



Introduction

This document outlines Department of Information Technology policies and procedures regarding routine and emergency support. The document is divided into three sections, each dealing with a different level of support: routine hardware failures, unexpected service interruptions, and official campus closings. True emergencies are defined, the appropriate reporting procedures outlined, and the anticipated response indicated.

For the purpose of this document, holidays refer to the dates listed on the official University holiday schedule.

- Normal Hours: Monday - Friday 7:30 am – 6:30 pm.
- Summer Hours: Monday - Friday 7:30 am – 5:00 pm.

Definitions

Authorized Use:

Authorized use of Olivet Nazarene University owned, leased, operated, or contracted computing and network resources is used consistent with the education, research, and administrative mission of the University and is consistent with this policy.

Authorized Users:

Authorized users are (1) current students, faculty and staff of the University; (2) anyone connecting to a "public" Department of Information Technology station or kiosk, and (3) others who have been authorized to use a particular resource by the campus unit responsible for operating that resource.

Policy

Routine Hardware Failures

The most common "emergency" reported to Information Technology is a broken personal computer, printer, or telephone. Although a hardware failure may seem an emergency to the user, it is a routine repair handled only during normal office hours.

Examples of a routine hardware failure include, but are not limited to, a crashed disk drive, malfunctioning printer, broken keyboard or mouse, lack of video output, non-booting computer, or memory error.

Routine hardware failures should be reported to the Department of Information Technology Help Desk at ext 5302 or 815-939-5302. A technician will be dispatched to repair university-owned hardware on a first-come-first-served basis during normal office hours.

Unexpected Service Interruptions

An unexpected service interruption is a break in service of a multi-user computing or communication system. Examples of an unexpected service interruption include a telephone outage (no dial tone), the administrative data system being down, or a server being down.

Service interruptions can be reported to the following offices depending on the type of interruption and time of day:

- During normal office hours, report computer and network service interruptions to the Department of Information Technology Help Desk at ext 5302 or 815-

939-5302. Restoration of service will be made in a timely manner consistent with the University's maintenance contracts.

- During evening and weekend hours, report all unexpected service interruptions to the Help Desk. Voice-mail is checked regularly. In the case of an extreme emergency, call the Department of Public Safety who will then contact the appropriate Information Technology staff member to investigate the service interruption.

The Help Desk will contact the appropriate Information Technology staff member to investigate the service interruption.

Official Campus Closings and Holidays

Occasionally, the opening of the campus is delayed or the campus is closed due to severe weather conditions, natural disasters or other catastrophic events. During these closings and on University holidays, Information Technology's response to emergencies will be limited to essential IT services by essential personnel.

Essential Services

Essential services are defined as those services provided by Information Technology that (1) protect the strategic information technology assets of the institution, and (2) provide information services to essential processes. Protecting assets has priority over essential processes. In other words, essential services may be curtailed if necessary to guarantee the security of strategic assets. The strategic information technology assets of Olivet Nazarene University are:

- Campus-wide data network
- Telecommunications system
- Administrative system
- File, Application, and Web Servers
- The email system
- Academic computer resource centers
- Administrative applications and software systems

During campus closings and natural disasters, academic computing services are deemed non-essential. The computer labs and computing areas may be closed and access to academic computer and network resources may not be available.

Essential Personnel

When personal safety is not threatened, all members of the Information Technology staff may be called upon to assist in maintaining essential services if their expertise is required

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