Business and Administrative Services
Information Technology Services Department

Service Level Agreement

Updated April 27, 2015
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Purpose

The purpose of this document is to describe the services provided by BAS IT. Services are described for both normal and disaster operations.

Document Ownership

This document is maintained by:

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Introduction

Information technology is an integral part of daily business operations and vital to achieving strategic goals. The dynamic nature of IT requires continuous learning and innovation to stay current with the latest trends and best practices. Close collaboration between IT service providers and consumers is critical in today’s complex business and technical environment. Through effective communication and collaboration, organizations can minimize risk and capitalize on opportunities.

BAS IT Services is the primary IT organization providing support to Business and Administrative Services. The department consists of ten professionals that provide the following services:

- Management of IT operations and projects
- Server and security administration
- Application and web development and support
- Desktop support

The department utilizes a process for delivering solutions that includes identifying problems and opportunities, developing business cases, evaluating potential solutions, and providing recommendations prior to engaging vendors, consultants, or Computing and Communications. BAS IT focuses on implementing and integrating best in class vendor software and managing projects to provide solutions in a timely and cost effective manner. Additionally, BAS IT has the capability to develop applications when a suitable 3rd party solution is not available.

The IT Services Department operates in an integrated fashion to provide services to BAS as well as the entire campus. The interconnected nature of information systems requires the contribution of each functional unit to plan, design, test, implement and support systems. The ongoing redesign of business processes, increase in use of mobile devices, demand for new projects and implementation of new decision support systems requires a considerable level of effort. In order to successfully support Business and Administrative Services, the IT Services Department requires strong leadership, a team with a diverse and high level of expertise, sound policies and procedures, effective software tools, and a robust infrastructure.
Mission

Enable UC Riverside to achieve its goals by effectively managing BAS IT operations and projects that align people, processes, and technology.

Vision

Become the leader in innovative solutions and drive business performance improvements through the use of technology.

Values

- Excellence and professionalism
- Leadership
- Collaboration and teamwork
- Continuous learning and innovation
- Honesty
- Respect
- Responsibility

Goals

- Increase BAS and BAS IT efficiency and effectiveness
- Develop and implement solutions that enable BAS and UCR to achieve operational and strategic goals
- Enable BAS and BAS IT to meet legal, regulatory, and security requirements
- Provide excellent service
- Develop BAS IT staff
Scope of Support – Business and Administrative Services

<table>
<thead>
<tr>
<th>VC Business and Administrative Services</th>
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<td>Financial Services</td>
<td>Police Department</td>
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<td>Fleet Services</td>
<td>Transportation and Parking Services</td>
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<td>Human Resources</td>
<td>The Campus</td>
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</table>

- 9 divisions, 32 departments, 364 users, 615 FTE
- 420 PCs, laptops, Macs
- 94 servers
- 36+ server based applications
- 50+ PC based applications
- 21 web sites
- 30+ databases
- 41 network printers
- 35+ iPhones

Service Hours

Monday – Friday – 8 am – 5 pm
Information and Service Request Site – http://basit.ucr.edu

BAS IT Staff

- Kelly Murphy – Director
- Fredy Pulido – Server Administrator/Operations Manager
- Crystal Brailsford – Administrative Assistant III
- Martin Byrne – Server Administrator
- Sheryl Alexander – Desktop Support
- Anna Meza – Desktop Support
- Brian Sexton – Desktop Support
- Bryan Meeker – Programmer/Analyst II
- Michael Rogers - Programmer/Analyst II
### Support Levels

**Office Hours** - Monday – Friday – 8 am – 5 pm

<table>
<thead>
<tr>
<th>Support Level</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Project Management</th>
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<tr>
<td><strong>Priority</strong></td>
<td>High</td>
<td>Medium</td>
<td>Low</td>
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</table>
| **Examples**  | - Server, database, network, or application failure  
               - Security risk or breach  
               - System bug  
               - Data integrity issue  
               - Non critical hardware malfunction  
               - Non critical loss of application functionality  
               - System bug  
               - Data integrity issue  
               - Request for installation of new hardware or software  
               - Issues related to existing projects  
               - Requests for enhancements or new development  
               - Major upgrades, system implementations/ integrations, data migration |
| **State of System** | System is down  
                      | System is up but causes loss of productivity  
                      | System is functioning with minor issues |
| **Work Outage** | Clients are unable to work or perform a significant portion of the job  
                  | Clients are unable to perform a portion of the job, but able to complete most tasks  
                  | Clients are unable to perform a minor portion of the job, but able to complete most tasks |
| **Scope of Problem** | Affects a large number of people, an entire department, or multiple applications or systems  
                         | Affects a small number of people, one application or system  
                         | Affects one or two people, one application or system |
| **Workaround** | No workaround  
                   | Workaround exists  
                   | Workaround exists |
| **Service Request Methods** | 1. Submit request at [http://basit.ucr.edu](http://basit.ucr.edu)  
                                   2. Email staff@basitservice.ucr.edu if web site is down  
                                   3. Call 827-6030 if web site and email are down  
                                   1. Submit request at [http://basit.ucr.edu](http://basit.ucr.edu)  
                                   2. Email staff@basitservice.ucr.edu if web site is down  
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                                   2. Email staff@basitservice.ucr.edu if web site is down  
                                   3. Call 827-6030 if web site and email are down  
                                   • Assigned Project Manager for existing projects  
                                   • Director for new projects |
| **Escalation within IT Department** | Operations Manager  
                                  | Director  
                                  | Vendor  
                                  | Operations Manager  
                                  | Director  
                                  | BAS Division Heads |
Desktop Support Services

BAS IT provides a range of desktop services to support daily business activities. These services are performed remotely or at the department location and involve installing, configuring and maintaining computers, peripherals, operating systems and locally installed software.

Service Details

Planning

- Plan desktop services in collaboration with BAS IT management, other BAS IT technical staff, C&C, and BAS departments.
- Schedule software and hardware deployments with BAS IT management and BAS departments.

Analysis and Design

- Troubleshoot problems reported by users.
- Analyze options and design appropriate solutions based on user requirements.

Testing

- Test new software and hardware with departments to ensure compatibility with existing environment.
- Test new technology and techniques for delivering solutions and services.

Implementation

- Perform desktop system imaging for deploying new PCs or resolving issues.
- Configure iPhone email and calendar connections.
  - Set up of new phones and operating system upgrades must be scheduled in advance.
  - Issues with iPhone hardware or other applications are the responsibility of the individual and must be resolved by the vendor.
- Install and configure UCR PC and MAC hardware and peripherals (printers, mice, keyboards, scanners, etc.)
- Install and configure Windows 7/8 and MAC operating systems on UCR computers
- Install and configure licensed and approved software:
  - Standard UCR Lite applications
  - Campus email and calendar clients
  - Microsoft Office Suite
  - Other authorized and licensed software

Maintenance and Support

- Assist users with a variety of technical issues remotely, by phone, or in person.
- Monitor trends in reported issues.
- Monitor system performance.
• Utilize remote administration tools and other utilities to troubleshoot and resolve issues.
• Interface with other BAS IT functional units, C&C, other IT departments, and business partners to troubleshoot and resolve issues with:
  • Campus systems
  • BAS IT systems
  • 3rd party systems
• Provide technical support for UCR PC and MAC hardware and peripherals (printers, mice, keyboards, scanners, etc.)
  • Replace or add components
  • Refer departments to the service provider for printers if repair is required
• Provide technical support for Windows 7/8 and MAC operating systems on UCR computers.
  • Install operating system updates.
  • Troubleshoot and resolve operating problems.
• Provide technical support for licensed and approved software:
  • Install application updates.
  • Troubleshoot and resolve issues.
• Ensure antivirus and PC firewalls are updated and functioning properly.
• Maintain spare and test hardware.
• Maintain images for system restorations.
• Maintain software library.
• Troubleshoot network and domain services.
• Troubleshoot login, profile, folder issues.
• Work with the server team to resolve domain, network, or server related issues.
• Support business continuity efforts.

Research and Development
• Perform research on new technologies and techniques and provide management and BAS staff with recommendations.
• Maintain skills through self-paced and formal training.
• Participate in cross training.

Documentation
• Maintain hardware and software inventory.
• Develop end user manuals.
• Develop system documentation.
• Update the BAS IT help desk system to ensure proper tracking of resolutions and further develop a knowledgebase of solutions.

Technology Purchasing

BAS IT purchases technologies that are sustainable, compatible with existing systems and can be efficiently supported. In order to ensure that technology purchases meet university needs.
standards, BAS IT must be involved in all information technology related purchases in order to provide:

1. Compatibility with UCR’s network environment;
2. Compliance with UC security policy;
3. Suitability based on needs assessment;
4. Licensing compliance for software purchases;
5. Hardware and software that can be efficiently supported;
6. Availability of sufficient resources (including initial and recurring costs)

Standardization allows the BAS IT to efficiently select and manage technology, obtain better technology pricing, reduce maintenance costs and increase access to training and assistance. These standards are re-evaluated periodically based on common needs, vendor offerings, cost, reliability, supportability, quality, sustainability, compliance with recycling policies and timeliness of vendor response. The following items are pre-approved by BAS IT for use within BAS all other hardware/software must be approved by BAS IT for use domain attached PCs and servers.

- **Supported Hardware**
  - UCR purchased Dell Optiplex, Latitude
  - iPhone
  - Microsoft Surface Pro 2/3

- **Supported Software**
  - Licensed and approved software
Server and Security Administration Services

Server and security administration services involve providing a stable and secure infrastructure for file storage, network printing, application, web, and database hosting. Backup and recovery of data and systems is a major responsibility within this functional group.

_Maintenance that impacts server operations is performed at 10 pm on weekdays or on the weekends at 1 am unless otherwise specified. Maintenance notifications will be posted on the BAS IT web site. Departments will be notified via email if the maintenance is performed during the week._

_Servers and PCs that perform critical functions must meet minimum specifications defined by administrators._

Service Details

Planning
- Perform tactical and strategic capacity planning to ensure adequate data storage space, backup capacity, memory, processing power, network bandwidth, and power and cooling to meet current requirements and growth.
- Follow the department’s change management process to minimize risk when making system changes.
- Facilitate planning activities with vendors, consultants and other business partners on campus.
- Assist management with business continuity planning.

Analysis and Design
- Analyze business and system requirements.
- Design system architecture and server solutions.

Testing
- Test new software and hardware configurations to ensure compatibility with existing environment.
- Test new technology and techniques for delivering solutions and services.

Implementation
- Implement or upgrade
  - Server hardware and operating systems
  - Storage area network hardware and software
  - Virtual server infrastructure
  - Server based applications
  - Database servers
  - Network equipment
- Set up server connections for network based printers.
• Implement changes to network and server topology.
• Create and modify system logon scripts.
• Transfer data between systems.
• Integrate various systems.

Maintenance and Support
• Manage shared servers such as the storage area network.
• Manage departmental servers that host applications, database, or web sites.
• Manage server and network infrastructure in multiple locations on and off campus.
• Administer domain controllers that provide secure access (authentication and authorization) to resources such as network printers, files and folders, databases, and applications.
• Add, remove, and update user account information.
• Administer Windows and Linux servers.
• Administer the VMware infrastructure.
• Administer SQL Server, MySQL, and Oracle database servers.
• Administer Microsoft IIS and Apache web servers.
• Analyze system logs and identify potential server issues.
• Maintain test environments.
• Maintain utilities and administration tools.
• Manage network printers.
• Manage and tune system resources to ensure the optimal mix of storage space, memory, and processing power to meet system requirements and department needs.
• Distribute software updates through system management servers.
• Manage 3rd party systems.
• Facilitate maintenance activities with vendors, consultants and business partners on campus.
• Support business continuity efforts.

Security Administration
• Provide desktop and server operating system and application patch management.
• Provide USB device encryption.
• Centrally manage antivirus definition updates.
• Centrally manage computer and server firewalls.
• Facilitate firewall management and other security implementations with C&C.
• Secure network printers.
• Perform annual audit of personal and confidential data.
  • Implement security measures to ensure BAS is compliant with campus policies.
• Provide physical security recommendations.
• Provide security risk assessments.
• Review departmental application security.
• Establish the information security strategy and policy that covers all aspects of BAS IT operations:
  • Domain group policies and procedures
• Password security

Backup and Recovery
• Ensure BAS servers and data are backed up on a regular basis.
• Test disaster recovery plan and record results twice a year.
• Restore user or department data upon request.
  • Restore time is dependent on the status of the backup server and availability of backup disks, tapes and servers that store data restorations

Backup Summary
• Nightly, weekly, and monthly backups of files, databases, and virtual machines to disk
• Combination of differential and full backups based on the type of data and size
• Total data storage used
  • Domain servers and data – 3.579 Terabytes
• Retention period
  • Files - one month
  • Databases - two weeks
  • Locally stored email PSTs - one week
  • Virtual server files - two weeks

Research and Development
• Perform research on new technologies and techniques.
• Maintain skills through self-paced and formal training.
• Participate in cross training.

Documentation
• Develop project plans in collaboration with BAS IT management, departments, and business partners.
• Maintain hardware and software inventory for use in planning renewal and replacement activities.
• Develop system manuals and documentation.
• Document change management activities.
• Update the BAS IT help desk system to ensure proper tracking of resolutions and further develop a knowledgebase of solutions.
Application and Web Development and Support

This unit provides solutions for departments through the design, development, implementation and support of web sites, databases, custom applications, and 3rd party applications.

Service Details

Planning
- Participate in planning sessions with departments to determine business requirements.
- Develop project plans in collaboration with BAS IT management, departments, and business partners.
- Follow the department’s change management process to minimize risk before making changes to applications, databases, and systems.
- Interface with vendors, consultants, and C&C to ensure applications and databases are operational and integrated with campus systems.

Analysis and Design
- Analyze business and system requirements.
- Design applications, databases, web sites, and integrated systems.

Testing
- Test new software and hardware configurations to ensure compatibility with existing environment.
- Test new technology and techniques for delivering solutions and services.

Development
- Implement BAS IT developed application and database designs.
- Install and configure BAS IT and 3rd party applications and databases.
- Integrate multiple systems
  - BAS systems, 3rd party systems, UCR CAS, EACS, and LDAP
- Develop prototypes.
- Develop test cases.
- Develop and implement new web sites.
- Develop queries and reports for custom applications and 3rd party databases.
- Develop scripts to automate processes and systems.
- Provide training for custom and 3rd party applications supported by BAS IT.
- Produce data extracts upon department request.
- Develop and manipulate images as part of application development.

Maintenance and Support
- Maintain and upgrade custom applications, legacy systems, web sites, and databases.
- Maintain 3rd party applications.
- Interface with on campus business partners and vendors to maintain systems.
- Provide Zen CMS and OmniUpdate web site support.
• Maintain the BAS IT web help desk system.
• Maintain the BAS data warehouse.
• Manage internal inventory systems.
• Analyze system logs, identify potential issues, and update databases and applications.
• Implement database patches.
• Maintain background scripts that automate tasks.
• Maintain internal mail lists used for mass communication to BAS.
• Support business continuity efforts.

Application Performance Tuning
• Refine queries and table structures to optimize database and application performance.
• Implement security enhancements for applications and databases.

Backup and Recovery
• Collaborate with the server and security team to properly plan capacity requirements, allocate and manage resources, and ensure data is backed up.
• Perform disaster recovery planning and testing.
• Recover data upon department request.

Research and Development
• Perform research on new technologies and techniques.
• Maintain skills through self-paced and formal training.
• Participate in cross training.

Documentation
• Develop reference and training documentation for end users and administrators.
• Develop system documentation.
• Update change logs.
• Update the BAS IT help desk system to ensure proper tracking of resolutions and further develop a knowledgebase of solutions.

The following database systems are supported:
• Oracle 10g, 11g
• Microsoft SQLServer 2005, 2008
• MySQL
• Access – backup and restore, no development
Management

The management team is responsible for integrating functional units, developing plans and solutions, refining processes, leading people, and managing the overall delivery of IT services to BAS.

Service Details

Planning

- Develop and uphold the mission, vision, values, and goals of the department.
- Provide leadership to staff.
- Perform strategic planning to ensure department goals and projects are aligned with BAS and Campus goals.
- Provide IT and business process consulting to BAS departments.
- Develop short term, intermediate, and long term plans related to desktop, server and security, application and web development and support, and project management services.
- Perform tactical and strategic capacity planning to ensure adequate data storage space, backup capacity, memory, processing power, network bandwidth, and power and cooling to meet current requirements and growth.
- Lead and participate in IT governance activities.
- Plan business continuity activities in conjunction with campus emergency operations leaders.
- Facilitate change management planning with the department.
- Plan communications.
- Plan risk management approach.
- Develop quality control and assurance plans.

Analysis and Design

- Analyze business and system requirements.
- Design solutions in collaboration with various BAS IT units, C&C, vendors, and consultants.

Testing

- Test new software and hardware configurations to ensure compatibility with existing environment.
- Test new technology, project management techniques, and leadership approaches to improve operations.

Operations Management

- Manage desktop, server, security, application and web site support operations.
- Develop, monitor, and improve service levels.
- Define standards for supported software, hardware, and services.
- Manage licenses.
- Manage contracts with business partners.
• Review service requests and ensure trends are identified and addressed.
• Facilitate weekly planning meetings with each functional area and the entire department to:
  • Ensure infrastructure is stable, secure, and capable of meeting projected growth.
  • Ensure applications and databases are operational and scalable.
  • Ensure desktop operations are optimal.
  • Ensure the department is informed of organizational and campus initiatives.
  • Discuss new opportunities and technology to improve internal operations and help BAS achieve goals.

Project Management (detailed description is located in the next section)
• Manage IT and business process improvement projects.

Resource Management
• Manage and develop staff:
  • Provide targets
  • Mentor
  • Review performance
• Manage relationships with business partners on and off campus.
• Identify, select, and manage vendors and consultants.
• Manage department budget in collaboration with the VC BAS office.

Research and Development
• Perform research on new technologies and techniques.
• Maintain skills through self-paced and formal training.
• Participate in cross training.

Documentation
• Maintain service level agreement.
• Develop department policies and procedures.
• Develop technical documentation.
• Manage inventory documentation including desktops, handhelds, PC software, servers, databases, applications, etc.
• Document project plans, status updates, lessons learned
• Document assessments and recommendations.
• Develop business cases and white papers.
• Update the BAS IT help desk system to ensure proper tracking of resolutions and further develop a knowledgebase of solutions.
Project Management Services

Project management is the application of knowledge, skills, tools and techniques to meet requirements within an agreed upon timeline and budget. Project management services include:

Project Integration Management
- Processes and activities required to identify, define, combine, unify, and coordinate various project management activities

Scope Management
- Identify project sponsor and stakeholders.
- Identify department business requirements.
- Develop scope statement that describes project boundaries.
- Control changes to the project scope.

Time Management
- Determine activities that are part of the project.
- Develop and maintain a project schedule.
- Estimate and manage resources.

Cost Management
- Develop an estimate of costs for resources needed to complete activities.
- Develop and control the project budget.

Quality Management
- Identify quality standards.
- Perform quality assurance and control activities.
- Gain formal acceptance of the product.
- Document lessons learned.

Human Resource Management
- Identify resource requirements.
- Develop the project team.
- Conduct regular team meetings to discuss status and review deliverables.
- Manage resources to the project plan and schedule.

Communication Management
- Determine the information and communications needs of the project stakeholders.
- Provide regular performance updates.

Risk Management
- Plan the approach for risk management activities.
- Identify and document risks.
- Develop risk response strategies.
Procurement Management
- Plan purchases.
- Manage vendors and contracts.
- Close contracts.

Tier 1 and 2 Categories – Department Servers, Applications, and Systems with Higher Security and Backup Requirements

Summary
Department servers, applications, and systems with higher level security and backup requirements are categorized as tier 1 or tier 2 based on complexity, uptime requirements, and time required to troubleshoot and maintain.

Tier 1
- Server or application used by a department or throughout the campus with a substantial user base
- System with high visibility and traffic
- Server or application requires minimal downtime and regular maintenance and troubleshooting
- Systems or applications that have multiple components such as:
  - Database
  - Web server
  - Application server
  - Multiple campus integrations

Tier 2
- Server or application used by a department with a small user base
- Requires less time for maintenance than tier 1 and larger amount of downtime than a tier 1 system is acceptable
- Single application and database
- Security assessments and implementations above standard desktop security
- Role of PC is critical to the department, or the PC functions as a server
- Backup performed by server unit

Core SharePoint Services
1. Planning and design consulting services
2. Project management
3. Basic training
4. Department and project site setup
6. Basic forms and surveys that don't require SharePoint designer or Visual Studio
8. Document libraries and list configurations through SharePoint
9. Security permissions configuration and backups
10. Other configuration through SharePoint administrator console

**Non-Core SharePoint Services – Tier 2 Costs**

1. Multi stage workflow
2. Use of SharePoint designer and Visual studio to develop forms and applications
3. Non-standard site pages
4. Modification of master templates
5. Site is used by a department or throughout the campus with a substantial user base
6. System with high visibility and traffic
7. Integration with external databases or applications
4. Utilizes business intelligence capabilities
5. Records and document center solutions containing content types
6. Campus branded web site with SharePoint functionality
7. SSL implementation for secure sites require a flat fee for certificates
Non-Core Services Provided by Third Party or BAS IT
Scope, schedule, and costs determined per incident, per project or additional SLA

<table>
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<tr>
<th>Desktop Support</th>
<th>Server Administration</th>
<th>Application and Web Development</th>
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<tbody>
<tr>
<td>• Audio visual setup provided by Media Resources</td>
<td>• Implement or upgrade server hardware and software, or server based applications that require additional resources</td>
<td>• Design, develop, install, configure, or upgrade applications, web sites, and databases that require additional resources</td>
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<tr>
<td>• Formal training for Microsoft Office or other commercial applications coordinated by departments through various training resources</td>
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<td>• Printer repairs or replacement of parts handled by vendor or Campus electronics</td>
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<td>• Moving PCs out of refresh cycle order is not part of the SLA</td>
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<td>• Moving PCs due to remodels or staff relocation coordinated with Building Services or 3rd party</td>
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<tr>
<td>• Non iPhone PDA setup and support through C&amp;C</td>
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<tr>
<td>• BAS IT does not support home PCs, in person work on UCR PCs off campus, or vendor supplied PCs</td>
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BAS IT is a recharge operation. If a department adds PCs, servers, or applications to the BAS IT portfolio, the department will incur additional costs in the subsequent fiscal year when rates are established. New system implementations or application development may require additional resources to execute the project. Additional resources for ongoing operations may also be required depending on the workload that is generated and the expectations of the department. The one time and ongoing costs may include:

- Software and hardware
- Additional staff
- 3rd party support services
- Training for IT staff and end users to ensure proper adoption and support of new systems and applications

IT Services – Business and Administrative Services
IT Governance

Project Initiation and Prioritization

An organized approach to initiating, prioritizing, and managing projects is crucial for success. The outline below highlights the basic steps that will help coordinate the initiation and prioritization of initiatives. A detailed project management methodology will be used during project execution.

1. Project requests for the upcoming fiscal year are submitted to the Director of IT by October 1st to prepare for the budget planning process that starts in January.
   a. The requests will be gathered at BAS strategic planning sessions, at BAS division head meetings, or by submitting a project initiation form located on the BAS IT web site.
   b. This will ensure projects and the required resources are adequately identified and are aligned with organizational goals.
2. BAS Division managers review project requests with the Director of IT and rank according to specific criteria.
3. Campus wide initiatives are reviewed in Business Operations System Steering Committee.
4. Departments are notified of the priority list by December.
5. Projects requested after October 1st must be sent to the Director of IT. Requests will be reviewed with Division Heads and the portfolio will be reprioritized.
   a. The project request form located at the BAS IT web site should be used to start this process after an initial consultation.

Annual Inventory

Computer, iPhone, BAS Active Directory account inventory, and vendor contracts should be jointly verified by BAS IT and departments each October. This will ensure all parties have a clear sense of the support requirements for each division and for the organization as a whole.

Computer Replacements

A coordinated and well planned computer purchase and deployment approach will provide BAS with many benefits. Bulk purchases will enable the organization to achieve discounts. Planning deployments for the year will enable BAS IT to manage resources more effectively and minimize movements and rework. The replacement process includes:

1. BAS IT provides computer inventory to departments by the end of each calendar year.
   a. Computers out of warranty or over four years old will be flagged for replacement.
2. Departments confirm computers to be replaced.
3. BAS IT develops a deployment schedule in conjunction with departments.
a. This will ensure staff are available for deployments throughout the year in addition to maintaining standard operations.

4. Computers will be purchased in bulk by March. A second batch may be purchased in August.
   a. Computers must be delivered to the 375 Surge Office to minimize movements on campus.
   b. Computers will be limited to one desktop model and one laptop model for standardization.

5. New computers will replace existing computers based on the department’s replacement plan.
   a. **BAS IT will not perform trickle down moves except for specific cases such as kiosks.**
   b. Departments that want to keep computers for more than four years should replace those machines at the desired interval instead of performing 2\textsuperscript{nd} and 3\textsuperscript{rd} generation moves of four and five year old machines that will be in working condition for a very short period.
      i. Redeployments consume more resources since they require taking a PC back to the BAS IT shop, reimaging, testing, transporting the system, and setting up at the department location.

**Requests for Computer Moves**

Requests for computers moved by BAS IT should be limited to emergencies if the department cannot move the hardware themselves. Situations where the computer or office is inoperable fall into this category. Requests for moves that are due to office remodels or relocations should be handled by the department, Building Services, or a 3\textsuperscript{rd} party. Due to the number of service requests and planned computer deployments, ad hoc moves for non-emergency reasons are not feasible with existing resources.
BAS Department Responsibilities - Normal Operations

Departments should follow the standard service request process:

1. **Primary**
   a. Go to [http://basit.ucr.edu](http://basit.ucr.edu), click on the request service button, enter your UCR NET ID and password, and enter a detailed request.

2. **Secondary** - If the BAS IT web site is not accessible
   a. Send an email to staff@basitservice.ucr.edu with IT Service Request in the subject line and a description of the issue in the message body.

3. **Tertiary** - If the BAS IT web site and email are not available
   a. Call BAS IT’s main number 951-827-6030.

- The primary service request method allows for automated routing and alerts will ensure requests are addressed in a timely manner.
- Employees that place requests may need to make themselves available to complete troubleshooting and resolve issues.
- BAS IT will make attempts on three consecutive business days to schedule a time to work on the service request. If the requestor does not respond, the service request will be closed.
- Departments must coordinate PC replacements in advance to:
  - Minimize movement of PC hardware (please see IT governance section for more details).
  - Ensure enough resources are available taking into account workload.
- Departments must actively engage in the testing, verification, and formal acceptance of new PCs, web sites, applications, databases, and server solutions.
- New servers and applications must be identified in advance of a purchase to ensure compatibility with the BAS IT infrastructure and that enough resources are available.
- Departments are responsible for storing data on the servers for backup and recovery purposes.
- Departments are responsible for allowing the data backup scripts on their computer to run at logoff or shutdown.
- Departments must provide BAS IT with storage, backup, retention, and recovery requirements to ensure the infrastructure is adequate.
- Departments are responsible for ensuring their employees are trained on computers and software.
- Departments must inform BAS IT when data or email of former employees must be archived.
  - Email stored on campus servers is the responsibility of C&C.
  - C&C must be notified by the department if they wish to archive an employee’s email.
BAS IT Responsibilities - Disaster Operations

The IT services described in this document are delivered through a combination of BAS IT and C&C staff and systems. These systems currently reside in the School of Medicine Education Building. If SOM Education Building is not available due to a disaster, or if the equipment in SOM Education Building is damaged, BAS IT is not capable of immediately providing alternative hosting solutions for file storage, server based applications, etc. The focus during disaster operations will be to disseminate information and answer basic support questions.

Please note:

- BAS IT will provide instructions on the BAS IT web site or on a voicemail message at 951-827-6030.
- As a proactive measure, BAS IT staff will also contact Division heads and their departmental IT contacts by phone to inform them of the situation.
- BAS IT will inform all BAS department staff via email to use the BAS IT web site and service request system after normal operations are restored.
BAS Department Responsibilities - Disaster Operations

- The standard service request process outlined in the normal operations section should be followed during disaster operations.
- BAS IT will provide instructions on the BAS IT web site or on a voicemail message at 951-827-6030.