

POLICY & PROCEDURES MEMORANDUM

TITLE:	TECHNOLOGY SERVICES
EFFECTIVE DATE:	April 3, 2007* <i>(*Title Updates 6/7/12, 5/12/10)</i>
CANCELLATION:	AD-1822.1D (7/15/97)
CATEGORY:	Information Technology (IT)

POLICY STATEMENT

Under the direction of the Information Systems Council (ISC), the Office of Information Technology (OIT) provides technology services to its constituent by providing the technology leadership and technical resources required to establish and support the College's information technology enterprise by providing the following services:

- Application Programming
- Computer Operations
- Enterprise Resource Planning and Administration
- Help Desk and Desktop Support
- Networking and Communication

Technology services are provided in accordance with the provisions and procedures outlined in this memorandum.

PROCEDURES & SPECIFIC INFORMATION

1. **Purpose**

To establish procedures for acquiring technology services through the Office of Information Technology (OIT) for faculty and staff of the College.

2. **Scope and Applicability**

This policy and procedures memorandum applies to all operational units of Delgado Community College that require support from the Office of Information Technology.

3. **Requesting Technology Services**

A. **General Provisions**

Request for technology services will be initiated by the individual requesting the service or a department designee. A request is made by creating a new ‘problem ticket’, ‘access request’ or ‘change order’ via the online [OIT Help Desk](#) for the appropriate category.

All requests must have the online approval of the requestor’s immediate supervisor, division dean/director/department head, as well as the appropriate data manager(s), if applicable for a particular request, before being completed by OIT personnel.

Information Technology personnel will not be permitted to provide computer services without an approved request authorizing the work. Once a request has completed the online approval process, it generally takes about three (3) to five (5) working days to complete most requests (see [Priority Service Level Requirements](#)). Should a particular request require a longer period of time for completion, the contact person is usually notified.

B. **Definitions**

Problem Ticket - means “I *need* something,” or “Something’s broken.”

Access Request - request submitted for a new hire to acquire an email account, network account, and/or to add/update system access; requires approval from Supervisors, Division/Dept. Heads, Vice Chancellors, Data Managers, and/or Executive Deans, as appropriate.

Create a New Work Order- means “I *would like to have* something,” (*i.e.* a special report, media equipment, installation of a PC); *most* require approvals.

Affected End User - the individual who is having the problem or desiring special services to be rendered.

Category/ Request Area- tree structure listing of possible problems and/or desired special services needed.

Urgency- indicates how impacting an issue is to the requestor and how quickly he or she would like to see it addressed.

C. Responsibilities and Procedures

1. Division Deans/ Directors/ Department Heads and their staffs may request computer support for areas within their jurisdiction by (a) providing a concise but complete description of the requested service identifying (1) the data affected, (2) the information needed, (3) the problem to be corrected, or (4) the output description (attaching a sample report if necessary) and by (b) requesting a realistic completion date. Requests are then to be routed electronically to the custodian of the system for approval.
2. The custodian of the system, the Data Manager, will approve or reject the request. If approved, the request will be routed to the appropriate IT unit for processing. If the request is rejected, it will be closed and an email notification will be sent to the requestor. A request may be rejected for any number of reasons, for example, an incorrect form used, report already exists, request already in process, confidential data, information available through another means, etc.)
3. The Office of Information Technology assigned analyst will be notified electronically that a request is waiting. Once completed, the request will be marked 'completed' and 'closed' by the assigned analyst. The requestor will be notified electronically that the request has been closed.
4. The requestor should open the email from the OIT Help Desk indicating that the request has been closed and read it for any special instructions.

4. Acquisition of Computers, Computer-Related Components, Software, and Services

The Office of Information Technology will review proposed purchases for computers, computer-related components, software, and services to ensure that the acquisition will satisfy the need; to ensure completeness of the request; to ensure compatibility of hardware and software where applicable; to ensure that provisions for legal software are being met; and to ensure in-house maintainability and support, where applicable.

5. Training

Training in the use of computer systems applications is usually done within the requesting unit by a department designee. However, on occasions, formal training for departments in the use of these system applications may be needed and will require making the request via the online Office of Information Technology Help Desk system. When making such a request, the nature of the training needed must be stated, as well as the times available for training personnel and possible available locations for conducting the training sessions.

6. Requesting Services**A. OIT Help Desk**

Faculty and staff members may be granted access to the College's computer resources, if deemed appropriate for their positions or departments. To become a user of the College's computer resources, a request must be made through the OIT online Help Desk. The [OIT Help Desk](#) provides various categories of services, so it is important to choose the appropriate one.

B. Requesting and Updating End User Account Access

The three major applications accessed through the College's mainframe system are: the student information system, financial record system, and human resources system. Each system, and the specific functions of the system, is overseen by data managers who are responsible for managing user access and security of specific function of the systems.

Requests for access to mainframe data or functions are to be made on the appropriate system access form, with the approval of the employee's supervisor and the data manager of the system. Access to the network and mainframe must be granted before an employee is granted access to the individual systems. Requests to update access are to be made on the appropriate system access update form. The following online forms are required for obtaining and updating access to each system or updating existing account access:

Student Information System

To request access to the Student Information System, an *Access Request New User Student Information System Form* and an *Access Request New User Computer Account Form* must be submitted electronically via the [OIT Help Desk](#) online system to the Office of Information Technology for processing. To update existing student information system account/access, an *Access Request Update User Student Information System Account/Access Form* must be submitted electronically via the OIT Help Desk online system to the Office of Information Technology for processing.

Financial Records System

To request access to the Financial Records System, an *Access Request New User Financial Record System Form* and an *Access Request New User Computer Account Form* must be submitted electronically via the OIT Help Desk online system to the Office of Information Technology for processing. To update existing financial record system account/access, an *Access Request Update User Financial Record System Account/Access Form* must be submitted electronically via the [OIT Help Desk](#) online system to the Office of Information Technology for processing.

Human Resources System

Because of the confidential nature of employee information, access to the College's Human Resources System is extremely limited. To request access to the Human Resources System, an *Access Request New User Human Resources System Form* and an *Access Request New User Computer Account Form* be submitted electronically via the OIT Help Desk online system to the Office of Information Technology for processing. To update existing Human Resources System account/access, an *Access Request Update User Human Resources System Account/Access Form* must be submitted electronically via the [OIT Help Desk](#) online system to the Office of Information Technology for processing.

7. Evaluation

During each academic year, the Office of Information Technology will assess the effectiveness of this policy and procedures via a survey. The Information Systems Council uses the results of this survey to reassess the policy.

8. Inquiries

Any inquiries or questions relative to this policy and procedures memorandum should be directed to the Assistant Vice Chancellor/ Chief Information Officer.

9. Cancellation

This policy and procedures memorandum cancels Policy and Procedures Memorandum AD-1822.1D, *Computer Services*, dated July 15, 1997.

Review Process:

Information Systems Council 3/2/07
College Council 4/3/07

Distribution:

Distributed Electronically Via College's E-Mail and Internet Systems

Attachments:

Attachment A - List of Data Managers



List of Data Managers

Current System	Data Manager ("System Owner")
New Courses	College Registrar
Course Schedule/Lists	College Registrar
Student Records: Financial Aid/Loans Tuition/Fees	Director of Student Financial Assistance Director of Account Receivables
Student Records: Academic Standard Reports New Reports: Recruitment Admissions Graduate All Other Student Records, i.e., Advising, IPEDS, Board Reports, Transcripts, etc.	College Registrar Director of Admissions and Enrollment Services Director of Admissions and Enrollment Services College Registrar College Registrar
General Ledger/Budget	Assistant Vice Chancellor/Controller
Employee Information	Assistant Vice Chancellor for Human Resources
Payroll	Assistant Vice Chancellor/Controller Assistant Vice Chancellor for Human Resources
External Requests Public Information	Executive Director of Public Relations and Marketing

Approved 5/12/10