

District Information Technology Service Catalog

Coast Community College District - District Information Technology - IT Portfolio and Service Catalog 9-6-2013

DIT is in the process of implementing a district-wide helpdesk system. Until the implementation is completed, for IT support, users at each district site should continue to use the same contact information as follows: District Office IT Helpdesk helpdesk@mail.cccd.edu or extension 84618; OCC online at http://www.orangecoastcollege.edu/about_occ/Technology/faculty-staff-computing/Pages/Support-Center.aspx; GWC helpdesk@gwc.cccd.edu or extension 55060; CCC online <http://csd.ccc.cccd.edu/adminprob.php> for non-classroom issues or <http://csd.ccc.cccd.edu/classprob.php> for classroom issues. For general concerns or issues, please contact Craig Oberlin, Sr. Director User Support & Helpdesk at coberlin@occ.cccd.edu

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Service Area	Service	Description	Service Contact
Desktop Support	Desktop Repair	Correction/repair of existing computer system (Desktop, laptop, tablet, printers)	IT Helpdesk
Desktop Support	PC Procurement	Purchase of a new computer system	College Fiscal Director: OCC Rachel Kubik rkubik@occ.cccd.edu ; GWC Paul Wisner pwisner@gwc.cccd.edu ; CCC Helen Rothgeb hrothgeb@coastline.edu
Desktop Support	PC Relocation	Relocation of an existing computer system	College Fiscal Director: OCC Rachel Kubik rkubik@occ.cccd.edu ; GWC Paul Wisner pwisner@gwc.cccd.edu ; CCC Helen Rothgeb hrothgeb@coastline.edu
Desktop Support	Copier	Establish network connectivity to an existing network enabled copier	IT Helpdesk
Desktop Support	Phone	Move/Add/Change of a telephone instrument, phone number or call group configuration	IT Helpdesk
Desktop Support	Voice Mail		IT Helpdesk
Desktop Support	Desktop M/A/C	Move/Add/Change of a computer system (desktop, laptop, tablet), printer, or plotter	IT Helpdesk
Desktop Support	MySite (MyCCC, MyCoast, MyGWC, MyOCC) Password Reset (Faculty/Staff)	Reset/change MyOCC Passwords for Faculty & Staff	IT Helpdesk

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Service Area	Service	Description	Service Contact
Desktop Support	MyOCC Password Reset (Student) For GWC and CCC this function is performed in the Admissions and Records Offices	Reset/change MyOCC Passwords for Students	http://www.orangecoastcollege.edu/about_occ/Technology/Pages/Technical-Support.aspx
Desktop Support	Active Directory / Windows Account Administration	Create/Modify/Delete Active Directory Account	IT Helpdesk
Instructional Technology	Classroom Support	Services to assist the instructional needs of faculty and students. Services include installation and maintenance of instructional equipment (e.g., projectors, document cameras, mult-media carts, computers) and other technology based instructional equipment	IT Helpdesk
Instructional Technology	Instructional Application Support	Services to assist the instructional needs of faculty and students. Services include installation and maintenance of instructional software.	IT Helpdesk

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Service Area	Service	Description	Service Contact
Instructional Technology	Instructional Computer Labs	For instructional technology located in a classroom laboratory, all services to assist the instructional needs of faculty and students. Services include installation and maintenance of instructional equipment (e.g., projectors, document cameras, multi-media carts, computers) and other technology based instructional equipment	IT Helpdesk
Instructional Technology	Procurement of Software	Purchase of new computer software	College Fiscal Director: OCC Rachel Kubik rkubik@occ.cccd.edu ; GWC Paul Wisner pwisner@gwc.cccd.edu ; CCC Helen Rothgeb hrothgeb@coastline.edu

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Service Area	Service	Description	Service Contact
Applications	Enterprise Applications	Support ongoing upgrades and new features to applications used district-wide: Argos, Axiom / AnyDoc, Banner Self-Service, Banner ERP (Student, HR, Fiscal), BDMS, Blackboard Connect, CCC Apply, Curricunet, Degree Works, Discoverer, Dynamics - Great Plains Systems, Evisions Intellicheck, fsaAtlas, HigherOne, Luminis, NeoGov Applicant Tracking, NetPartner, ODS, PowerFAIDS, Resource/Live 25, SharePoint, Workflow.	IT Helpdesk
Applications	Student Portal (Luminis)	Support for portal login issues, software changes, administration	IT Helpdesk
Applications	Web Services	Set up and support hosting of CMS-based websites	IT Helpdesk
Applications	Course Management System	Blackboard support - GWC and OCC; Seaport - CCC	GWC - contact Online Instruction Office; OCC - contact Diana Sharp; CCC - contact Seaport/OLIT
Applications	Intranet Portal (SharePoint)	Support and administration of Team Collaboration sites and permissions	IT Helpdesk

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Service Area	Service	Description	Service Contact
Applications	Application Services	These are services designed to help faculty and staff satisfy business application needs. These services are generally delivered by IT staff in direct communication with users, which may result in any of the following services: project management, training, process (re)definition, application (re)configuration, application systems acquisition and implementation, or system development. Resulting service must be requested as defined in the catalog for that service.	IT Helpdesk

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Service Area	Service	Description	Service Contact
Applications	Application Development	These are services designed to research solutions to campus business needs and provide documentation to functional requirements from both management and operational perspectives. These services are always contingent on a preliminary discussion with IT staff (see Application Services above), submission of required request forms, and approvals from all appropriate managers and committees. IT uses a managed project approach for approved requests built around a project team consisting of IT, College, and Vendors selected as needed.	IT Helpdesk
Infrastructure	Server Hosting	Physical Security, Conditioned Power, Emergency Power, Precision Environment, Data Center Firewall, Server Backup and Recovery, Patch Management, Server Configuration Services, Virtual Servers, Server Monitoring.	IT Helpdesk
Infrastructure	Exchange E-mail system	Support, maintenance and administration of faculty and staff e-mail system.	IT Helpdesk

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Service Area	Service	Description	Service Contact
Infrastructure	Network/Server Monitoring	This service is to provide the monitoring of our networks, servers, SANs and other equipment to ensure the proper working conditions of this equipment.	na
Infrastructure	Network Access Control	This security service maintains control over who has access to what services on the District's network.	IT Helpdesk
Infrastructure	Virtual Desktop (VDI)	Implement and support infrastructure to include servers, SANs, network switches, fiber channel switches, and desktop virtualization software for virtual desktop deployments.	IT Helpdesk
Infrastructure	Wireless Network	Wireless services are provided to students, staff, guests, and mobile instructional labs.	IT Helpdesk
Infrastructure	Wired Network	Connections to the proper network resources, i.e. open access, student restricted access or administrative access, via wire to the wall. Network resources do include such things as printing, internet, email, and more.	IT Helpdesk
Infrastructure	District Wide Area Network	Microwave, Time Warner Mesh, Fiber and phone services connecting all district locations	IT Helpdesk

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Service Area	Service	Description	Service Contact
Infrastructure	SAN/NAS Configuration, Allocation and Monitoring	This service is the configuration of, allocating the space of and the monitoring of the District's NAS/SAN devices. This also includes the maintenance of these devices through vendor contracts with SLA's that are appropriate to the device and its usage.	IT Helpdesk
Infrastructure	File Storage	Network file storage for individual and shared documents.	IT Helpdesk
Infrastructure	Virtual Private Network	External access to internal network resources.	IT Helpdesk
Infrastructure	Switches and Routers	This service provides installation, configuration, troubleshooting & maintenance services for network devices.	IT Helpdesk
Infrastructure	Intrusion Detection	Support, maintenance and administration of Intrusion Detection equipment.	IT Helpdesk
Infrastructure	Data Encryption	Providing standardized protocols and software to ensure security of data.	IT Helpdesk
Infrastructure	Security Incident Response	Providing best practices for responses to known, and potential, physical and virtual security breaches to ensure the integrity and security of District-wide systems and data.	na

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Service Area	Service	Description	Service Contact
Infrastructure	Vulnerability Assessments	Systems audits	na
Infrastructure	Regulation & Policy Compliance	Periodic system audits to ensure compliance with current state and local policies and governmental regulations.	na
Infrastructure	Firewall Management	Firewalls provide a mechanism to secure one network from unauthorized access by users from another, attached, network. This service is provided to manage the security of these devices including on-going re-configuration to allow, or remove, exceptions.	IT Helpdesk
Infrastructure	Malware, Virus Protection, Spam Prevention, and Spyware Detection	Installation, configuration and management of anti-virus and anti-spam software solutions. Desk-top and server support for identification and removal of malicious software.	IT Helpdesk
Infrastructure	District-wide Software Licensing	New license purchases and renewals for system/server software.	IT Helpdesk
Infrastructure	Telephone (Business services)	Directory services, 911 services and telephonic systems support and maintenance.	IT Helpdesk
Infrastructure	Telephone Emergency Services	District-wide emergency response stations.	IT Helpdesk
Infrastructure	Telephone Unified Communications	Voicemail/Voicemail to email	IT Helpdesk

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Service Area	Service	Description	Service Contact
Infrastructure	Internet Access	This service provides internal access to the internet and external access to services such as Blackboard, remote hosted services and VPN etc...	IT Helpdesk
Infrastructure	Infrastructure Rotation	Purchasing new, upgrades, replacements, and retirement of old network devices and servers.	na
Infrastructure	List of Approved Items for Purchasing	Servers, Switches, Routers, Fiber, MDF UPS and other Infrastructure equipment.	na

Service Area

Instructional Technology

Service

Course Management System

Course Material Hosting

Online Content

Description