							
Campus Central			X		X	X	
Instructional Student Accounts	Creation and maintenance of login accounts for students. Including generic and specific resource access. Examples include: Logins for labs where all students use the same username and password; Special access areas for Student Government computers; Student email accounts, Future access to virtual applications and desktops for program specific software.	SH	Helpdesk	CTS	X	X	
<b>BUSINESS SYSTEMS</b>							
Application Advisory Services	These are services designed to help faculty and staff satisfy business application needs. These services are generally delivered by DCS staff in direct communication with users, which may result in any of the following services: project management, training, process (re)definition, application (re)configuration, application systems acquisition and implementation, or system development. Resulting service must be requested as defined in the catalog for that service.	SH	Helpdesk	DCS	X	X	X
Application Development & System Selection (ADSS)	These are services designed to research solutions to campus business needs and provide documentation to functional requirements from both management and operational perspectives. These services are always contingent on a preliminary discussion with DCS staff (see Application Advisory Services above), submission of required request forms, and approvals from all appropriate managers and committees. ADSS uses a managed project approach for approved requests built around a project team consisting of DCS, College, and District staff selected as needed.	SH	IPRF or ISFR	DCS	X	X	X

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
Application Portfolio Management & Supports (APMS)	These services are delivered in support of custom development of software applications and support of application installation, maintenance, upgrades, hosting, security, backup, recovery and technical support.	247	Helpdesk	DCS	X	X	X
Campus Central-Campus Portal of Academic Information Systems	This is a Web-based content-delivery portal available to students, faculty and staff. This service provides access to information specific to the individual as well as general campus-based information.	247	Helpdesk	DCS	X	X	X
<b>DATA CENTER &amp; SERVERS</b>							
Server Hosting	Physical Security, Conditioned Power, Precision Environment, Data Center Firewall, Server Backup and Recovery, Patch Management, Server Configuration Services, Server Monitoring.	247	Helpdesk	DCS, CTS	X	X	X
<b>DESKTOP SUPPORT</b>							
Standard Desktop Support	Installation, configuration, and maintenance; i.e. printers, scanners, copiers, desktop computers, laptop computers, peripheral devices, patch management, and software	SH	Helpdesk	DCS, CTS	X	X	X
<b>EMAIL, CALENDAR &amp; COLLABORATION</b>							
Communigate-Campus Email System	Support, maintenance and administration of student e-mail system	247	Helpdesk	DCS	X	X	
SARS Departmental Calendar System	Support, maintenance and administration of SARS components including: Grid, Trak, Airt, Call	SH	Helpdesk	DCS	X	X	
Exchange E-mail system	Support, maintenance and administration of faculty and staff e-mail system.	247	Helpdesk	DCS, CTS	X	X	X
Sharepoint Team Sites	Support and administration of Team Coloboration sites using MS Sharepoint	SH	Helpdesk	DCS, CTS	X	X	X
<b>HELPDESK SERVICES</b>							
Helpdesk Services	Assistance with business/Instructional systems such as password resets and campus informational services for students, staff and faculty	247	Helpdesk	DCS	X	X	X

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
<b>INSTRUCTIONAL TECHNOLOGY</b>							
Classroom Support	Services to assist the instructional needs of faculty and students. Services include provision, installation and maintenance of instructional equipment (i.e. LCD Projectors, Document Cameras, Computers, and other technology based instructional equipment.)	SH	Helpdesk	CTS	X	X	
Course Management System	Blackboard support services include faculty and student support for system crashes, document upload problems, login problems, training issues, being kicked out of the system, etc.	247	Helpdesk	DE	X	X	
Course Materials Hosting	Hosting and archiving of proprietary and non-proprietary digital content. Available for use by faculty and staff at all 110 California Community Colleges.	247	Edustream Helpdesk	EduStream	X	X	X
Instructional Application Support	Providing scalable solutions that can serve the common needs of a grouping of several classes rather than one-off solutions for a single class.	SH	Helpdesk	CTS	X	X	
Instructional Computer Labs	Equipment provided to facilitate teaching. Available for students as scheduled for in class demonstration and lab work	SH	Helpdesk	CTS	X	X	
Student Open Labs	Equipment provided to facilitate teaching. Available for students on a drop-in basis to work on assignments, and collaborate with peers.	SH	Helpdesk	CTS	X	X	
Requests for installation of lab software	Software installed into open and instructional computer labs.	SH	Form + SW license	CTS	X	X	
<b>MEDIA &amp; EVENT SUPPORT</b>							
Special Events Support	Provide presentation media support and services for all district sponsored Special Events.	ESH	Helpdesk	TBD by Site Technology Director	X	X	X
Technical Design & Consultation	Provide consultation to event coordinators in setup, use, and take-down of district-owned technology resources.	SH	Helpdesk	CTS, DCS	X	X	X
Video & Media Production	KVCR provides video and media services through RTVF (Radio, TV, Video, and Film Department) using students to do recordings for campus events and for other departments as needed and as funding is available. They also manage the streaming media in the Campus Center.	SH	Contact RTVF	SBVC	X	X	

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
Video Conferencing	Use of video conferencing stations (Polycom or other District approved)	SH	Helpdesk	All Sites	X	X	X
Audio Visual	Audio Visual maintains and provides equipment and media for Lectures, Labs, Conference rooms, and Outdoor areas for instructional, administration, and public events.	SH	Helpdesk	All Sites	X	X	X
<b>NETWORK &amp; WIRELESS</b>							
Wireless Network	Wireless services are provided to students, staff, guests, and mobile instructional labs.	SH	Helpdesk	All Sites	X	X	X
Campus Wired Network	Connections to the proper network resources, i.e. open access, student restricted access or administrative access, via wire to the wall. Network resources do include such things as printing, internet, email, and more.	ESH	Helpdesk	All Sites	X	X	X
District Wide Area Network	Verizon Transparent LAN Services connecting all 4 district locations	ESH	Helpdesk	DCS, Verizon	X	X	X
File Storage	Network file storage for individual and shared documents.	SH	Helpdesk	All Sites	X	X	X
Print/FAX/Scan	This service is provided only for network shared devices			All Sites	X	X	X
Virtual Private Network	External access to internal network resources	SH	Helpdesk	DCS	X	X	X
Switches and Routers	This service provides installation, configuration, troubleshooting & maintenance services for network devices.	247	Helpdesk	All Sites	X	X	X
<b>SECURITY &amp; IT POLICY</b>							
Intrusion Detection (Future)		247	Email from DCS	DCS			
IT Security Awareness	Promoting user adoption of effective practices for threat mitigation.	SH	Email from DCS	All Sites			
Data Encryption	Providing standardized protocols and software for Desktops and Laptops to ensure security of data.	SH	By Appointment	All Sites			
Security Incident Response	Providing best practices for responses to known, and potential, physical and virtual security breaches to ensure the integrity and security of District-wide systems and data	247	Helpdesk	All Sites			

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
Vulnerability Assessments	Systems audits	SH	Scheduled	TBD			
Regulation & Policy Compliance	Periodic system and process audits to ensure compliance with current state and local policies and governmental regulations.	SH	Scheduled	All Sites			
Firewall Management	Firewalls provide a mechanism to secure one network from unauthorized access by users from another, attached, network. This service is provided to manage the security of these devices including on-going re-configuration to allow, or remove, exceptions	SH	Helpdesk	All Sites			
Malware (Virus Protection, Spam Prevention, and Spyware Detection)	Installation, configuration and management of anti-virus and anti-spam software solutions. Desk-top and server support for identification and removal of malicious software.	SH	Helpdesk	All Sites			
<b>SOFTWARE</b>							
District-wide Software Licensing	New license purchases and renewals	SH	Helpdesk	DCS			
Departmental Software Licensing	Software installed into computer systems not generally installed and not part of a site license	SH	Form + SW license	CTS			
<b>TELEPHONE</b>							
Telephone (Business services)	VoIP and directory services	EHS	Helpdesk	DCS			
Telephone Emergency Services	VoIP Campus emergency response stations	247	Helpdesk	DCS			
Unified Communications	Voicemail/Voicemail to email	SH	Helpdesk	DCS			
Analog line communication	fax, alarm, modem	SH	Helpdesk	DCS			
<b>WEB SERVICES</b>							
Departmental Web Development	Set up and maintenance of CMS-based websites	SH	Helpdesk	DCS	X	X	X

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
Portal Administration	Support for portal login issues, software changes, administration and e-commerce.	SH	Helpdesk	DCS			
Web Hosting	Hosting static content of less than 100 MB size for faculty and staff	SH	Helpdesk	DCS, CTS			
Personal Web Pages	Hosting static content of less than 100 MB size for faculty and staff	SH	Helpdesk	DCS			
<b>INTERNET</b>							
Internet Access	This service provides internal access to the internet and external access to services such as Blackboard, EduStream hosting services and VPN etc...	247	Helpdesk	DCS, CENIC			
<b>DIGITAL REPOSITORY SERVICES</b>							
Hosting	Hosting and archiving of proprietary and non-proprietary digital content. Available for use by faculty and staff at all 110 California Community Colleges	247	EduStream Helpdesk	EduStream			X Other
Live Streaming	24/7 Live Streaming channels that broadcast live events, public service announcements and many other types of programming	247	EduStream Helpdesk	EduStream			X Other
Video-On-Demand	Streaming of Flash and/or Windows Media files to faculty of staff for use in their Content Management Systems. Service also includes the ability to stream to webpages and Microsoft documents	247	EduStream Helpdesk	EduStream			X Other
Transcoding & Encoding (of media for content providers)	Converting of faculty and staff uploaded content into a Flash format playable in most operating systems. This also applies to proprietary content.	247	EduStream Helpdesk	EduStream			X Other
<b>TRAINING SERVICES</b>							
Training for all technology and software systems	Performed in partnership with Professional Development	SH	Helpdesk	DCS, CTS, Professional Development			

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
<b>TECHNOLOGY PROCUREMENT</b>							
Computer Rotation	Purchasing new, upgrades, replacements, and retirement of old computers and peripherals	SH	Helpdesk	All Sites			
Infrastructure Rotation	Purchasing new, upgrades, replacements, and retirement of old network devices and servers.	247	Not applicable	All Sites			
List of Approved Items for Purchasing	Printers, Computers, Switches, LCD Projectors, Classroom Technology	247	Web	DETS Governance Committees			
<b>PRINTING SERVICES</b>							
Quick Copy	The quick copy system prints copies at a high rate of copies per minute, displaying superior quality and better efficiency compared to a standard copy machine. Pickup and delivery of printed materials is coordinated by SBCCD Facilities Planning. Copyright Laws require the reproduction or printing of all copyrighted material will be done in strict compliance with appropriate laws. See Board Policy AR #3715. For more information on copyright laws, go to the Library of Congress website: <a href="http://www.copyright.gov/circs/circ1.html">http://www.copyright.gov/circs/circ1.html</a>	SH	Printed Material	DPS	X	X	X
Offset Printing	Offset printing is used for projects requiring large quantities and/or superior quality. Offset printing is normally used for reproduction work requiring color inks and specific paper. This method involves more preparatory steps than the quick copy method. The Printing Services Department cannot print bulk mail flyers or envelopes without the approval of the responsibility center manager or his/her designee. Legislative Compliance: Government Code Sections #7525, 7526, 7527, and 7530 require that letterhead, stationary, and identification cards are identified as representing a public agency, public entity, district, city, county, or city and county.	SH	Printed Material	DPS	X	X	X
Binding	Bindery work includes: collating, stapling, folding, cutting, spiral binding, 3-hole punch, padding and shrink wrapping.	SH	Printed Material	DPS	X	X	X

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
Graphic Design	Graphic Specialists design printed visual communications to market and promote the college to the public. They consult with clients to discuss and develop print communication pieces for style, message, target audience, and functionality. The Graphic Designer researches potential solutions, develops appropriate concepts and produces effective communication solutions through the use of electronic technology.	SH	Printed Material	DPS	X	X	X
Color Copying	Quality color copies ranging from 8 1/2 x 11 up to 11 x 17	SH	Printed Material	DPS	X	X	X
Wide Format Printing	Up to 36 inch wide roll	5 Work Days	Printed Material	DPS	X	X	X
Laminating	Useful in protecting frequently used prints	5 Work Days	Printed Material	DPS	X	X	X
Newsletter	Provide graphics and printing for various clubs and departments district wide.	SH	Printed Material	DPS	X	X	X
Business Cards	Provide business cards to all faculty and staff.	SH	Printed Material	DPS	X	X	X

# San Bernardino Community College District Campus Technology Services

## San Bernardino Valley College

Debra Daniels - President  
San Bernardino Valley College

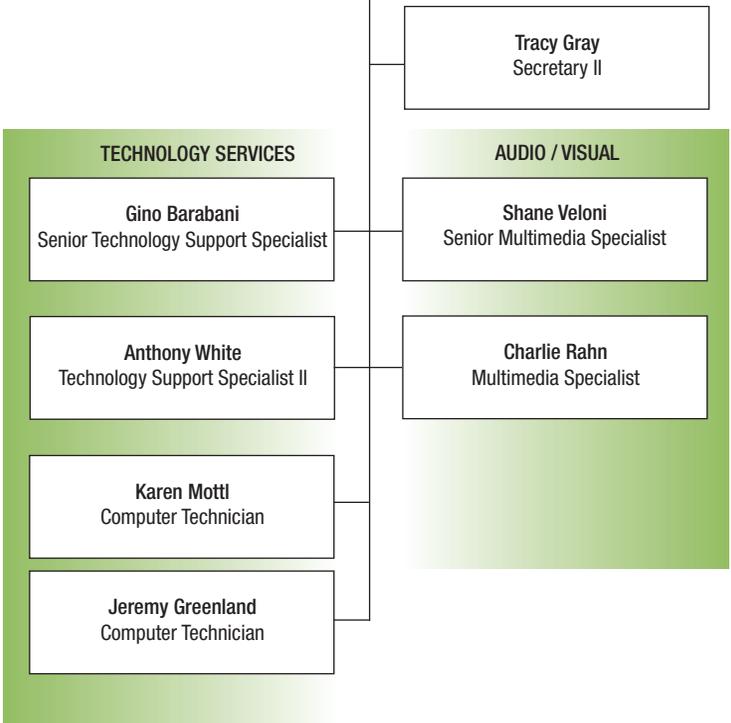
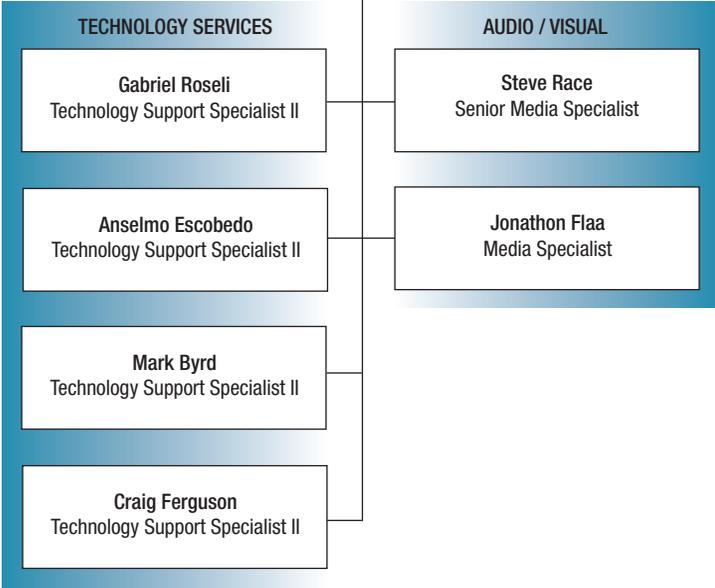
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Everett Garnick  
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District Computing Services

## Crafton Hills College

Gloria Harrison - President  
Crafton Hills College

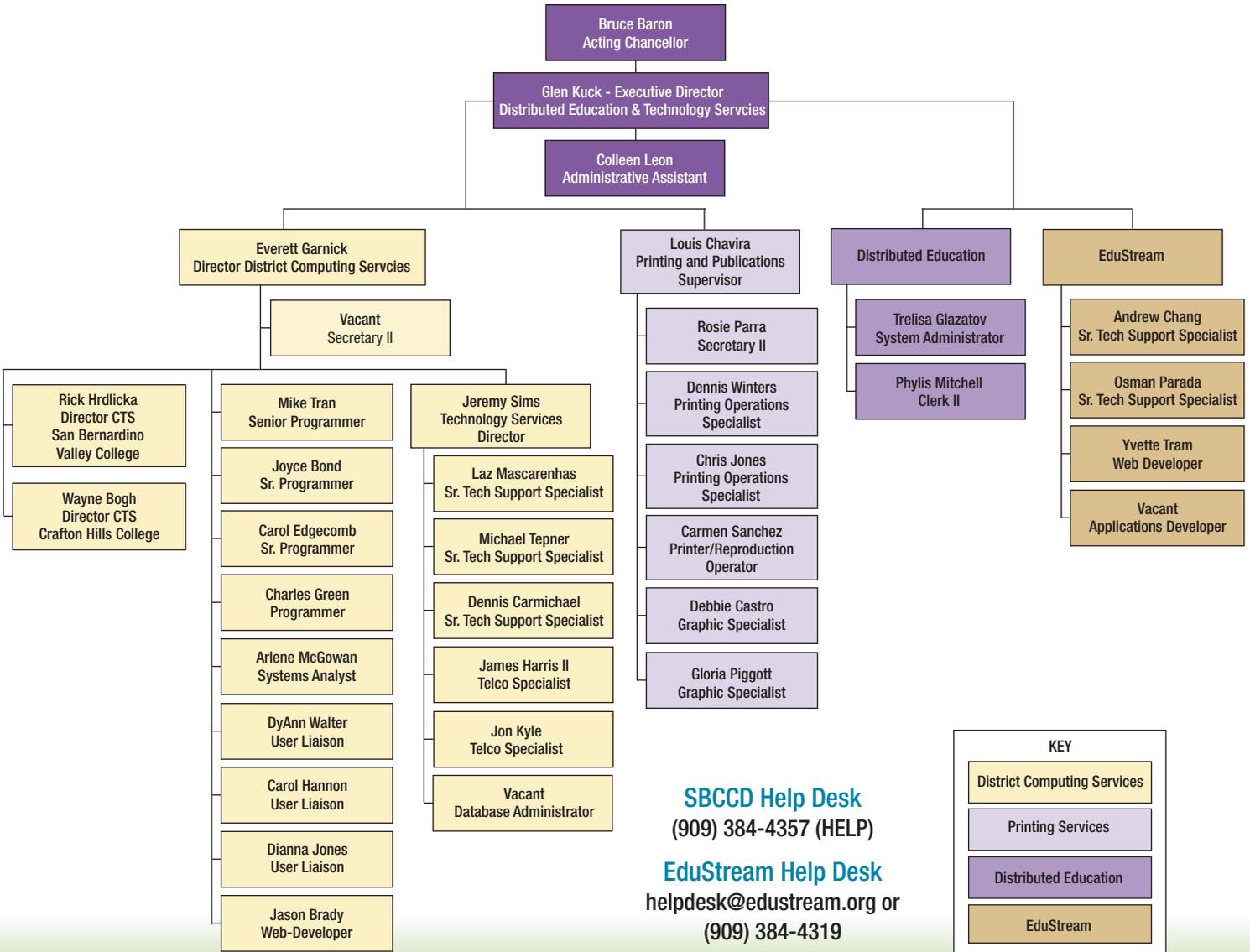
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**SBCCD Help Desk**  
(909) 384-4357 (HELP)

**EduStream Help Desk**  
helpdesk@edustream.org or  
(909) 384-4319

# Distributed Education & Technology Services



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