



San Bernardino Community College District

**TECHNOLOGY & EDUCATIONAL
SUPPORT SERVICES**

**CATALOG
of SERVICES**

2014-2015

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TESS Technology And Educational Support Services

CATALOG OF SERVICES

Administrative Applications (AA), Distance Education (DE), District Print Services (DPS), District Technical Services (DTS), 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 TESS. 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 overtime. Extended hours are generally staffed for support of areas such as evening classes.
- **24x7 (24/7):** 2/47 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 overtime 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 TESS management. These SLAs will be described individually.

Request types refer to how requests should normally be submitted to TESS. 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	http://tess.sbccd.org/forms
Email Helpdesk	Email sent to contact person Helpdesk is contacted	(909) 384-4357 (HELP) http://stac.sbccd.org
EduStream Helpdesk	Helpdesk is contacted	helpdesk@edustream.org or (909) 384-4319
F2K	Financial 2000 Access Request Form	http://tess.sbccd.org/forms
PRF	Project Request Form	http://tess.sbccd.org/forms
TRF	Training Request Form	http://tess.sbccd.org/forms



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Students: @TESSstudentinfo

Each TESS division is more fully described below.

Distance Education (DE)

Distance education provides services to assist in delivery of on-line course work and class management. Distance education provides system support for instructional assistance for faculty, as well as provides workshops and training for faculty and staff through coordination with each college's Professional Development departments.

- (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 24/7 24 hours per day, 7 days per week excluding holidays

District Print Services (DPS)

District Print Services provides in-house printing and graphic consulting services to the District. Print jobs may be submitted via printingservices.sbccd.org 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.

Technology Services (DCS & CTS)

Technology services consist of four distinct organizations; (AA) Administrative Applications, (DTS) District Technology Services, (CTS) Campus Technology Services for Crafton Hills College and (CTS) Campus Technology Services for Valley College.

Administrative Applications: provides planning, implementation, development, support and management services in support of District-wide software systems.

District Technical Services: provides district-wide technology services that includes network infrastructure management; telecommunications; the deployment, maintenance, support and upgrade of servers, desktop PCs (district offices only), software, operating systems and printers.

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 deployment, maintenance, support and upgrade of servers 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 24/7 24 hours per day, 7 days per week excluding holidays. Services related to delivery of data from back-office databases such as Datatel (SIS) are not available during daily maintenance windows from midnight to 6:00am.

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.

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District			
ACCOUNT MANAGEMENT										
Active Directory	Services designed to maintain user and group network application authentication and security	SH	Helpdesk	DTS	X	X	X			
Ellucian	Services designed to manage access and security levels for the specified application			Helpdesk	AA	X	X	X		
ImageNow						X	X	X		
Informer						X	X	X		
LeavTrak								X		
Raiser's Edge / Blackbaud						CTS	X			
Helpdesk						DTS	X	X		
SARS						AA	X	X		
WebAdvisor						AA	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; Access to virtual applications and desktops for program specific software.	SH	Helpdesk	CTS	X
BUSINESS SYSTEMS										
Application Advisory Services	Services designed to help faculty and staff satisfy business application needs and may include: 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	AA	X	X	X			
Application Development & System Selection (ADSS)	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 AA 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 AA, College, and District staff selected as needed.	SH	PRF	DTS, AA	X	X	X			

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
Application Portfolio Management & Support (APMS)	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.	24/7	Helpdesk	AA, DTS	X	X	X
Campus Portal (WebAdvisor)	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.	24/7	Helpdesk	AA	X	X	X
DATA CENTER & SERVERS							
Server Hosting	Physical Security, Conditioned Power, Precision Environment, Data Center Firewall, Server Backup and Recovery, Patch Management, Server Configuration Services, Server Monitoring	24/7	Helpdesk	DTS, CTS	X	X	X
DESKTOP SUPPORT							
Standard Desktop Support	Installation, configuration, and maintenance; i.e. printers, scanners, copiers, desktop computers, laptop computers, peripheral devices, patch management, and software	SH	Helpdesk	DTS CTS	X	X	X
EMAIL, CALENDAR & COLLABORATION							
Gmail – Student Email System	Support, maintenance and administration of student e-mail system	24/7	Helpdesk	DTS, AA	X	X	
Student Appointment & Reporting (SARS)	Support, maintenance and administration of SARS components including: Grid, Trak, Airt, Call	SH	Helpdesk	AA	X	X	
Exchange E-mail system	Support, maintenance and administration of faculty and staff e-mail system	24/7	Helpdesk	DTS, AA	X	X	X
Blackboard Connect	Emergency communication system	24/7	Helpdesk	DTS, AA	X	X	X
HELPDESK SERVICES							
Helpdesk Services	Assistance with business/Instructional systems such as password resets and campus informational services for students, staff and faculty	24/7	Helpdesk	DTS, AA	X	X	X

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
INSTRUCTIONAL TECHNOLOGY							
Turnitin	Turnitin support services including creation of accounts and integration within Blackboard	24/7	Helpdesk	DE	X	X	
Camtasia Relay	Camtasia Relay support services for faculty and staff including creation of accounts	SH	Helpdesk	DE	X	X	X
Instructional Design	Consultation and faculty assistance for instructional design matters, including accessibility, open education resources, development of courses in LMS	SH	Helpdesk	DE	X	X	
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.)	EH	Helpdesk	CTS	X	X	
Learning 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.	24/7	Helpdesk	DE	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	Helpdesk	CTS	X	X	
MEDIA & EVENT SUPPORT							
Special Events Support	Provide presentation media support and services for all district sponsored Special Events.	EH	Helpdesk	TBD by Site Technology Director	X	X	X
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

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
NETWORK & WIRELESS							
Wireless Network	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.	EH	Helpdesk	All Sites	X	X	X
District Wide Area Network	Transparent LAN Services connecting all 4 district locations	EH	Helpdesk	DTS, Verizon	X	X	X
File Storage	Network file storage for individual and shared documents	SH	Helpdesk	All Sites	X	X	X
Print/FAX/Scan	Provided only for network shared devices	SH	Helpdesk	All Sites	X	X	X
Virtual Private Network	External access to internal network resources	SH	Helpdesk	DTS	X	X	X
Switches and Routers	Provide installation, configuration, troubleshooting & maintenance services for network devices	24/7	Helpdesk	All Sites	X	X	X
SECURITY & IT POLICY							
IT Security Awareness	Promoting user adoption of effective practices for threat mitigation	SH	Email from DCS	All Sites	X	X	X
Data Encryption	Providing standardized encryption protocols and software for Desktops and Laptops to ensure security of data.	SH	Helpdesk	All Sites	X	X	X
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	24/7	Helpdesk	DTS	X	X	X
Vulnerability Assessments	Systems audits	SH	Scheduled	TBD	X	X	X
Regulation & Policy Compliance	Periodic system and process audits to ensure compliance with current state and local policies and governmental regulations.	SH	Scheduled	All Sites	X	X	X
Unified Threat Management	UTM encompasses Stateful Firewall, Application Inspection, Antivirus, Intrusion Prevention, Spyware Protection, Web Filtering/Monitoring, VPN, Traffic Shaping and Spam Prevention.	UTM	Helpdesk	All Sites	X	X	X

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
(Virus Protection, Spam Prevention, and Spyware Detection)	Installation, configuration and management of anti-virus and anti-spam software solutions. Desktop and server support for identification and removal of malicious software.	SH	Helpdesk	All Sites	X	X	X
SOFTWARE							
District-wide Software Licensing	New license purchases and renewals	SH	Helpdesk	TESS			X
Departmental Software Licensing	Software installed into computer systems not generally installed and not part of a site license	SH	Helpdesk + SW license	CTS	X	X	
TELEPHONE							
Telephone (Business services)	VoIP and directory services	EH	Helpdesk	DTS			X
Telephone Emergency Services	VoIP Campus emergency response stations	24/7	Helpdesk	DTS			X
Unified Communications	Voicemail/Voicemail to email	SH	Helpdesk	DTS			X
Analog line communication	fax, alarm, modem	SH	Helpdesk	DTS			X
Telephone Reports	Phone usage reports for various purposes: history review, abuse, 911, general usage questions	SH	Helpdesk	DTS	X	X	X
Informacast	Configuration and setup	SH	Helpdesk	DTS	X	X	X
Enhanced 911	Detailed 911 caller information and call-back capability.	24/7	Helpdesk	DTS	X	X	X

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
WEB SERVICES							
Departmental Web Development	Set up and maintenance of CMS-based websites	SH	Helpdesk	DTS CHC	X	X	X
Portal Administration	Support for portal login issues, software changes, administration and e-commerce.	SH	Helpdesk	DTS CHC	X	X	X
Web Usage Statistics	Traffic statistics for district web site	SH	Helpdesk	DTS CHC	X	X	X
INTERNET							
Internet Access	This service provides internal access to the internet and external access to services such as Blackboard, EduStream hosting services and VPN etc.	24/7	Helpdesk	DTS	X	X	X
Internet Usage Reporting	Reporting on all Internet usage by user, group, service, bandwidth, etc.	SH	Helpdesk	DTS	X	X	X
TRAINING SERVICES							
Training for all technology and software systems	Performed in partnership with Professional Development	SH	Helpdesk TRF	DE, AA, Professional Development	X	X	X
TECHNOLOGY PROCUREMENT							
Computer Rotation	Purchasing new, upgrades, replacements, and retirement of old computers and peripherals	SH	Helpdesk	All Sites	X	X	X
Infrastructure Rotation	Purchasing new, upgrades, replacements, and retirement of old network devices and servers.	24/7	Not applicable	All Sites	X	X	X
Standards for Technology Purchases	Printers, Computers, Switches, LCD Projectors, Classroom Technology	24/7	Consult with CTS/DTS	TESS Governance Committees	X	X	X

Service	Description	SLA	Assistance Request Type	Who Provides Service	CHC	SBVC	District
PRINTING SERVICES							
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: http://www.copyright.gov/circs/circ1.html	SH	Printed Material	DPS CHC	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
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 CHC	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

