



**Technology Operations Manual
Fall 2006**

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1. Operations

1.1 General Information

1.1.1 Hours of Operation

The hours of operation are as follows:

Operations Help Desk (Ext #)	Monday – Friday	8:00am – 5:00pm
Main Building	Monday – Friday Saturday Sunday	7:00am – 11:00pm 7:00am – 8:00pm CLOSED
Harbor Walk Building	Monday – Friday Saturday Sunday	7:00am – 11:00pm 7:00am – 10:00pm CLOSED
Housing Offices	Monday – Friday Saturday Sunday	8:00am – 5:00pm CLOSED CLOSED
Housing Main Lobby	Monday – Sunday	8:00am – 1:00am

1.1.2 Facilities and Technology Contact Information

Position	Name	Office Phone	Cell Phone	E-Mail
Director of Technology	Jane Vigna	954-308-2117	954-448-8126	jvigna@aii.edu
Tech Support Supervisor	Andy Skowronek	954-308-2197	954-448-8114	askowronek@aii.edu
Director of Facilities	Peter Hughes	954-308-2110	954-448-8071	phughes@aii.edu
Facilities Supervisor	Mark Rozalez	954-308-2111	954-448-8124	mrozalez@aii.edu
Security Guard 1	Escort Main Bld.	N/A	954-448-8094	N/A
Security Guard 2	Escort HW Bld.	N/A	954-448-8098	N/A
EDMC Main Office		888-275-2440		
EDMC Help Desk		888-424-4435		help@aii.edu

1.1.3 EDMC /Ai Web Information

AiFL School Home Page:	http://www.aifl.edu
AiFL Technology Support:	http://www.aiflhelp.com
EDMC Intranet:	http://intranet.aii.edu
Ai School Support:	http://intranet.edmc.edu/aitech/index.asp
EDMC Support:	http://intranet.edmc.edu/support/index.asp

1.1.4 General Location Information

EDMC Main Office:
210 Sixth Avenue Suite 3300
Pittsburgh, PA 15222

Main Building:
1799 S.E. 17th St.
Fort Lauderdale, FL 33316

Harbor Walk Building:
1650 S.E. 17th St.
Fort Lauderdale, FL 33316

Harbor Place Building:
1600 S.E. 17th St.
Fort Lauderdale, FL 33316

Sunrise Hall - Housing:
1055 N. Federal Hwy.
Fort Lauderdale, FL 33304

Service Locations

Technology/Operations Center	Main	436
GD Print Service Bureau	Main	411
Checkout	Main	340
Photography Print Service Bureau	Main	402
IND/IDT Print Service Bureau	HW	420
IND Lighting and Sample room	HW	407
Open Lab Main	Main	410
Open Lab HW	HW	305
Open Lab Housing	SHW	2 nd Floor

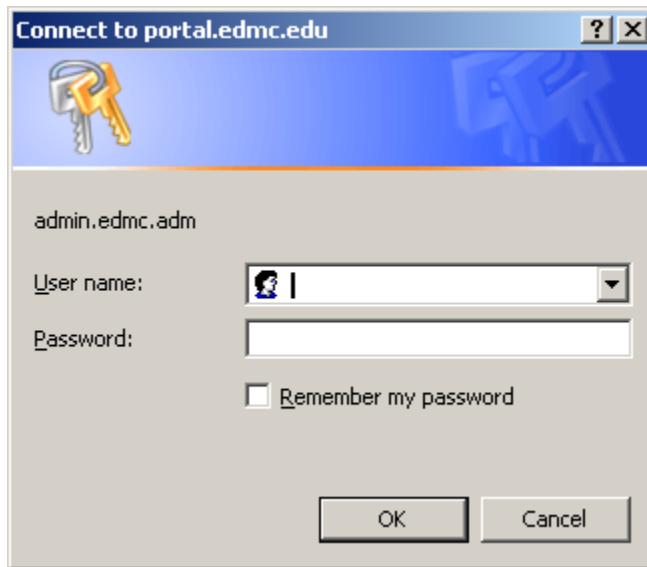
1.2 Help Desk

1.2.1 Reporting a Problem

EDMC and Ai deploy three separate procedures to report help requests depending on the incident:

- 1) Corporate based incident tracking is used to report incidents requiring corporate intervention such as CARS and Lawson password or configuration issues. Incidents should be reported to the corporate Help Desk by phone (888-424-4435) or by e-mail (help@aii.edu) or on the intranet at <http://intranet.aii.edu/CSS/CallCenter/index.asp>.
- 2) IT project requests should be solicited by submitting an IT request through the corporate Intranet at the following url:

<https://portal.edmc.edu/sites/srp/ProjectRequest.aspx>



The users active directory user name and password are used to access the site.

- 3) Locally, Ai schools deploy the Altiris help desk software solution to report and manage school based incidents that are to be performed by local school technicians.

1.2.2 Opening/Closing a Work Order – Altiris

Please reference the local Altiris Operations Manual for web access to the help desk software.

1. Open Altiris via the web at the following url:
"http:// [local Altiris server name] /AeXHD/worker/Default.aspx"
2. Create a new work order by clicking on Incident – New Incident
3. Fill in the appropriate fields including the technician or party responsible and click on the save icon (disk) to submit the incident.

The screenshot shows the 'New Incident' form in the Altiris Helpdesk interface. The browser window title is 'New Incident - Microsoft Internet Explorer'. The address bar shows the URL: http://fca01/AeXHD/worker/Default.aspx?cmd=newItem. The page title is 'Helpdesk' and the breadcrumb is 'Incidents > New Incident'. The form is titled 'New Incident' and includes a 'Time spent' field set to 5 minutes and a 'Total time' field set to 0 minutes. The form fields are as follows:

Contact:	--[none]--	Find
Asset:	--[none]--	Find
Title:		
Comment:	<input type="text"/>	
<input checked="" type="checkbox"/> Comment visible to guests		
Category:	Break-Fix	--[none]--
Priority:	Medium	Impact: Medium
Assigned:	--[auto]--	Owner: Human Resources
Status:	Open	Type: Incident
Schedule:	Not scheduled	External ID:
	Start: 7/26/2006	Due: 7/26/2006
	12:00:00 AM	12:00:00 AM

Notify rules:

- Acknowledge contact
- Incident changed
- Incident reassigned

Attachments:

Linked to:

Linked by:

1.2.3 Dispatching

After receiving a request, the TSS will assign the incident to an appropriate technician for resolution.

1.2.4 Classroom Scheduling

Once per quarter a designated representative from the Technology department will meet with the department chairs and populate the room schedules for the following quarter based on the curriculum and software availability in each computer lab. The operations coordinator is then responsible for creating these schedules and having them posted prior to the quarter start.

1.3 Asset Management

1.3.1 Purchasing

Automated Purchase Order requisitioning is required for all technology purchases. The school's Director of Accounting and Financial services will appoint various staff as "requesters."

Each requestor is required to solicit quotations from vendors and complete an initial request for purchase in the Lawson system based on the quotation.

The Lawson Requester Manual is reprinted in Appendix A.

Once inputted, the request will be routed to various "approvers" for authorization. Upon authorization a PO will be generated. Operating PO's will be routed back to the requester for submission to the vendor. Capital PO's will be routed to corporate procurement for completion of the ordering process.

The local school DAFS should be consulted to determine the correct account coding when completing the online requisition form

1.3.2 Approved Products List

An Approved Products List has been developed for many Hardware and Software items purchased through out the Ai System. All Ai schools should adhere to these items. Only in rare circumstances and with prior authorization by the Regional Technology Specialist should any school deviate from these standards.

A formal Software approval process has been established if an application needs to be added to the list. See Appendix K for a flow chart of this process.

The Approved Software list can be viewed via the Intranet by using your active directory user name and password and browsing to the following url:

<https://portal.edmc.edu/sites/software/default.aspx>

The Approved Hardware list can be viewed via the Intranet at:

<http://intranet.aii.edu/aitech/hwcomm/index.html>

1.3.3 Fixed Asset Accountability

In coordination with the DAFS, the technology department is responsible for maintaining fixed asset records and accountability for all capital related technology assets. These assets include servers, workstations, printers, monitors, LCD projectors, switches and routers. Other assets might be included based on initial cost and estimated useful life. Fixed Asset records are maintained using the SAGE Fixed Asset system.

A physical inventory is required on at least an annual basis. Handheld barcode scanners are used to perform periodic physical inventory. The process and procedures related to asset tracking and inventory can be found in the SAGE Fixed Asset Manual in Appendix B.

2. Media/Equipment Services

2.1 Checkout

2.1.1 Policies

[All schools will have policies determining loaning av equipment cameras etc to their students. These policies will need to be approved by the local VP of Acad Affairs and the local EC]

The following is an example of school policy:

Checkout has one unified contract for all students, staff and faculty (Form 1.1). The contract must be signed and placed on file in checkout. Once a contract has been signed this information must be entered into the database. No equipment may leave checkout without this contract on file.

In order to be eligible to receive items from checkout the Recipient must have the following:

- ✓ Signed Contract on file (If not contract is available at checkout)
- ✓ Completed checkout form itemizing any and all equipment
- ✓ ALL Items must be initialed by appropriate personnel (Most cases instructors)
- ✓ Checkout form must also be dated – Date of fill out and Date of use
- ✓ Signature of approval at bottom of checkout form.

Each depart will have certain equipment that is available to be checked out for students in that department. All equipment is for specific department use only i.e. Photography has specific photo equipment, DMP production has specific video equipment, VEMG has specific equipment etc. Equipment cannot be checked out from any other departments without that department Chairs approval.

Equipment Due Times: All equipment is due back by time specified

Daily – before the close of the Cage that day (Mon-Thurs 10:00pm; Fri-Sat 5:00pm)

Overnight by 8am next morning

Weekend by 10am Monday

Any equipment returned LATE by any amount of time is considered an offense. Equipment left in a classroom or turned in by another student is considered an offense. All students listed on reservation sheet are held responsible for equipment and if the equipment is not used without canceling the reservation, it is considered an offense.

Suspension Procedure: After equipment is received the student is informed of their infraction. The offense is met with the listed consequence.

1. First offense – One (1) month suspension or a \$10 per day late fee
2. Second offense – One (1) quarter suspension or a \$25 per day late fee
3. Third offense – Permanent loss of check out privileges or a \$50 per day late fee.

Suspensions do not include Holidays or Quarter breaks and may carry over to the following quarter. The consequence is to be written on Check-Out's copy of the paper and a copy must be made of the student's paper. The consequence must then be entered in the computer database with

the original to be put into the check-in folder and the copy into the suspension binder. Once suspension is complete or the fine is paid the paper file should be properly marked.

2.1.2 Procedures

Opening:

- ✓ Make sure all forms have enough copies.
- ✓ Must keep extra Signature template forms on file location to easily replenish
- ✓ Review daily reservations and work list
- ✓ Review past due items

Closing:

- ✓ Place all equipment in proper locations
- ✓ Clean work area
- ✓ Close labs
- ✓ Review past due items
- ✓ Lock and secure all cabinet lockers and doors

Media Services Reservations:

See workflow chart in Appendix M

Media Services Qualifications:

See workflow chart in Appendix N

Media Services Check-out:

See workflow chart in Appendix O

Media Services Check-In:

See workflow chart in Appendix P

2.1.3 Automated Check-out Software Application

The Ai system has approved two checkout systems approved for the cages.

The base system is the Voyager Media Module. As the school grows Web Check-Out can be purchased by the local school to meet its needs. Further description will be available as approved.

2.2 Print Service Bureau

2.2.1 Overview

The Print Service Bureau is intended to provide students, faculty and staff with print service including high volume copier, large format printing and other services as supported by technology resources and budgeted accordingly.

2.2.2 Customer Services

Services will be determined by the needs of the school. The local technology department will be responsible for developing and deploying a business plan for the bureau that is reviewed and approved by the local EC. The extent of those services shall be listed here. Sample services provided by established Ai Print Service Bureaus include: photo copying, color printing, binding/laminating, CD/DVD duplication, etc. The business plan should include perspective cost and revenue forecast.

2.2.3 Procedures

Specific procedures related to the Bureau operation should be posted here. Procedures include accounting (for example, the school will need to document a process for cash payments etc.) and processing flow (for example, copies of requisition form, price list and quote sheet.)

A technical policy procedure manual will be done by each school with the following information:

- A
- B
- C
- D

3 Administrative and Classroom Computing

3.1 User Manual

3.1.1 User Based

The Technology department is responsible for developing a comprehensive technology user manual for students, faculty and staff that is reviewed and approved by the local EC. The user manual should include all policies, descriptions and information as is relevant.

The manual should include such topics as Computer Rules, Lab Hours, Internet and Network Usage Policy and other information as needed.

See appendix C for a sample user manual.

3.1.2 Review

The technology department is responsible to review the User Manual annually and update it accordingly. The annually revise manual should be approved by the local EC

3.1.3 Access

The computer manual should be maintained in hard copy format in the Academic Affairs office. Other copies should be available in labs. Faculty should be encouraged to distribute the manual in computer lab related classes. The manual should also be posted on the web where applicable.

3.2 Primary Job Descriptions

3.2.1 Sample Organizational Charts

The sample organization charts are provided in Appendix D as a guide for local management of local technology staff. These are guidelines developed based on the student population of a school. Other factors such as location of multiple buildings, types of services offered, programs offered and building hours will affect actual staffing requirements.

3.2.2 Job Descriptions

EDMC HR maintains specific job descriptions for technology related positions. Although, job titles can be unofficially changed to better reflect job responsibilities, all staff must still fall with in the official job classifications as outlined below. See Appendix E for the full description of each job category. The following are the official job categories for local technology departments:

- ❖ Technician Level I
- ❖ Technician Level II
- ❖ ATSS (Assistant Technology Support Supervisor)
- ❖ TSS (Technology Support Supervisor)
- ❖ Analyst
- ❖ ADoT (Associate Director of Technology)
- ❖ DoT (Director of Technology)

3.3 Security

A security standard is currently being developed by a strategic sourcing team. The standard will replace this section with new standards and procedures when in 2021.

3.3.1 Security Cameras

Security cameras are placed throughout the buildings to prevent and/or detect malicious activity.

There are 2 different ways to review the recorded video or watch the live video feed as its occurring. The first way is to sit directly at the Digital Video Recorder console. *[Specific console information should be listed herd.]*

The other method is to connect to the console through the network.

Each school will develop process, procedures and responsible parties to access and maintain the system. Please contact the system administrator to request the login information to access the security camera system.

3.3.2 Viewing Digital Recordings

Any student, faculty, or staff member that is requesting to view the cameras due to a personal item being stolen or damaged must fill out an incident report with the dean of academic affairs before proceeding. Once the incident report has been filed at that time a representative from technology/facilities will schedule an appointment to view the past recording.

The video recording system is for the protection of business assets and personal safety.

3.3.3 Security Standards for Labs

Please refer to the security standard document for security measures such as cameras, key-less locks etc that need to be installed in each lab.

Some suggested methods to secure lab equipment include:

- Security cables; security cameras; steel washers for mouse and keyboards; and doors equipped with specialized locks.

3.4 Cabling Standards

EDMC provides strict standards for the network infrastructure. Appendix F contains the EDMC published standards. These standards apply to secured and environmentally conditioned rooms for servers, routers, communications devices, cable connectivity, network cabling throughout the buildings and connectivity to workstations and phones. Strict adherence to these standards are mandatory.

3.5 Telecommunications

The technology department is responsible for maintaining and managing the phone switch and voice mail for the school. EDMC has standardized on Siemens as the telecommunications switch provider. Access to the phone system and the voice mail components can be done via the network. See Appendix G for detailed reference for accessing and managing the phone switch. See Appendix H for a user manual on using phone mail.

Local trained technology staff should handle routine phone management such as: name changes, adding/deleting extensions, setting dial in/out features, security, and swapping extensions. These responsibilities are frequently referred to as *Moves, Adds and Changes* (MACs)

All phone related charges including voice and data T1's are maintained by contract and managed by the EDMC corporate communications department. Any problems with phone service or to request additional phone system capacity (i.e. additional voice or data T1's, adding additional capacity to the phone switch, etc) must be requested through the CS telecommunications department.

Issues with the phone switch or T1 lines should be reported immediately to the corporate help desk.

3.6 Network Infrastructure

3.6.1 Admin and Classroom networks

The school based network consists of two virtual networks. *The Administrative Network* consists of all staff and administrative devices for use by the campus Administration. *The Classroom network* consists of all computer lab workstations, open lab workstations, library workstations, print service bureau and media services workstations and all peripheral devices that support curriculum delivery.

The school will maintain various servers, routers and switches that will serve users on both networks and other servers for exclusive use on the Admin or the Classroom networks.

3.6.1.1 Administrative Servers

On the Admin network, there should be at least one MS Windows 2003 server to serve administrative users with Active Directory authentication, DNS, file sharing, print services, Windows Update Services and Symantec Anti-Virus updates.

Depending on the number of users on the network, multiple servers should be installed to load balance these services. Issues related to the Administrative servers should be reported immediately to the corporate help desk.

3.6.1.2 Classroom Servers will generally be Windows 2003 servers, but local technology staff can also deploy MAC OS 10 and Linux based servers to meet specific educational and configuration needs. The local technology staff is responsible for the management, maintenance and configuration of these servers.

A detailed inventory of these servers should be maintained and posted with the schools RDoT, DoT and TSS. The inventory should include server name, location, MAC and IP addresses, applications running on the server, and server specifications.

3.6.1.3 Altiris Server

Each school will maintain at least one Windows 2003 server running the Altiris Application Suite. The Altiris server will have loaded at least the following Altiris applications: Notification Services, Deployment Services, and Help Desk Services. In addition, there will be an Altiris PXE server on each virtual network to provide network boot capabilities for all workstations.

The Altiris Deployment Services provide for efficient install of software applications to multiple workstations, such as in computer labs.

The Altiris Server is maintained jointly by corporate IT and the local technology department. Specific policies apply to the administration of the Altiris Server. See Appendix I for the Altiris Server Policy guidelines.

3.6.1.4 Routers and Switches

The virtual networks are created from the schools single physical network through routing rules programmed on the network routers and switches located on site in the schools secured Network/Communication rooms. EDMC corporate IT is responsible for all routers and router programming. If any network issues arise that appears to be routing related a priority help ticket should be issued immediately to the corporate help desk.

3.6.2 Security and Environmental Standards for Network and Tel/Comm Rooms

Any room that houses computer servers, routers or telephone switching equipment shall be constructed in a manner that provides adequate cooling, ventilation and security. EDMC standards are attached in Appendix J. Further, the local technology staff must assure that these rooms are properly secured at ALL times, access is limited to only authorized personnel and that logs are maintained showing access to these rooms.

3.7 Hardware and Software Technical Support

3.7.1 Technical Service Support Hours

Each local school technology department is responsible to assure that all systems used at their facility are maintained in such a manner that all students, faculty, and staff can rely on their availability and functionality.

In addition, the technology department will maintain hours of service that students, faculty and staff can expect reliable expert technical assistance in support of their professional work and assignments.

3.7.2 Quarterly Workflow Process

In order to maintain and configure systems to support academic uses, a quarterly workflow process should be established by the school's technology department. The quarterly workflow should be communicated to Deans, Academic Department Directors and other academic personnel to assure that labs and technology resources are available to students and faculty from the first day of each academic quarter.

A sample Quarterly Workflow document is attached as Appendix L.

3.7.3 Software Approval Process

EDMC Corporate IT and Education departments must approve ALL software purchases and software applications used in our schools. Please review Appendix K describing this process.

4 Human Resources

4.1 Employment Status

Importance of employment issues - develop good working relations with HR.

4.2 Federal Work Study Employees

Student workers have specific rules to follow. Additional rules apply if students are employed under the Federal Work Study Program.

5 Business Continuity

5.1 Business Continuity and Disaster Recovery Planning

Each school is responsible for developing a formal disaster recovery plan. See Appendix Q for the School Based Disaster Recovery Plan Template. Also, review Appendix R The Role of CS-IT in Your Disaster Recovery for integration with corporate IT disaster recovery assistance.

5.2 School Technology Plan

The school technology department is responsible annually for developing a school based technology plan. The plan should be developed in cooperation with the Academic Affairs department, the school's Technology committee and the school's Executive Committee. The Technology plan should be a formal presentation of the technology needs of the entire school for the coming fiscal year. It should also be used as the qualitative analysis for the development of the schools capital and operating technology budget. See Appendix S for the School Technology Plan Template.

5.3 Other Planning Processes

The local school technology department should be integrally participating in the school's strategic planning process. This process involves developing strategic goals and developing SWOT analysis related to the deployment and integration of technology as it relates to the strategic mission of the school. See Appendix

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Appendix B	To Do	SAGE Fixed Asset Manual	1.3.3
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Index of Forms

Form	Title / Description	Ref Section
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