

Facilities and Services Information Technology Services General Policies and Procedures

I. Scope

This General Policies and Procedures document is the Facilities and Services (F&S) Information Technology Services (ITS) Department commitment to providing high quality desktop, server, application and development, and custom services support. It is to be used as a reference guide for all F&S staff.

II. Overview

This document describes the IT services to be provided and commitments required to successfully meet F&S staff technology needs.

III. Service Description

A. Desktop Standards

Every computer at F&S is distributed to staff with a standard image. Dependent on the specific division needs, there may be additional software loaded. The standards are listed below:

Standard Operating System and Software:

Operating System: Windows 7

Software: Office 2013 with Skype for Business 2015, Microsoft Project 2013, Microsoft Visio 2013, Adobe Pro DC, AutoDesk Trueview 2017, Flash, Firefox, Java, Agent Ransack, ArcGIS, Cisco AnyConnect VPN Client, Paint, and RAdmin.

Standard Hardware:

Desktop: Dell T5810 (high performance), Dell OptiPlex 5040 (standard workstation)

Laptops: Dell Latitude E5470

iPads: Apple iPad Mini

KindleFire

B. Requesting Equipment

When purchasing computers, related office equipment, or software for use in your division, please consult with F&S ITS prior to proceeding. All purchase requests are approved by the F&S Director of Information Technology Services. This will ensure items are chosen that are most compatible with the environment, thereby increasing your productivity. This also allows F&S ITS to standardize equipment, which helps improve the quality of support provided to you. Please do not hesitate to contact F&S ITS for assistance in choosing software, computers, printers, scanners, networked copiers, smartphones, or other mobile devices or equipment connecting to computers or the network. *Note: In most cases, each division is responsible for payment for their respective equipment.*

1. Process

- To request IT-related equipment, submit a help desk ticket to fandssupportdesk@illinois.edu
- Once the help desk ticket is received, an F&S ITS support staff member will promptly review the request and contact the requestor and/or division supervisor with any questions they may have about the request.
- F&S ITS will also verify the costs and relay this to the requestor.
- Depending on the equipment being purchased, F&S ITS will either give consent for the division to purchase on their own or F&S ITS will place the order and charge the respective division.
- Desktop and laptops have a 4-year replacement lifecycle. See **PC Refresh**.

2. Deployment

- If equipment is delivered to F&S ITS, the IT staff will make configuration changes needed depending on the hardware (i.e., desktop, laptop, iPad).
 - If the equipment is delivered directly to a division, it is the division's responsibility to contact F&S ITS that it has been delivered.
- Once configuration changes are complete and tested on the equipment, it will be deployed to the respective division/person.
- *Approximate* turn-around time for deployment of equipment is one week after received.

3. PC Refresh

The PC Refresh is based on a 4-year replacement lifecycle. Each shop is responsible for the up-front purchase cost of desktops, laptops, tablets, and iPads (or other computer equipment not listed). This equipment is then placed into a replacement lifecycle in which the shops are responsible to pay a monthly refresh rate (see Attachment A for current rates).

F&S ITS will review all equipment inventory on an annual basis. This will be shared with each division supervisor(s) for verification. However, if at any time, a division's computer inventory changes, send a help desk ticket to fandssupportdesk@illinois.edu to get the inventory database updated. All inventory is tracked in the 4D inventory database.

F&S ITS will review eligible equipment to be replaced on a quarterly basis, based on the 4-year lifecycle. This information will be shared with the respective divisions for discussion. New equipment will then be ordered and swapped out with the respective staff member(s). Inventory and cost tracking will be done by F&S ITS and Finance. If there are questions related to a division's PC refresh fund, contact Finance.

C. Printing

1. Standard Printers

- Xerox WorkCentre 6505dn

2. Standard Copiers

- Xerox WorkCentre 7225PS

3. Replacement Lifecycle

There is currently no replacement lifecycle for printers or copiers. Each division is responsible for the purchase of their own printers and/or copiers. The goal of F&S ITS is to reduce the footprint of printers and focus on centralized copiers for cost savings. *Note: Printing to a printer is up to 7 times more expensive than printing to a copier.*

IV. Service Level Performance

- **Response Times & Escalation Status**

Customers will be notified that a help desk ticket has been received and is being reviewed within 30 minutes of submittal. If a customer calls into F&S ITS, they may have their call go to voicemail – if there is no F&S ITS staff available at the time of the call. However, all voicemails will be reviewed within 30 minutes of call (during normal working hours, see **Hours of Coverage**). Customers are encouraged to submit requests for assistance via email, unless in an emergency.

An escalation status process is being developed by F&S IT to ensure that help desk tickets do not stay in the queue for long periods of time.

V. Roles and Responsibilities

F&S ITS is divided into three groups: Tech Support/Help Desk, Enterprise, and Infrastructure/Systems. For more detailed information on each of these groups, see below:

A. Tech Support/Help Desk

The primary role of the F&S tech support/help desk staff is to provide direct end user support by phone and email to all of F&S staff. This group resolves issues related to user accounts including access to specific applications (i.e., AiM, portal, Banner), hardware and software troubleshooting, IT security issues, IT-related equipment ordering and deployment, mobile device support, and other special projects.

B. Enterprise Group

The Enterprise Group provides application development and support for AiM and Portal applications. Additionally, this group provides reports for special data requests, business intelligence, and data visualization needs.

1. Portal Applications Supported

1. User Management

2. AiM Account Request
3. Application Monitoring
4. Approval Setup
5. Asset Utility
6. Campus Mail Request
7. Division of Responsibility
8. External Charges
9. Online Purchase Request
10. Reconciliation
11. Reports
12. iStores
13. Accounting
14. Billing Admin
15. Fixed Costs
16. Locates/Gas Incident
17. Mobile
18. Payroll
19. Payroll Reconciliation
20. Recurring Charges
21. Service Request
22. Work Order Reporting
23. WO Utilities
24. Work Status Communications
25. Vendor Management
26. Voucher
27. FastView
28. Voucher System FS Home Page
29. Car Pool
30. Preventive Maintenance
31. Human Resources
32. Banner Tools
33. Banner Fed Fiscal Setup
34. Email Utility

2. Web Site Development

1. F&S Web Site

- All content changes to the F&S external web site, except approved closures*, need to go through the F&S Customer Relations & Communications (CRC) department for approval. Once approval is granted, CRC will send F&S ITS a support desk ticket to make the changes. No content changes will be accepted outside of this process.

***Approved Closures Website Language**

Web site content for approved closures will be sent to the F&S Support Desk by Transportation Demand

Management (TDM) as soon as the formal review of a request is completed.

2. ERIN Web Site
3. SharePoint Development
4. Other Web Sites as Needed

3. Deployment

Changes to portal and AiM applications will be made on the fourth Tuesday of each month between 5:30 p.m. – 8:30 p.m. This will occur during the standard **Maintenance Window** defined below (Section C4).

All changes will follow a change management process defined by F&S ITS.

C. Infrastructure/Systems Group

This group maintains support of the networks, firewalls, servers, and applications. There are over 200 networks which make up the F&S network, which extends across the University of Illinois Urbana campus. The Infrastructure/Systems Group provides MS SQL management and Oracle database support, server procurement and replacement, installation and management of clustered services, security of IT infrastructure and servers, administration and creation of virtual environments, data center operations, and other special projects.

1. Backup Management

All systems and data are backed up on a regular basis. To request access to data that has been backed up, submit a help desk ticket.

2. Redundancy Planning

F&S ITS is in the process of developing a redundancy plan for business continuity planning.

3. System Monitoring, Alerting and Availability

Servers are continually monitored. Notification will be sent to appropriate staff if a system is degraded or becomes unavailable for use.

4. Maintenance Window

A standard window for server maintenance has been designated on Tuesday evenings between 5:30 p.m. – 8:30 p.m. During this time, customers may not be able to access applications or systems (this includes portal and AiM applications).

If there is an emergency outage, F&S ITS will notify customers as soon as possible of the affected systems and applications.

For maintenance that occurs outside of the standard maintenance window, notification will be sent out at least one week prior by email to appropriate

staff. Notification will also be posted on the portal and AiM, if these systems are impacted.

5. Security and Access

The Infrastructure/Systems Group is responsible for securing access to the F&S network. Any access that is needed to F&S servers must go through this group. This includes access to database tables for reporting purposes. Request for access must be submitted through a help desk ticket.

6. Systems

- *Portals*: The portal provides a Java platform for custom developed applications. Configuration of these systems is a complex undertaking and needs support by people familiar with the system architecture. Currently there are 150 portal applications, with 26 databases, and over 22,000 Java source files and 280 Java projects being maintained by F&S IT.
- *EDNA*: This is a historical data collection and analysis system. This system provides graphing and trending for energy systems data from Abbott Power Plant and building controls.
- *EBS*: The Enterprise Billing System is used for utility billing for chilled water, water, power, etc. Campus customers access billing via a web interface.
- *DeltaV*: This is an isolated environment for systems control at the Abbott Power Plant. Security is highly regulated for this environment due to the extreme sensitive utility infrastructure information. Data comes out of DeltaV to EDNA for trend analysis.
- *ArcGIS*: The geographic information system is used to collect and maintain multiple layers of data, including buildings, utility distribution systems and campus infrastructure. This system is used by F&S planners and engineers, facility managers, and the campus community to support feasibility studies, utility locates, construction, accessibility, and parking.
- *Archibus*: This is the current system of record for building information (used for space needs) on campus. This system is hosted and maintained by Facilities and Services IT. The long-term goal is to replace Archibus with AiM for a more robust reporting mechanism for campus. The system is used to collect, maintain, and analyze space data for over 20 million square feet of university buildings.
- *AiM*: This is an enterprise resource planning and is the system of record for Facilities and Services. Currently there are fourteen modules active in AiM with 62GB of data, including: work management, accounts payable, asset management, contract administration, finance, human resources,

inventory, motor pool, preventive maintenance, project management, property, purchasing, space management, and system administration.

- *SiteFinity*. Sitefinity is a content management system (CMS) used for website development and publishing. It is used at F&S, in conjunction with IIS, to serve both the public-facing F&S (www.fs.illinois.edu) and Intranet (erin.fs.illinois.edu) websites. Other sites which use the Sitefinity CMS include the Bike and Metrics sites for the University. There is a group of three instances, each with its own separate server, for Development, Testing, and Production for each of the websites, where development is accomplished on the Testing site and then published for consumption on the Production instances.

VI. Requesting Service

A. Methods to Contact

1. Email

To submit a ticket to the help desk, email fandssupportdesk@illinois.edu

2. Phone

217-244-6350

B. Hours of Coverage

Hours of operation are Monday – Friday, 8 a.m. – 5 p.m. If a voicemail is left after hours, it will be responded to as soon as possible the following business day.

In case of an infrastructure or system emergency outside of normal hours of operation, contact Greg Landes or John Barber.

Attachment A – PC Refresh Costs
Updated January 2016

Item	Buy In Cost (\$)	Monthly Refresh Cost (\$)
Desktop	1680	35
High End Desktop	3600	75
Laptop	2880	60
Surface Pro	---**	60
Rugged Laptop	3840	80
Tablet*	---	25
iPad Mini	720	30
iPad Air	---	35

*Kindle Fires are not on PC Refresh

**---no longer purchasing