Web Services and Systems-Planning Procedures

Contents

INTRODUCTION

The Information Technology web and systems-planning team provides a range of IT services to all departments at Jacksonville University, many outside customers, which include parents, prospective students and companies which work directly with the University. The following are some of the services provided:

- Effective customer support to all staff, admin and faculty.
- Technical support for events and projects that are held at the University.
- Research, testing and development of software that helps the University.
- Software technical support to all staff, admin and faculty that work for the University.
- Assist staff, admin and faculty with any technical questions.
- Assist all departments with their implementation needs.

In order to provide these IT services the web and systems-planning team will be required to do the following:

- Interact with software vendors to assist in the purchasing of new items for the University.
- Interact with departments to understand their needs and help them implement easier ways to do their tasks with the use of technology.
- Provide status reports to their respective supervisors every week, unless notified differently.
- Assist the operations department with any tasks necessary.
- Work closely with the IT operations department. Training them and guiding them when necessary with new or already implemented software packages.
- Travel when there is a need for training that will help the University with its educational goals.
- Work with a team when necessary.
- Work with a Help Desk system to provide technical support to the user.
- Work with project type software to implement or enhance many IT services at the University.

OVERVIEW - CURRENT TECHNOLOGY BEING USED AT JACKSONVILLE UNIVERSITY

System Center Configuration Manager (SCCM): System Center Configuration Manager is responsible for collecting the only inventory, remote assistance, software pushes, configuration changes, and compliance checks at Jacksonville University. This software will install an agent onto all computers that are joined to the "ju.edu" domain and have a supported Microsoft operating system. The deployment of the agent will take place every day at **12:00PM** for all computers found in the "JU Computers", "Orthodontics" and "MACINTOSH" Organizational Unit in Active Directory. A successful installation of the agent will show up in the "control panel" of the operating system. It will show icons for the agent as "System Center Configuration Manager Agent". This software will be used by the web and systems-planning department when remote assistance to the user is required.

Windows Update Services (WSUS): Responsible for pushing windows updates to all computers with a supported Microsoft operating system installed. WSUS is setup to only deploy updates to the computers found in the "JU Computers", "Orthodontics" and "Sodexho" organizational units in active directory. The software updates are set to deploy at **4:00PM** everyday and any updates not installed in 15 days will be applied immediately. A status icon will come up in the taskbar showing how many updates are applied and if a reboot is needed.

Network managed antivirus: Sophos antivirus is installed on all the University owned computers on campus, including Apple computers. Sophos is set to update every computer on campus in a 2 hour interval. Laptop computers, which should have an "L" at the end of their computer name, are setup with an alternate source for updates. All laptops will also download updates directly from the internet if not on campus. Apple computers which should be labeled with an "M" at the end of the computer name are set to update with different credentials.

Active Directory (Domain, OCEAN, ju.edu): All computers on campus should be on the "ju.edu" domain, unless it is determined that the computer will be used for other purposes. By adding computers to the domain, all policies that are set by the network department are sent out to the new clients, and all network resources become automatically available to all the clients. This includes the installation of "SCCM", "WSUS", "Network Drives", "Network scripts" ,"Permissions to any printers" and many other resources.

Microsoft SQL Server: The Microsoft SQL server suite is currently used by most systems at the University, which includes the ERP system. It is a Microsoft powered database back-end system. Most of the data that the University owns is stored by this powerful database system.

FRX: The suite is a financial reporting and analysis tool that is used for most of the University's financial reporting.

Synoptix: The suite is a financial reporting and analysis tool that is used for financial reporting. It is the direct replacement for the FRX reporting system.

Network Drivers (H, G, and others): 98% of the network drives on campus are setup to map through a login script, once joined to the "ju.edu" domain. The user is added to a group by the network administrators and the drives will map automatically on the user's computer. No manual mapping is necessary, unless there is a special case with a user that will need two drives with the same drive letter.

Network Printers: The network printers that are setup at Jacksonville University are housed on our main print server "GULF". All network printers need to be mapped through the server in order for all security policies to apply. Any secured printers will have groups in "Active Directory" which only users in the list will be allowed to use. In order for these security policies to apply, the computer must be joined to the "ju.edu" domain. There are also special printers installed that are used by our Datatel system.

Exchange e-mail server: The main mail server on campus is called "FLOUNDER". Once a computer is joined to the "ju.edu" domain, it can be setup to open a user's mailbox through "Microsoft Outlook". All user mailboxes are created automatically by the networking group. This process should be semi-automatic and should only require the user to login with their domain account in order to access it. In special cases where computers cannot be added to the "ju.edu" domain, the network team offers e-mail on the web at https://email.ju.edu and POP3 capabilities.

BARACUDA SMTP and spam device: The IT spam and e-mail device is responsible for moving mail in and out of our campus. All devices or software which requires sending mail will need to be added by IP address by the Network Administrators in the IT operations department. When configuring software or devices to send e-mail using SMTP, no authentication will be required, all that is needed is the address for the SMTP server which is: ju-mgw.ju.edu.

VPN software: Currently the University uses the Cisco VPN client. This allows users to login from home and access the Jacksonville University network. This piece of software must be installed on computers that are setup for telecommuting. The network team must be contacted in order to enable access for user to login from home. Instructions on how to set this up can be located on the IT website at http://it.ju.edu under the "employees - telecommuting" link.

Datatel: This is our ERP (Enterprise Resource Planning) system that is used at Jacksonville University. It is housed at the University and is used to manage all educational and financial information at the Jacksonville University. It consists of a back-end SQL server database and a front end application server. In addition, users connect to the ERP system by using an installable software client (the UI) and through the web (WebAdvisor).

WebAdvisor: This is the web application that is used by Jacksonville University as a front end client for students and employees to the ERP system. The web piece is mostly used as a self service system.

Argos: This is the current reporting tool at Jacksonville University. It has a web piece that is used by many users for displaying pre-built reports. All reports are built and then published through this product.

Microsoft IIS: The internet information services application by Microsoft is used by most of the web applications currently housed at Jacksonville University. It is included with most of the server type operating systems that are provided by Microsoft and is used to publish web sites.

Blackboard: Provides the University with a powerful web course management system that is used by students and faculty.

CardSmith: The card smith suite is our campus wide card system. It provides students and employees with many services that are linked to their Jacksonville University ID card. Some of the services provided are: meal plan deduction, stored cash (dolphin money), pay for print, pay for copy and offline door access.

HELP DESK WORK ORDER SYSTEM - FOOTPRINTS

The Helpdesk work order system is the primary system used for handling all requests submitted by all staff, admin, faculty and students at Jacksonville University. The web and systems-planning department are required to always use the Help Desk system when communicating with users for submitted requests, that is, unless there is a need for a personal meeting or phone conversation.

The Help Desk system is also used as the Information Technology change management system. ***The Change Management instructional sheet is attached to this document***.

What needs to be in the Help Desk system?

1. All support requests that require work from the web or systems-planning department.
2. Any questions that involve a lot of exploratory work.
3. Any questions that involve a future follow-up response by IT.
4. New implementations/installations that are not being tracked by the UGAC.
5. Any enhancements to systems.
6. Changes and maintenance that will be performed on University systems, which may affect the functionality or may require downtime. *This is done through the change management project.*

NOTE: When a user submits a work order to a software vendor, like an ANSWERNET ticket, and the user requires the help from the Information Technology department, the user will need to submit a Helpdesk work order; however, any quick questions can be tracked through e-mail or by phone. Once the issue is resolved by the supporting company, the IT department can close the work order. The initial request will always need to come through the Help Desk, so the correct supporter is assigned to the work order.

What does not need to be in the Help Desk system?

1. Projects being tracked by the UGAC group.
2. Quick questions that are asked by our customers or software vendors.
3. Projects that are being tracked in Microsoft Project.

Closing a Work Order

Work orders are to be closed when the job the user requested is complete. Even when a work order is complete, the web or systems-planning member is always required to add a description stating that the job is done, and also explaining to the user that they can always re-open the work order by replying to it through e-mail.

All IT employees are required to contact users with these three forms of communication.

1. **Footprints Helpdesk E-mail (preferred as a first method):** By adding the information requested to the work order and selecting the "contact" check box. This will send an e-mail directly to the user that is in the contact information for the helpdesk work order.
2. **Telephone:** Speak to the user and see if you can arrange to get the work order done. If the user is not there or is busy, always leave a message stating the work order number and asking them to get back to you. Once the call is over with, make sure to go and update the description in Footprints, just state that you spoke to the user or left them a message.
3. **Direct e-mail:** User must be e-mailed from your Jacksonville University e-mail address in order to try to get the details from the user. After e-mailing the user, copy the e-mail with the sent information from outlook and add it to the description in the work order.

The request was completed: When closing a work order that has been completed, always add the following lines to the bottom of the work order:

This work order is now complete, if there are any problems with this completed request, please reply to this e-mail and the work order will re-open automatically.

No communication from the user: If **3 weeks** have passed and all 3 forms of communication have been used and there is no user communication, a tech may close the work order. However, a note like the following must be added to the description:

Dear user,

We have tried to contact you through the helpdesk system, e-mail and phone. However, we have not heard back from you for three weeks. We will close this work order for now and if further assistance is needed with this issue, please reply to this e-mail and it will re-open the work order automatically.
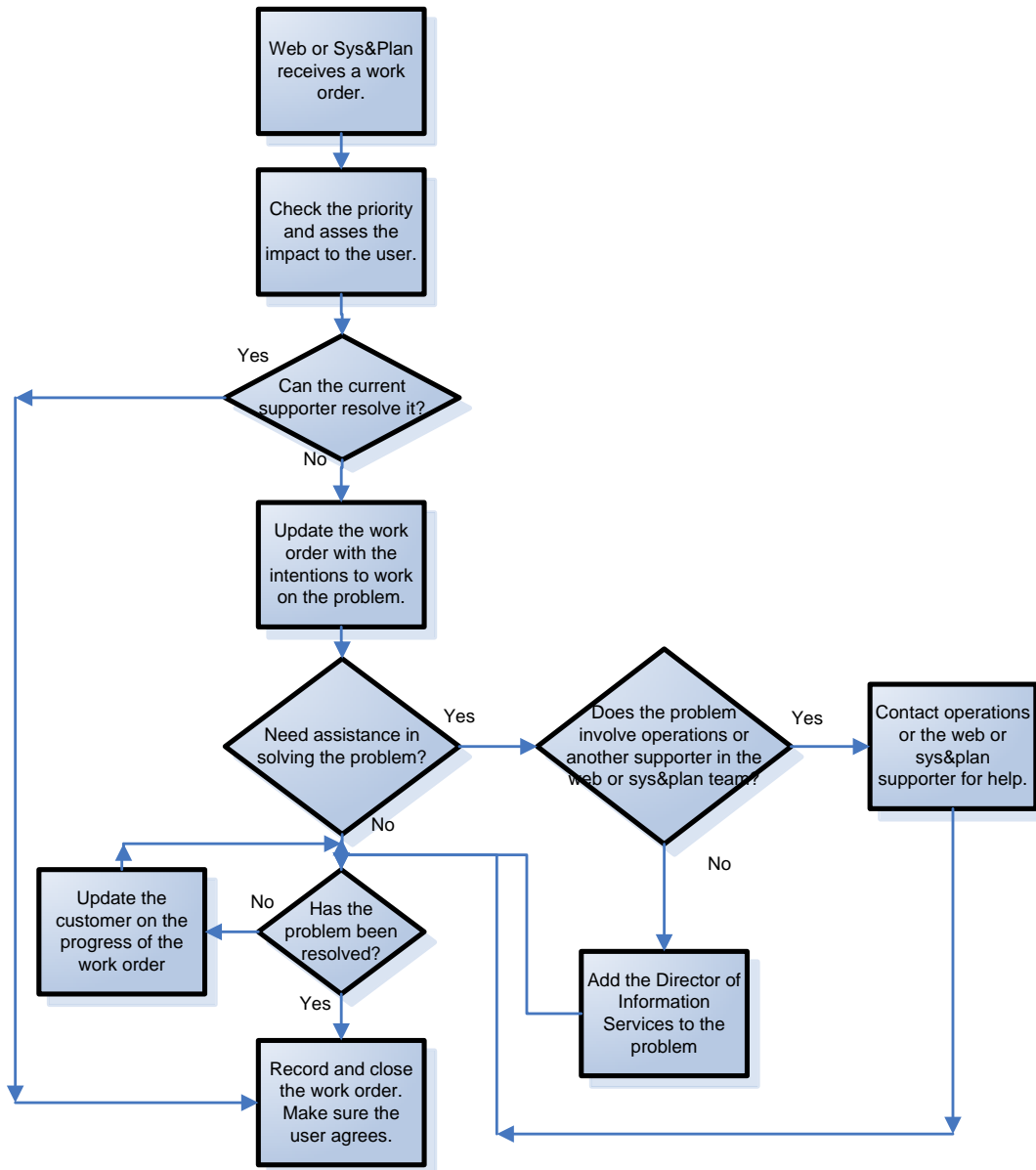
Sincerely,

Your name

Call Priorities and Service Levels

Priority	Description	Target response time	Target fix/work around time
Critical	User unable to work	15 Minutes to respond to the call 1 working hour to initiate diagnosis	4 Working hours to resolve or provide a workaround solution
High	User unable to perform key tasks	30 Minutes to respond to the call 4 Working hours to initiate diagnosis	8 Working hours to resolve or provide a workaround solution
Medium	Intermittent problems. User is still able to perform key tasks	2 Hours to respond to the call 12 Working hours to initiate diagnosis	3 Working days to resolve or provide a workaround solution
Low	Information request or scheduled event. No impact to the user	4 hours to respond to the call 2 Working days to provide an update	1 Working week to provide update or information to the user.

Process when handling work orders

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┌─────────────────────┐
│ Web or Sys&Plan     │
│ receives a work     │
│ order.              │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│ Check the priority  │
│ and asses the       │
│ impact to the user. │
└─────────────────────┘
          │
          ▼
      ◇ Can the current ◇ ── Yes
      ◇ supporter resolve it? ◇
          │ No
          ▼
┌─────────────────────┐
│ Update the work     │
│ order with the      │
│ intentions to work  │
│ on the problem.     │
└─────────────────────┘
          │
          ▼
   ◇ Need assistance in ◇ ── Yes ──> ◇ Does the problem ◇ ── Yes ──> ┌──────────────────┐
   ◇ solving the problem? ◇          ◇ involve operations or ◇       │ Contact operations│
          │ No                       ◇ another supporter in the ◇     │ or the web or     │
          │                          ◇ web or sys&plan team? ◇        │ sys&plan          │
          │                                  │ No                     │ supporter for help.│
          │                                  ▼                        └──────────────────┘
┌────────────┐  ◇ Has the ◇ ── No   ┌─────────────────┐
│ Update the │  ◇ problem been ◇    │ Add the Director of│
│ customer on│  ◇ resolved? ◇       │ Information      │
│ the progress│       │ Yes         │ Services to the  │
│ of the work │       ▼             │ problem          │
│ order      │  ┌─────────────┐     └─────────────────┘
└────────────┘  │ Record and close│
                │ the work order. │
                │ Make sure the   │
                │ user agrees.    │
                └─────────────────┘
```

STATUS REPORTS

All web and systems-planning employees will need to provide status reports to their direct supervisor. The status reports will be sent every week before 3PM on Thursday, via e-mail, to the Director of Information Services by e-mailing isstatusreports@cirrus.ju.edu **.**

Status Report Format

E-mail subject: "department/title" Status Report

Major Accomplishments

All completed major projects. This does not have to include the regular work orders.

Next Week's Objectives

All the objectives you have planned for next week.

Issues

Any issues encountered during the week.

WORK HOURS

The required work hours for all web services and systems-planning employees is set to Monday-Friday 8:30AM to 5:00PM, with a 1 hour lunch break. This work schedule does not include the summer schedule, which usually shortens Fridays from 8:30AM-12:00PM. Any changes to the schedule will need to be discussed with the Director of Information Services.

Working after hours

As an administrator in the Information Technology department, you are required to work after hours when necessary. Systems that are highly available to users cannot be down during business hours. This includes: installations, maintenance, implementations, migrations and troubleshooting that may affect other products.

Working from Home

Nowadays, technology has allowed employees to perform most of their tasks remotely. Jacksonville University offers a VPN connection to all employees that have a high speed connection at home. Working from home during the official Jacksonville University work hours, is only allowed, if there is an actual reason it. The employee must request permission from the Director of Information Services to work from home, unless it was something unexpected, for which an e-mail or phone call is necessary to inform the director of your plans.

TIME-OFF/VACATION

All web services and systems-planning employees must request any time-off by sending an e-mail to the Director of Information Services with the date(s) and time(s) for the planned time-off. The request will then be approved or disapproved by the Director.

If the request for time-off is approved, the employee must add the date(s) and time(s) into the personal outlook calendar and the IT shared calendar. Once this has been completed, the employee must remember to always set the "Out of office" feature in outlook and the voice mail message stating the date(s) and time(s) that the employee plans not to be at work. The supervisor will send a message out to the IT list it@ju.edu.

Unanticipated time-off

If for some reason an employee cannot make it to work because of an unexpected reason, the employee must try to always e-mail or call the Director of Information Services, making him/her aware of the unexpected time-off. The Director will send out any necessary notifications to the department.

CO-WORKER AND DIRECTOR AVAILABILITY - SCHEDULING

The availability for a co-worker and the director can be viewed by using the outlook scheduling assistant. It is necessary to always use the personal outlook calendar to schedule availability, since this will be the tool used by everyone when scheduling events, meetings, training, etc.

CROSS-TRANING AND CO-WORKER BACKUP PLAN

All web services and systems-planning personnel must be able to backup some of their direct co-workers functions when the primary employee is not available. Below is a chart with the web services and systems-planning backup strategy:

Job Title	Preferred backup for this title
Senior DBA	Programmer/Analyst - Reporting
Programmer/Analyst – Datatel	Director of Information Services
Programmer/Analyst – Reports	Senior DBA
Web Developer	Director of Information Services
ERP Administrator	Senior DBA

APPENDIX A

CHANGE MANAGEMENT INSTRUCTIONAL SHEET

Change Management using SharePoint

1. **Login to https://my.ju.edu with your JU account**
2. **Locate the IT Planned Maintenance on the right and Click on "Add new event"**
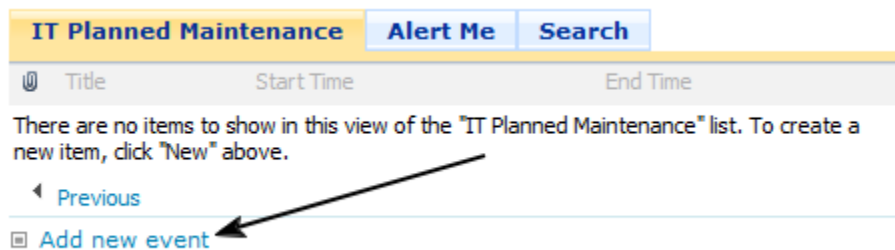
3. **In the "Title" enter the type of change, something like "Applying patches". Enter the start and end time. In the "description" be sure to enter something very descriptive. There will be several small outages for e-mail, files, etc. Remember this will go out to any students, employees and faculty subscribed to the list. Now in the "IT description" you can enter the server names, patches, etc. This field will be used by IT members to document the change.**

IT Planned Maintenance: New Item

| | OK | Cancel |

📎 Attach File | ᴬᴮᶜ Spelling...   * indicates a required field

Title *	
Location	
Start Time *	10/11/2010 🔲 2 PM ▼ 00 ▼
End Time *	10/11/2010 🔲 2 PM ▼ 00 ▼
Description	A Aᴵ	B I U	≡ ≡ ≡	≣ ≣ ⧉ ⧉	A ◈ ▸¶ ¶◂
All Day Event	☐ Make this an all-day activity that doesn't start or end at a specific hour.
Recurrence	☐ Make this a repeating event.
Workspace	☐ Use a Meeting Workspace to organize attendees, agendas, documents, minutes, and other details for this event.
IT Description	A Aᴵ	B I U	≡ ≡ ≡	≣ ≣ ⧉ ⧉	A ◈ ▸¶ ¶◂
	IT Description

| | OK | Cancel |

4. **Once you click OK. The people that are subscribed will get an e-mail with the change and it will be documented in SharePoint.**