IT Services
Core Services Catalogue
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Version 5.0 – Effective June 30, 2012
Introduction to the
IT Services Core Services Catalogue

IT Services offers a number of computing services to our clients: BCIT students, instructional and administrative staff, and affiliates, as well as some limited services for non-BCIT groups, (including the Student Association, Faculty and Staff Association and BCGEU).

This catalogue identifies each of these services, lists the service description, service characteristics and service level objectives, (i.e. target service estimates). It also identifies the clients of the service, business processes enabled by the service, customer roles and responsibilities and how to access the service.

This service catalogue is the default, or base, service level agreement between IT Services and the BCIT community and it will help you identify what service levels you can expect for a particular service or product. We understand that some departments or groups have different requirements for services or products and these requirements will need to be negotiated, defined and signed-off in separate service level agreements between IT Services and the department or group. If you do not have a specific service level agreement, the service levels listed in the IT Services Core Service Catalogue will apply.

When you contact IT Services for service, we will attempt to meet or exceed the target times estimated for the various services levels. However, due to seasonal volumes (e.g. term start-ups) or system wide outages, we may not be able to perform the service required within these target estimates. During these times, break/fix incidents take precedence over requests for new service.

This catalogue will be updated on an annual basis with input from the BCIT community and consultation with IT Services and its vendors. The related appendices may be updated on a more frequent basis if required. (e.g. hardware standards, etc.)

If you have any questions about the IT Services Core Services Catalogue or if your department requires a specialized service level agreement, please contact the Service Desk @ 604-412-7444 (option 1).
Service Catalogue – Glossary

Account
Consists of a user ID and password permitting access to BCIT systems

Administrative
In terms of computing at BCIT, this refers to the use of computer accounts on office computers.

Academic
In terms of computing at BCIT, this refers to the use of computer accounts on lab computers.

ACD Queuing
Automatic Call Distribution Queuing allows calls to one phone number to be distributed to multiple phone sets. ACD Queuing is used in departments where large call volumes are common. (e.g., Registration, Technology Service Desk, etc.)

AccessAnywhere
AccessAnywhere (VPN) provides a secure connection to the BCIT network from off campus. This enables staff to access network resources from outside the BCIT network (e.g., from home).

Affiliates
Affiliates and other non-BCIT groups. (e.g. Student Association, Unions, tenants, etc.)

Application
Application software is a subclass of computer software that employs the capabilities of a computer directly to a task that the user wishes to perform. The Microsoft Office suite contains examples of such software, which provides word processing, spreadsheet, small database and presentation capabilities. The services associated with such applications are those of choosing, configuring, upgrading, protecting and troubleshooting.

AppsAnywhere
AppsAnywhere is a service that allows students and staff to access software from any computer. Simply log in to AppsAnywhere using your web browser to see the software currently available.

Audio Conferencing
Audio conferencing allows more than two persons to participate in a phone call at the same time. Three-way audio conferencing is available on all BCIT desk-phones with conferencing capabilities. Special Polycom
audio conferencing devices which have microphones and speakers provide audio conferencing capabilities in meeting rooms. (Two units are available for loan.) Conference cards provide audio conferencing capabilities when participants are not at the same location.

BCIT Commons
A collection of websites supporting educational resources, research projects, partners, and student clubs hosted, but not maintained by BCIT.

BCIT Public Web
The public facing website at www.bcit.ca

Blog
A weblog, or Blog is a web application which contains periodic posts on a common webpage. A personal web journal or diary.

Break / Fix
When an error or problem (break) occurs on a system that was previously working and a resolution (fix) is applied to it to remedy the error or problem.

Channel
Channels are links to other web sites and applications within a portal. See Portal.

Client
In computing, a system that accesses remote services on another computer.

Core
Central to the purpose of a department.

CoPs
Communities of Practice (CoPs) are groups that form to share what they know and to learn from each other about some aspect of work.

Departmental Telecommunications Coordinators
Each department has one (or more) Telecommunications Coordinators who may submit authorized Telecom work requests on behalf of their departments through the Web: https://helpdesk.bcit.ca system. All staff may contact the Service Desk for general queries, “how-to”, voice-mail password resets, etc. They may also submit requests for office phone repairs or mobility roaming plan changes through Web: https://helpdesk.bcit.ca. All other requests must be submitted by the Telecommunications Coordinators.
**DID Calling**
Direct In Dial (DID) calling allows callers from outside BCIT to call directly to a BCIT internal phone number without going through the main switchboard. (Phone locals in the 5xxx series are not DID.)

**Disk Space**
All staff and students are allocated 5GB of network disk space on your personal H: home drive and 1GB of network disk space on the departmental shared folder. Requests for additional space may need to be approved by your dean or director and will need to be authorized by our Server Support Team.

**Enterprise applications**
These are the software programs used for many administrative purposes at BCIT (e.g. the Banner suite of applications for Student, Finance and HR.)

**First-level support**
Basic troubleshooting and resolution for common problems; it is provided by analysts in various IT Services groups along with those on the Service Desk. See **Second-level support**.

**Guest Account**
Guest accounts are temporary network accounts issued for a limited period of time to someone who is not a BCIT employee or student, for use in the computer labs or on the wireless network. These accounts must be approved by a sponsoring BCIT department.

**Image**
A customized template or copy of how an operating system and software are configured on a particular type of computer for our environment.

**Intranet**
An organization's private internal network. At BCIT, this contains information and applications for internal use only (i.e. It is not available to the general public.)

**Maintenance Window**
A scheduled period of time during which systems and services may be unavailable for use. This helps facilitate maintenance activities which require the system or service to be offline.

**myBCIT**
The portal used internally by the BCIT community. (See portal)
Network
The physical structure that connects computers and allows them to communicate internally with servers, printers and other devices, as well as externally to the internet.

Network drop
The wall outlet into which a cable is plugged to connect an individual (wired) computer to the network.

Online ID request system
A BCIT intranet application that is used to requisition employee computer accounts for administrative systems. (It is not used for myBCIT or network computer accounts which are generated automatically.)

Peripheral
A device that plugged in, or networked, to a computer. (e.g. printers, scanners, CD Rom burners, external drives)

Portal
A Portal is a web site that acts as a starting point for Internet users on the World Wide Web to find web sites and information on the subjects they are interested in. (e.g. myBCIT is BCIT’s web portal.)

Proctor
IT Services student employees who are responsible for monitoring problems in the BCIT computer labs during the evenings and weekends.

Re-image
The process of replacing the current image on a computer which might be corrupted, or due to be upgraded to a newer version.

Resolution
A solution or fix for a computer error or fault.

Roaming plans
Roaming plans assist BCIT in keeping mobile device charges under control, as they allow mobile device users to use their cell phone or Blackberry devices in areas where roaming charges and/or long distance charges would normally be incurred, for an additional specified charge. (Departments incurring excessive roaming or long distance charges because the appropriate roaming plan change has not been requested may be charged.)

Rollout
The process of deploying new computers to replace computers that have reached end-of-life.

**Second-level support**
Support provided when first-level support has not succeeded in resolving a complex problem. Analysts giving second-level support have advanced experience with problems for the system in question. Occasionally, extremely complex problems need to be escalated to **third-level support**.

**Server(s)**
The computers that control shared access to directories, files, applications and resources (e.g. printers) on a network.

**Service catalogue**
The catalogue of core services offered by IT Services. This is the default service level agreement (SLA) for BCIT.

**Service Desk**
The central point of Client Services contact where the BCIT community can reach IT Services for assistance. The Service Desk tracks all contacts and provides initial assessment and possible resolution or provides dispatch to other IT Services groups.

**Service level agreement (SLA)**
An agreement between the IT Department and its customers defining the level of service provided to and the responsibilities of the customer. At BCIT, this is a special service level agreement for a group or department who require support which differs from that listed in the service catalogue.

**Service specification sheet**
A section of the service catalogue that –
- details a particular service with its description, characteristics and objectives
- defines customers of the service
- states what business processes are enabled by the service
- states the customer role
- describes how to access the service.

**Student pay printing**
The facility for general access lab printing which uses the BCIT ID card for payment.

**Syncing**
The process of synchronizing data between two devices. (i.e. syncing between the Notesmail server and a Blackberry device.)
Third-level support
Advanced support for problems and issues not resolvable by first- or second-level support. The staff providing third-level support are experienced analysts with the authority to ask vendors or other service providers to share in the resolution of a problem if joint effort is necessary.

Troubleshooting
The process of working through a series of defined steps to isolate the cause of a particular problem.

Viruses
Small programs that can cause a variety of problems ranging from minor annoyances to full-blown system crashes.

Voice mail
Voice mail allows callers to leave a message for a person when the recipient is unable to answer their phone. Voice mail features include the ability to retrieve, save, replay, forward and compose messages.

VoIP Phones
Voice over IP (Internet Protocol) phones run over the BCIT internal network instead of through regular phone lines.

Web Properties
A term loosely used to describe all websites, internal and external, at BCIT

Wireless
Wireless networking allows you to connect to a local area network (LAN) without plugging into a network drop. Wireless networking relies on low-powered radio waves to transmit data rather than physical wires. In order to connect to a wireless network, a computer must be equipped with a wireless network card.

Workaround
A temporary procedure that accomplishes what the malfunctioning feature or system should do while the problem is being fixed. (i.e. using another printer while the one you normally use is being repaired.)
## Service Specification Sheet

<table>
<thead>
<tr>
<th>Service name</th>
<th>Service Desk (Help Desk)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Service Description</strong></td>
<td>To act as a single point of contact between the IT Services clients and IT Services. To manage incidents, including service requests, and to provide an interface to other process activities such as change management, problem management, configuration management and service level management.</td>
</tr>
</tbody>
</table>
| **Key Core Services** | • Incident management, service request & dispatch services  
• Account Management |
| **Specification Sheet Owner** | Michele Morrison  
Acting Manager, Client Services |
| **Creation Date** | January 2005 |
| **Revision Cycle** | Annual |
| **Revision Date(s)** | June 2012  
September 2011 |
| **Revision Author(s)** | Giselle Collins  
Systems analyst, Service Desk Team, Client Services  
Carolyn Goodall,  
Systems analyst, Service Desk Team, Client Services  
Mike Shore  
Systems analyst, Core Desktop Services, Client Services  
Kam Gill  
Systems analyst, Dispatch Analyst Response Team, Clients Services |
Key Core Service: Incident Management, Service Request & Dispatch Services

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single point of contact responsible for rapid restoration and service fulfillment related to Information technology (IT) related inquiries.</td>
</tr>
</tbody>
</table>

Activities include:

- Receiving and recording of all inquiries from all IT Services clients. Capturing all relevant information from the client on the first contact.
- Providing an initial assessment and attempting first call resolution, if appropriate.
- Upon completion, promptly updating and closing incidents with full descriptions of incident resolution and/or service delivery.
- Determining urgency and impact levels (prioritization) for an incident if it cannot be resolved during initial contact to the Service Desk.
- Dispatching unresolved incidents to second- and/or third-level support, observing the IT Services Support Matrix.
- Routing service requests (requests for new work) to second- and/or third-level support.
- Updating the emergency messages on our phone system to advise clients of system outages, etc.
- Facilitating communication to clients regarding IT Services advisories (e.g. scheduled maintenance and other announcements)
- Escalation of Break / Fix requests according to service levels.

<table>
<thead>
<tr>
<th>Service characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
</tr>
</tbody>
</table>

Support Hours:

- Academic year core hours (excluding Institute holidays):
  - M – F: 08:00 – 17:00
- Academic year extended hours (limited support / excluding Institute holidays):
  - M – F: 17:00 – 21:30
  - Sat: 08:30 – 14:00
- Summer months and Christmas break core hours (excluding Institute holidays):
  - (June – August / December):
    - M – F: 08:00 – 16:30

Online Materials available
24 x 7 through the [Web: https://helpdesk.bcit.ca and the Knowledgebase](https://helpdesk.bcit.ca)
Service is available to all BCIT Staff and Students as follows:

**Core Institute Support**

For the products listed in this section, IT Services is committed to providing advanced support including installation, configuration, usage and troubleshooting.

Core Institute Support products have the following characteristics:
- Products are critical to the BCIT mission
- Products are widely used across the main BCIT campuses
- Sufficient support resources exist
- Valid licences exist
- Standard (see appendices page 123)

**Limited Support**

IT Services will provide minimum support for the products listed in this section. This support will be scheduled as time permits and will not take precedence over Core Institute Support initiatives.

Limited Support products have the following characteristics:
- The use of these products must serve the interests of BCIT
- IT Services may be involved in the installation, but will not provide support for usage of these products
- Support must be cost-effective
- Valid licences exist
- Hardware support is subject to parts availability and approval of cost recovery from the department requesting the service
- IT Services cannot guarantee that these products or systems will work in the BCIT environment

**No Support**

These products have either never been supported or have been retired from the IT Services Support lists.

No Support products have the following characteristics:
- Products may be out of date
- The vendor may have discontinued support
- Parts are no longer available
- The product does not run in our environment
- The software does not have valid licensing
<table>
<thead>
<tr>
<th><strong>Service level objective</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Service level targets:</strong></td>
</tr>
<tr>
<td><strong>Core Institute Support:</strong></td>
</tr>
<tr>
<td>- 1&lt;sup&gt;st&lt;/sup&gt; contact from Service Desk:</td>
</tr>
<tr>
<td>- Severity 1 – 3: immediate to 15 minutes via updated messages on the main Service Desk phone number during regular operating hours</td>
</tr>
<tr>
<td>- Severity 4 – 7: within 2 hours via phone and 4 hours via e-mail, during regular operating hours</td>
</tr>
<tr>
<td>- Troubleshooting / resolution*: on a priority basis:</td>
</tr>
<tr>
<td>- Severity 1 – Institute or campus-wide outage: 2 hours or less</td>
</tr>
<tr>
<td>- Severity 2 – Building outage: 3 hours or less</td>
</tr>
<tr>
<td>- Severity 3 – Classroom or departmental / work group outage: 4 hours or less</td>
</tr>
<tr>
<td>- Severity 4 – Single client outage: 1 working day (to point of temporary or permanent workaround)</td>
</tr>
<tr>
<td>- Severity 5 – Single client has partial outage with workaround: 3 working days</td>
</tr>
<tr>
<td>- Severity 6 – Single client has minor problem: 5 working days</td>
</tr>
<tr>
<td>- Severity 7 – Service request for new work: scheduled as per estimated service request turnaround times (See Appendix III)</td>
</tr>
<tr>
<td>* Note – Troubleshooting and resolution will be coordinated by the Service Desk and dispatched to the appropriate IT Services group.</td>
</tr>
<tr>
<td><strong>Limited Support:</strong></td>
</tr>
<tr>
<td>- 1&lt;sup&gt;st&lt;/sup&gt; contact from the Service Desk within 1 working day</td>
</tr>
<tr>
<td>- All further work will be estimated and scheduled as time permits</td>
</tr>
<tr>
<td><strong>No Support:</strong></td>
</tr>
<tr>
<td>- 1&lt;sup&gt;st&lt;/sup&gt; contact from the Service Desk within 1 working day</td>
</tr>
<tr>
<td>- No assistance available. However, the Service Desk may be able to direct you to other resources</td>
</tr>
</tbody>
</table>

**Incident metrics:**
90% client satisfaction (rated as “satisfied” or “very satisfied”)
Customers of this service

**Students and Staff:**
All currently registered BCIT students and all staff are eligible for the following support:
- Requests for information
- Client reported incidents (i.e., something is not working or behaving properly)
- Password resets/lockouts for BCIT accounts (all valid BCIT account holders are eligible for support)

**Students:**
In addition, all currently registered students are also eligible for the following lab support:
- Student Pay Printing support (BCIT ID Card printing)
- Login

**Staff:**
In addition, instructional staff are eligible for the following support for computers in the labs and lecture theatres:
- Instructor Hotline (emergency classroom computer and AV support)
- Student Pay Printing support (BCIT ID Card printing)
- Requests for software installs
- Computer hardware and software issues

In addition, all administrative and instructional staff are eligible for the following support for computers in their offices:
- Changes and resets for existing BCIT ID, Lotus Notes, Banner and BCIT Reporting accounts
- Full product assistance for Core Institute Support products and limited product assistance for Limited Support products *(See Appendix I)*
- Requests for new hardware setup and configuration
- Requests for equipment moves (assistance with disconnect and reconnect only)
- Requests for hardware service
- Computer re-images, if other troubleshooting methods fail
- Software installs (Core Institute Support and Limited Support products only)

**BCIT affiliates and other non-BCIT groups (e.g. Student Association and Unions):**
Support will be provided as outlined in your Service Level Agreement.

**Not included:**
- Training – contact HR Systems & Skills Training (604-432-8333)
- Support for computers not owned (or leased) by BCIT
- Unsupported products *(See Appendix I)*
- Personal home computing support
- Support for non-BCIT activities (e.g. games, personal business, etc.)
Business processes enabled by this service

This service supports the process for managing technology-related inquiries for all IT Services clients. This service is critical as it:

- Provides a single point of contact for clients
- Delivers responsive support to educational and business services
- Supports changes across business, technology and process boundaries

Customer role

Contact the Service Desk through the access methods listed in the “How to access this service” section below.

Please have the following information available (as appropriate):

- Your BCIT ID number
- Your name and contact information (phone, office/lab location or e-mail)
- Location of the affected equipment
- The BCIT asset number, serial, make/model of the affected equipment

Instructor Hotline:

This service is to be used only by instructors who are currently in a classroom and who are experiencing technology (computers or AV equipment) problems that **may cause the class to be cancelled if not resolved.** Do not use this service for any other calls.

Client Escalation:

This service should **only be invoked under exceptional or unforeseen circumstances** and enables a client to increase the priority given to their incident request. All BCIT staff and faculty may request escalation of an existing incident, with written or verbal approval from Management level staff, along with the business reason justifying the need to escalate. IT Services Analysts will evaluate alternatives and if none are appropriate, the request will be escalated.

Once the incident is escalated, the client will be contacted by IT Services within 4 working hours. The Manager of Client Services will be notified if the incident is not resolved in 8 working hours. The CIO of IT Services will be notified if the incident is not resolved after 2 business days. Note – Service Requests (See Appendix III - e.g. computer moves, hardware/software installations, new computer accounts) can NOT be escalated.
How to access this service

All clients may access the Service Desk through the following methods:

Phone: 604-412-7444 (option 1) (Toll free in Canada & US: 1-800-351-5533)
  Press 1 for Computer or Telecom Support:
    Press 1 to speak to an Analyst (during operating hours)
    or
    Press 2 to leave voice-mail immediately
    or
    Press 3 for Instructor Hotline* (during operating hours)

Walk-in: Burnaby: SE12 – 205
E-mail: techhelp@bcit.ca
Web: https://helpdesk.bcit.ca

Priority will be given to phone and walk-in traffic. Service Desk staff will answer
voice mail within 2 working hours and e-mail or web requests within 4 working
hours. Response time may vary depending on request volumes.

* Note - The Instructor Hotline is for Instructional staff who are experiencing
technology-related problems (including AV) in a classroom or lab, which may
result in the cancellation of classes or exams. Calls to this line will be given
priority over all other clients at the time of the call.
Key Core Service: Account Management

<table>
<thead>
<tr>
<th>Service description</th>
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</thead>
<tbody>
<tr>
<td>Account management for students, employees, affiliates, and guests</td>
</tr>
</tbody>
</table>

Activities include:

- Maintaining the system to automatically provision and deprovision network accounts (employees and students) and appropriate access levels.
- Receiving and recording of account requests
- Manual creation of generic and temporary accounts with appropriate access levels (with BCIT sponsorship).
- Manual account creation and advising BCIT staff when the accounts have been created and providing ID and password information.
- Managing disk space quotas for network accounts
- Troubleshooting and/or recreating problem accounts
Service characteristics

Ongoing service that is renegotiated annually.

Regular Support Hours:

M – F: 08:00 – 16:30

Automatic account creation:

24 x 7

Reporting account problems outside of regular support hours:

Problems with existing accounts may be reported during the Service Desk Extended Hours. When extended hours are not in effect, clients may leave voice-mail, which will be responded to during regular Service Desk hours.

Academic year Service Desk extended hours:

Monday – Friday: 16:30 – 21:30
Saturday: 8:00 – 14:30

Academic year Student Technology Assistant support:

Mon – Fri: 17:00 – 21:00 (including institute holidays)
Sat: 08:30 – 16:30
Sun: 09:00 – 13:00

When the Student Technology Assistants are on duty they are able to assign a temporary account to get the student or instructor through that class.

Service is available to all BCIT registered students, faculty, staff, and authorized members of the BCIT community in line with their Service Level Agreements or with a BCIT department’s sponsorship.
### Service level objective

#### Service level targets:

**Account Provisioning**

- **Network Account**
  
  Creation and Access: Once your BCIT ID has been created and processed by the appropriate department, your network account will be created with default access levels automatically within 30 minutes.

**Students:**

  All registered students who are attending classes in a given term are provided access to the academic network, wireless network and the software installed in computer labs or AppsAnywhere. These accounts are automatically generated and deleted by processes that run throughout the terms cycle and information is pulled from the Student Records system.

**Employees:**

  Network accounts with minimal access will be created automatically once all hiring workflows have been completed.

  Additional access to shared network directories may be required, if so, complete an application for additional access through the Online account application form.

**Students and Employees:**

  During the network account creation process a folder is created, named A00xxxxxx (your BCIT ID) and mapped to the H: drive and allocated 5 GB of network disk space for the purpose of saving electronic documents of a transitory nature.

**Guest, Generic, or Affiliate:**

  Manually created with five business days turnaround after the request arrives in IT Services. Accounts are normally created twice a week, but this frequency may vary, depending on volume of requests.

  Five business days for manual account processing and installation, if necessary, after the request arrives in IT Services. Accounts are normally created twice a week, but this frequency may vary, depending on volume of requests.

**Data Retention on H drive**

  **H: drive Creation**

  - **Student:** The H: drive is created along with the network account, up to a maximum of two weeks prior to the start date of any course a student is enrolled in.
  - **Employee:** The H: drive is created along with the network account once the employee record is entered into Banner by Human Resources.

  **H: drive Deletion:**

  The H: drive and all contents will be deleted 120 days after the student/employee is no longer with BCIT.

**Accessibility:**

  - **Student** will have access for 2 weeks after the end of their final course.

  - **Employee** access will be removed immediately once Human Resources has removed their employee status from Banner or has requested that IT Services disable the employee’s network account.

**Data Retention on H: drive Statement of Practice**

- **E-mail, portal and intranet**

  A myBCIT portal and email account will be generated automatically for every student and employee once the BCIT defined workflow has been completed.

  BCIT e-mail and intranet account for employees are created manually as requested.

**Disk Space expansion (employees only)**

  Three business days to process requests for additional network disk space.
### Customers of this Service

**Student:**
All currently registered and paid students are entitled to academic wired and wireless network access including a myBCIT e-mail address, restricted access to Sharein/out, and 5Gb of storage on the network (H: drive).

**Employee:**
All employees receive wired and wireless network access including a myBCIT email address and are eligible to apply for the following accounts (with appropriate management authorization):

- BCIT E-mail (Outlook)
- Lotus Notes (for Domino applications)
- Banner
- BCIT Reporting (Cognos)
- Generic account (network or email)
- Budget Forecasting (TM1)

All employees are allocated 5 GB of network disk space (H: drive). Requests for additional space need to be approved by your dean or director and will need to be authorized by an ITS management staff.

**Housing Resident:**
All current Housing residents receive academic network access including storage on the network (H: drive). (Do not need to be currently registered and paid in a course.)

**BCIT Affiliates and other non-BCIT groups (e.g. Student Association and Unions):**
Network access and BCIT e-mail will be provided as outlined in your Service Level Agreement, with appropriate BCIT authorization.

**Outside individuals/organizations:**
Temporary access to BCIT academic wired and wireless network may be applied for using the Guest Account application form, available from your BCIT sponsor. BCIT sponsorship is required and will be reviewed by IT Services to determine if the request will be processed.

**Not included:**
- Employee Training – contact Organizational Development (604-432-8333) for more information.
- Student Training
- Accounts for students who are currently not registered or not paid for the current term, with the exception of students living in BCIT Residence (or students granted an extension by their instructor).
**Business process enabled by this service**

This service supports the process for managing all computer accounts for IT Services clients.
Customer role

Contact the Service Desk to:

Student and Staff:
- Report problems with IDs and/or passwords
- Report problems with the Shared File system (In/Out)
- Report problems with H: drive

Staff:
- **Account Requests**
  Fill out a request via the [online account request system](#) and include the following information:
  - The employee number (BCIT ID) of the person for whom the account is requested.
  - Their name and contact information (phone, campus, office location, etc.)
  - The accounts being requested (and access levels required)
  - The name of the person authorizing this request (from the list of authorized clients)

  Allow five business days lead time before the account(s) will be processed and installed. If the request is to be authorized by someone other than the requester, the five business days lead time starts from the point that the authorized request arrives in IT Services.

- **Disk Space Allocation**

  Submit disk space expansion requests in writing via the [e-Help Desk system](#) or e-mail (techhelp@bcit.ca):

  All network accounts are automatically allocated 5GB of network storage as a default. (This includes storage on H: drives)

  All requests for expanded disk space will result in a review of current usage. Data file storage on the network servers is intended for materials required to perform BCIT business therefore personal files must not be stored on the network. Items such as music and video files (i.e. MP3, WMA, RMJ, AVI) and personal photos are not to be stored on network drives.

  Large disk space quota expansions may require dean or director approval and will be subject to IT Services management approval.

All users of BCIT accounts are required to adhere to all BCIT IT policies including:
- BCIT **Policy # 3501** – Responsible Use of Information Technology at BCIT which outlines the ethical and legal use of information technology and services
- BCIT **Policy # 3502** - Information Security which outlines the confidentiality, integrity, and availability of information and information technology (IT).
### How to access this service

Report problems with accounts to the Service Desk.

Outside individuals / organizations requiring temporary access to BCIT labs or wireless network may apply, with BCIT sponsorship, using the Guest Account Request Form, available through their BCIT sponsor.

All BCIT employees may request new accounts and additional access through the Online ID Request system for themselves or on behalf of other employees in their department. Contact the Service Desk if you require access to the Online ID Request system. Accounts may be requested for a new employee who has not yet started working and will be processed upon completion of the HR hiring workflow.

All BCIT departments may request generic email accounts through the “Account application – generic accounts” form, also available from the Online ID system. Departmental Manager approval will be required for these requests.

BCIT affiliates (other BCIT community members) may request accounts through the “Account application – non BCIT” form, also available from the Online ID system or from the Service Desk. These requests must have approval from a BCIT manager.

All employees with existing network accounts submit disk space expansion requests in writing to their manager who will then approve and forward request to the Service Desk via e-mail (techhelp@bcit.ca).
## Service Specification Sheet

<table>
<thead>
<tr>
<th>Service name</th>
<th>IT Infrastructure Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Service Description</strong></td>
<td>To coordinate all activities related to network infrastructure support, centralized enterprise server and data storage support.</td>
</tr>
</tbody>
</table>
| **Key Core Services**      | - Network and Internet connectivity  
                              - Enterprise Server support  
                              - Central data storage, file backups and restores |
| **Specification Sheet Owner** | Sean Walsh  
                               Manager, Technical Infrastructure Services |
| **Creation Date**          | January 2005 |
| **Revision Cycle**         | Annual |
| **Revision Date(s)**       | June 2012  
                               September 2011 |
| **Revision Author(s)**     | Carolyn Goodall  
                               Systems analyst, Service Desk Team, Client Services  
                               Sean Walsh  
                               Manager, Technical Infrastructure Services  
                               Ken Wa  
                               Systems analyst, Technical Infrastructure Services  
                               Karen Tong  
                               Systems analyst, Technical Infrastructure Services  
                               Peter Hadikin  
                               Systems analyst, Technical Infrastructure Services |
# Key Core Service: Network and Internet connectivity

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of the physical network infrastructure.</td>
</tr>
</tbody>
</table>

Activities include:

- Designing and maintaining all logical network structures
- Installing and maintaining all network components (switches, routers, shapers, firewalls and wireless)
- Installing and maintaining network management software (e.g. Intermapper and Nagios)
- Monitoring network traffic, events and failures using Network Management Software (NMS)
- Performing tuning on all network segments
- Troubleshooting network failures and connectivity problems
- Interfacing with external service providers (e.g. BCNET and SHAW) and external contractors
- Activating network drops
- Ensuring network security through the use of filters, access lists and firewall configuration
- Planning for future capacity requirements or upgrades
- Evaluating, recommending and purchasing of network equipment
- Researching technological developments for networking
- Disaster planning and recovery
**Service characteristics**

Ongoing service that is renegotiated annually.

Service Available:

24 X 7

Support Hours:

M – F: 08:30 – 22:00 *

* Note: Extended support hours are in effect 24 x 7 via automated notification tools for the BCIT internal network

Scheduled Maintenance Window:

BCNET and Internet:

Every Sunday, 00:00 – 06:00

BCIT Internal network:

Every Saturday, 18:00 – 24:00

Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Email Announcements, All Notes email, Facebook, Twitter, ITS Website and myBCIT.

Service is available to all BCIT Staff and Students at the main BCIT campuses.

**Service level objective**

Service level metric:

<table>
<thead>
<tr>
<th>Service</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet availability</td>
<td>99%*</td>
</tr>
<tr>
<td>Internal network uptime</td>
<td>99%*</td>
</tr>
</tbody>
</table>

* Note – The calculation of availability and uptime excludes the scheduled maintenance window.
# Customers of this service

**Students:**
Students with valid network IDs can access the BCIT network and internet in the IT Services-supported labs on the Burnaby, DTC, ATC, BMC, GNW and KEL campuses. They can also access wireless on the Burnaby, DTC, ATC, BMC and KEL campuses.

**Staff:**
Instructional staff can access the BCIT network and internet at the instructor stations in the IT Services-supported labs on the Burnaby, DTC, ATC, BMC, GNW and KEL campuses.

All administrative and instructional staff can access the BCIT network and internet in staff offices (equipped with live network drops) or in areas equipped with wireless on the Burnaby, DTC, ATC, BMC and GNW campuses.

**Affiliates and other non-BCIT groups (e.g. Student Association and Unions):**
Access to the BCIT network and the internet will be provided as outlined in your Service Level Agreement.

**Not included:**
- Access to the general public

---

# Business process enabled by this service

This service supports the network infrastructure for BCIT and provides connectivity to all IT Services supported systems. This service is critical as it:
- Links all the main campuses together on the network
- Provides network connectivity to labs and offices so that students and staff can access Institute computing services
- Connects BCIT with the Internet
## Customer role

Contact the Service Desk to report problems with network or internet connectivity in labs or your office.

Please have the following information available (as appropriate):

- Your BCIT ID
- Your name and contact information (phone, office/lab location or e-mail)
- Location of the network outage or problem
- Network drop number (located on network outlet)

## How to access this service

### Existing network drops and wireless access points:

The network may be accessed through any of several thousand network drops or the wireless network installed throughout the main BCIT campuses (Burnaby, DTC, ATC, BMC, GNW and KEL).

### New cabling requests and network drops:

Requests for new cabling should be submitted directly to the BCIT Facilities Department, via the online Facilities Management Request system, accessed via the Lotus Notes Intranet.
# Key Core Service: Server Support

## Service description

Management of BCIT’s Windows and Unix based servers for all BCIT campuses.

Activities include:

- Determine whether requests for new servers are best provisioned using our virtual environment or if the request warrants physical, dedicated hardware
- Maintain and manage virtual server environment
- Maintain and manage Blade Centre environment
- Installing new servers (physical or virtual) (Microsoft, Solaris, AIX, Linux)
- Installing and maintaining racks, hardware and firmware associated with the above listed servers
- Performing server operating system maintenance / upgrades
- Designing and maintaining directory services (Microsoft Active Directory, Sun One)
- Designing and maintaining authentication and access control services to these servers
- Installing and maintaining server management software
- Monitoring server performance.
- Troubleshooting server problems and failures
- Installing and maintaining server related software
- Installing and maintaining server-side printer support systems
- Planning for future capacity requirements and upgrades, including the gathering of trend stats for growth analysis and look ahead to determine possible hardware upgrades (cpu, memory, disk, network)
- Server backups
- Server security
- Researching hardware and technological developments for servers
- Disaster planning and recovery for managed servers
- Consulting and assistance with purchases of new servers
Service characteristics

Ongoing service that is renegotiated annually.

Service Available:
24 X 7

Support Hours:
M – F: 08:00 – 22:00 *

* Note: Extended support hours are in effect 24 x 7 via automated notification tools for mission critical servers

Scheduled Maintenance times:

Every Saturday, 18:00 – 24:00

Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, ITS website and myBCIT.

Service is available to the customers of servers managed by IT Services as follows:

Level 1 Service – Full Server Support
IT Services is responsible for full support of the server including:
connectivity to the BCIT network, installation, licensing, patches and upgrades of the operating system and all applications, server performance monitoring and regularly scheduled backups.

Level 2 Service – Partial Server Support
IT Services is responsible for partial support of the server including:
connectivity to the BCIT network, installation, licensing, patches and upgrades of the operating system, server performance monitoring and regularly scheduled backups.
The client department is responsible for licensing, installation, patches and upgrades of all applications on the server.

Level 3 Service – Limited Server Support
IT Services is only responsible for connectivity of the server to the BCIT network. Server will only be monitored for network loading.
The client department is responsible for the licensing, installation, patches and upgrades of the operating system and all applications. Backups and restores are the responsibility of the department to schedule and perform. Enterprise backup facilities may be used in consultation with IT Services staff.
## Service level objective

Our target is to provide server availability as described below:

<table>
<thead>
<tr>
<th>Level 1 Service – Full Server Support:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware, network, and application(s) availability – 99%*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level 2 Service – Partial Server Support:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware and network availability - 99%*</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level 3 Service – Limited Server Support:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network availability - 99%*</td>
</tr>
<tr>
<td>(subject to functional hardware and O/S)</td>
</tr>
</tbody>
</table>

* Note – Calculation of availability excludes the scheduled maintenance window.
Customers of this service

**Students:**
All students with current network IDs have access to the academic server services.

**Staff:**

Administrative and instructional staff have access to the server services, and to Windows and Unix servers to access enterprise applications. (Level 1 service)

Students, administrative and instructional staff may have access to departmental servers subject to Level 2 and 3 service, as outlined in Service Level Agreements with their departments and IT Services.

**Affiliates and other non-BCIT groups (e.g., Student Association and Unions):**
Server access will be provided, with appropriate BCIT authorization, as outlined in your Service Level Agreement.

**Not included:**
- Servers owned and fully supported by groups outside of IT Services. (Servers owned by groups outside of IT Services but supported by IT Services (e.g., CST, GAIT Lab, SOB, HSP Net) will be covered under a separate Service Level Agreement.)

Business process enabled by this service

This service provides access to the various academic, administrative and enterprise servers that facilitate teaching and business activities.
Customer role

Contact the Service Desk to report problems with server connectivity in labs or your office.

Please have the following information available (as appropriate):

- Your BCIT ID number
- Your name and contact information (phone, office/lab location or e-mail)
- Name of the server or application you are trying to access

All students and staff may report server connectivity problems through the Service Desk

How to Access this service

All BCIT students and staff have access to the appropriate servers through their BCIT ID. Instructors and Students access to servers services through the BCIT computer labs (and office computers for staff).

Departments that require support for Partial or Limited Server support should contact the Service Desk to initiate a request for this service.
Key Core Service: Central Data Storage, File Backups and Restores

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of BCIT’s network storage systems</td>
</tr>
</tbody>
</table>

Activities include:
- Installing and maintaining Storage Area Network (SAN) and Enterprise data storage
- Planning and allocation of data in the SAN Enterprise data storage
- Installing and maintaining physical connections from the servers to the SAN and Enterprise data storage
- Maintenance of the tape library (physical and virtual)
- Installing and maintaining backup server software
- Providing backup client software for servers
- Performing scheduled data backups for all ITS supported servers
- Performing user file restores on ITS managed servers
- Monitoring backup server (performance and availability)
- Monitoring backup success failure of backed up clients
- Monitoring the SAN and associated fibre switches for traffic, events and failures
- Planning for future capacity requirements and upgrades
- Managed off-site storage of backed up data for disaster recovery purposes
**Service characteristics**

Ongoing service that is renegotiated annually.

**Operating Hours:**

<table>
<thead>
<tr>
<th>Storage Area Network (SAN) / Storage Array / Backup environment:</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 X 7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data backup frequency (subject to scheduling changes):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managed Servers*</td>
</tr>
<tr>
<td>Daily</td>
</tr>
<tr>
<td>*except where negotiated separately</td>
</tr>
</tbody>
</table>

File recovery:  
M– F: 08:00 – 17:00

**Scheduled Maintenance times:**

Every Saturday, 18:00 – 24:00

Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, [ITS website](#) and myBCIT.

Service is available to the customers of servers managed by IT Services.
**Service level objective**

Service level targets:

Data Backups:
- Managed Servers
  - Active files – last 28 versions
  - Deleted/moved files – last 7 versions for 365 days

File Recovery Turnaround: 2 – 3 days depending on complexity, or as negotiated within your separate SLA

---

**Customers of this service**

**Staff:**

Administrative and instructional staff who store data on the file servers, and clients who access enterprise applications hosted on managed servers.

Students who store data on the file servers (H: drive)

*Data Retention on H: drive Statement of Practice*

**Affiliates and other non-BCIT groups (e.g., Student Association and Unions):**

No support

**Not included:**
- Centralized data backup for individual PCs

---

**Business process enabled by this service**

This service ensures the ability to store and recover Institute data used for teaching and business purposes.
Customer role

Contact the Service Desk to request file restores.

Please have the following information available (as appropriate):

- Your employee number BCIT ID
- Your name and contact information (phone, office/lab location or e-mail)
- The full directory and file names * of the data that you need restored

* Note: IT Services staff will work with clients who do not have this information available, however, this may create delays in the time it takes to fulfill file restore requests.

How to access this service

All staff and students* may request file restores through the Service Desk. Data restores for enterprise applications are handled by "owner" departments and IT Services.

*Note students may request file restores as outlined in Data Retention on H: drive Statement of Practice.
<table>
<thead>
<tr>
<th>Service name</th>
<th>Printing Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Service Description</strong></td>
<td>To coordinate all activities related to network printing services</td>
</tr>
</tbody>
</table>
| **Key Core Services** | • Administrative Printing  
• Student Pay Printing  
• Private Lab Printing |
| **Specification Sheet Owner** | Michele Morrison  
Acting Manager, Client Services |
| **Creation Date**    | January 2005 |
| **Revision Date(s)** | June 2012  
September 2011 |
| **Revision Author(s)** | Carolyn Goodall  
Systems analyst, Service Desk Team, Client Services  
Kam Gill,  
Systems analyst, Service Desk Team, Client Services  
Mark Callagan,  
Systems analyst, Core Desktop Team, Client Services  
Kent Johnson,  
Systems analyst, Service Desk Team, Client Services |
### Key Core Service: Administrative Printing

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of BCIT’s administrative network printing services.</td>
</tr>
</tbody>
</table>

Activities include:
- Setting printing standards
- Coordinating, consulting and assisting with other stakeholder business units on the planning, acquisition, deployment and support levels for new network printing solutions (e.g. Print Services, Purchasing).
- Installing and setting up network printers
- Print queue management.
- Troubleshooting printer connectivity, print queue and hardware problems to resolution.
- Decommissioning and de-asseting discontinued printers.

<table>
<thead>
<tr>
<th>Service characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
</tr>
</tbody>
</table>

Service Available:

- 24 X 7

Support Hours:

- M – F: 08:00 – 16:30

Scheduled Maintenance Window:

- BCIT Internal network:
  - Every Saturday, 18:00 – 24:00

  Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, [ITS website](#) and myBCIT.

Service is available to all administrative clients accessing IT Services managed network printers.
Customers of this service

Staff:
Administrative and instructional staff who print on the administrative printer network.

Affiliates and other non-BCIT groups (e.g., Student Association and Unions):
As defined in your service level agreement.

Not included:
- Local ‘single user’ printer setup.
- Local shared or local network printer setups (peer-to-peer networking).
- Student Pay Printing and Private Lab Printing (Academic printing, is covered in the next two key core services)
- Printers which fall outside of the standards set by IT Services and/or Ancillary Services. See IT Services or Purchasing for details.
- Purchasing or replacement of all consumable items (e.g., paper, toner, or photoconductor)

Business process enabled by this service
This service ensures the ability to print Institute data on printers in a variety of locations at all main campuses.

Customer role
Contact the Service Desk to report problems with network printing.

Please have the following information available (as appropriate):

- Your employee number
- Your name and contact information (phone, office/lab location or e-mail)
- The location, queue name, and ip address (located on printer label), make and model of the printer
- Printing problem or symptoms experienced

How to access this service
Administrative Network printers are located in various offices at all the main BCIT campuses.

The Knowledge Base provides instructions on how to install a network printer.

If your department has a new Administrative Network printer to be installed contact the Service Desk to request this service.
Key Core Service: Student Pay Printing

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of pay printing (BCIT ID Card printing services for students)</td>
</tr>
</tbody>
</table>

Activities include:
- Capital equipment acquisition
- Printer and release station setup and ongoing maintenance and troubleshooting
- Consumable replacements (toner and paper)
- Physical security of printers and computers
- Print queue management
- Troubleshooting printer connectivity, print queue and hardware problems through to resolution.
- Student Pay Printing software maintenance
- Monthly money collection in conjunction with the Student Association
## Service characteristics

Ongoing service that is renegotiated annually.

Student Pay Printing Support Hours:
- **Core support:**
  - M – F: 08:00 – 17:00 (excluding stat holidays)
- **Student Technology Assistant (Proctor) support (during the academic year):**
  - M – F: 17:00 – 21:00
  - Sat: 08:30 – 16:30
  - Sun: 09:00 – 13:00

Summer Months and Christmas Break core hours
- (June – August / December):
  - M – F: 08:00 – 16:30

### Scheduled Maintenance Window:

**BCIT Internal network:**
- Every Saturday, 18:00 – 24:00

Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, ITS website and myBCIT.

### Student Pay Printing locations:

- SE6
- SE12
- SE14 (Library 1st floor ehPod, 2nd floor Reference Desk and 3rd floor Common area)
- SE14 (New Media Centre of Excellence)
- SW3
- SW9
- NE1
- DTC (3rd and 4th floors)
- ATC (1st and 2nd floors)

Service is available to all staff and students in general access labs or using mobile printing.

## Service level objective

Service level targets:

- At least one printer per building with Student Pay Printing locations functional at all times.
### Customers of this service

Students and instructional staff may report printing problems with the student pay printing system.

### Not included:
- Printing in private Labs (i.e. printers in restricted departmental labs). This is covered under Private lab printing – in the next section.
- Reimbursement of lost money due to printer malfunction. Contact the Student Association Imaging Centre (SE02) for cash transactions relating to the BCIT ID Card.

### Business process enabled by this service

This service supports student printing for the general access labs and mobile student printing.

### Customer role

All students and instructional staff may report Student Pay Printing problems to the Service Desk (during Regular Service Desk and Extended Hours). Instructional staff can report printing problems to the proctors via the Instructor Hotline 604-412-7444 (option 4).

Please have the following information available (as appropriate):

- Your student or employee number (BCIT ID card)
- Your name and contact information (phone, office/lab location or e-mail)
- Location of the printer
- A general description of the fault or problem encountered

Note: Report Student Pay Printing problems in the Library (i.e. out of paper, etc.) to Library staff.

### How to access this service

**General Access Labs:**
Student Pay Printing is available at any of the print stations listed above from general access labs.

**Wireless Printing at BCIT:**
You can access Student Pay printing on your own personal notebook computer if you have wireless access. Follow the instructions in this article "[How to use wireless pay printing at BCIT](#)".
Key Core Service: Private Lab Printing

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of private / restricted lab printing services for BCIT departments.</td>
</tr>
</tbody>
</table>

Activities include:
- Printer setup and troubleshooting
- Print queue management
- Troubleshooting printer connectivity, print queue and hardware problems to resolution.

<table>
<thead>
<tr>
<th>Service characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
</tr>
</tbody>
</table>

Private Lab Printing Support Hours:
- Core support:
  - M – F: 08:00 – 17:00 (excluding stat holidays)
- Proctor support:
  - M – F: 17:00 – 21:00
  - Sat:  08:30 – 16:30
  - Sun:  09:00 – 13:00

Scheduled Maintenance Window:
- BCIT Internal network:
  - Every Saturday, 18:00 – 24:00

  Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, ITS website and myBCIT.

Service is available to all staff and students authorized in Private / Restricted Labs accessing IT Services managed network printers.
<table>
<thead>
<tr>
<th>Customers of this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students and instructional staff may report printing problems with private lab printing facilities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Not included:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Capital equipment acquisition</td>
</tr>
<tr>
<td>• Purchasing or replacement of all consumable items (e.g., toner, paper, or photoconductor)</td>
</tr>
<tr>
<td>• Local (non-networked) printing</td>
</tr>
<tr>
<td>• Print revenue collection system</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business process enabled by this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service supports staff and student printing in private / restricted labs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer role</th>
</tr>
</thead>
<tbody>
<tr>
<td>All students and instructional staff may report Private/Restricted Lab Printing problems to the Service Desk (during Regular Service Desk and Extended Hours).</td>
</tr>
</tbody>
</table>

Instructional staff can report printing problems via the Instructor Hotline 604-412-7444 (option 4) during evenings or weekends.

Please have the following information available (as appropriate):

- Your student or employee number (BCIT ID card)
- Your name and contact information (phone, office/lab location or e-mail)
- Location of the printer
- A general description of the fault or problem encountered

<table>
<thead>
<tr>
<th>How to access this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private lab printing is only available to staff and students scheduled in departmentally owned private labs.</td>
</tr>
</tbody>
</table>
## Service Specification Sheet

<table>
<thead>
<tr>
<th>Service name</th>
<th>Telecommunication Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Service Description</strong></td>
<td>To coordinate all activities related to telecom services</td>
</tr>
</tbody>
</table>
| **Key Core Services** | - General Telecom  
- Mobility Services |
| **Specification Sheet Owner** | Michele Morrison  
Acting Manager, Client Services |
| **Creation Date** | March 2008 |
| **Revision Date(s)** | March 2012  
March 2010 |
| **Revision Author(s)** | Michele Morrison  
Acting Manager, Client Services  
Giselle Collins  
Systems analyst, Service Desk Team, Client Services  
Maria Torillo  
Systems analyst, Service Desk Team, Client Services  
Karl Hildebrandt  
Systems analyst, Service Desk Team, Client Services  
Carolyn Goodall,  
Systems analyst, Service Desk Team, Client Services |

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Telecom Services  
Version 5.0 – Effective June 30, 2012  
44
## Key Core Service: General Telecom

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of BCIT’s standard wireline telecommunication services.</td>
</tr>
</tbody>
</table>

**Activities include:**
- Provisioning Digital and VoIP (Voice over IP) telephones with either DID (Direct In Dial) calling or internal locals ([See Appendix I](#) for currently supported phone sets)
- Provisioning Voice mail accounts (Call Pilot)
- Set-up of advanced or specialty features such as: multiple lines, long distance, programmable functions and buttons (e.g. transfer, call forward, 3-way conference calling, etc.) and call display features
- Updating the voice recognition call transfer system (Nuance)
- Providing departmental Telecommunications Coordinator support
- Updating BCIT internal phone directories
- Providing specialty services as required, including:
  - Inbound 800 (and 888) service
  - Audio Conferencing (Polycom audio conferencing devices and conference bridge cards)
  - ACD (Automatic Call Distribution) queuing and reporting (Symposium and SympWeb)
  - Dedicated analog phone lines for fax lines, POS (Point of Sale), modems, etc.
  - IP POS (point of sale) troubleshooting and vendor coordination
- Coordination of work requests for the vendor’s on-site telecom technician
<table>
<thead>
<tr>
<th>Service characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
</tr>
</tbody>
</table>

Service Available:

24 X 7

Support Hours:

M – F: 08:00 – 16:30, excluding Institute holidays

Online Materials available 24 x 7
(through the Web: https://helpdesk.bcit.ca/kb or Knowledgebase)

Scheduled Maintenance Window:

Digital phone network:
Not applicable

VoIP phone network (via BCIT Internal network):
Every Saturday, 18:00 – 24:00

Telecom Support Systems (Call Pilot, Nuance, Symposium and SympWeb):
Every Saturday, 18:00 – 24:00

Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, ITS website, and myBCIT.

Service is available to BCIT departments and BCIT affiliates.
**Service level objective**

Service level targets:

Call Pilot Voice mail password and message light indicator resets:

- 1 working day

Phone repairs:

- The Vendor’s on-site Telecom Technician will be dispatched within 1 working day. Actual repair time may depend on replacement parts availability.

Loaner polycom devices:

- minimum 10 working days (depending on availability*)

All other phone work orders (including new installations, programming changes, etc.):

- 10 working days

* It is recommended that loaner polycom devices are booked as far in advance as possible as there are a limited number of units available.
<table>
<thead>
<tr>
<th>Customers of this service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff:</strong></td>
</tr>
<tr>
<td>Administrative and instructional staff issued office phones.</td>
</tr>
<tr>
<td><strong>BCIT affiliates:</strong></td>
</tr>
<tr>
<td>As defined in your service level agreement.</td>
</tr>
<tr>
<td><strong>Not included:</strong></td>
</tr>
<tr>
<td>- Switchboard Services (provided through BCIT Facilities Department)</td>
</tr>
<tr>
<td>- Phone sets that are not provisioned by IT Services Telecom (i.e. Phones from home, etc.)</td>
</tr>
<tr>
<td>- Headsets</td>
</tr>
<tr>
<td>- Support for Fax devices (provided through BCIT Imaging Department)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business process enabled by this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service provides basic and advanced telecommunication functions to enable</td>
</tr>
<tr>
<td>BCIT faculty staff to communicate internally and externally.</td>
</tr>
</tbody>
</table>
## Customer role

All staff who have been issued Voice mail accounts are expected to record voice mail greetings in accordance with the BCIT Voice mail policy – Policy #7521.

All staff may [contact the Service Desk](#) (phone, walk-in, e-mail and e-Help Desk) with:
- queries regarding general telecom services
- general “how to” information (features, functions and voice-mail)
- requests for Voice mail password resets
- requests for Voice mail “message waiting” light resets

and all staff may submit their own e-HelpDesk work requests for:
- phone repairs * (for their personal office phones)

Departmental Telecommunications Coordinators must submit an e-HelpDesk requests on behalf of their departments for the following work orders *:
- new phone installations (new phones, lines, phone upgrades, etc)
- general telecom changes:
  - hold local for reassignment
  - local disconnection and removal
  - local reassignment
  - local transfer
  - long distance
  - phone directory updates
  - phone moves
  - voice mail
- specialty services:
  - loaner Polycom devices **
  - conference cards
  - Inbound 800 (and 888) service
  - ACD (Automatic Call Distribution) queuing and reporting
  - dedicated analog phone lines for fax lines, POS, modems, etc.

* Allow 10 working days lead time for all phone work orders (except phone repairs which will be handled on a priority basis.)
** Departments using loaner Polycom devices must return the unit to the IT Services Service Desk Walk-in counter immediately after use.

Please provide the following information (as appropriate):
- Telecommunications Coordinator’s name and contact information (phone, office/lab location or e-mail)
- Org and expense codes (for all requests subject to x-charges)
- Name of Departmental Manager approver
- Location, type of phone and phone number
- Phone problem or symptoms experienced
### How to access this service

Digital telephones are normally available in employee offices. VoIP phones are available in departments where VoIP is enabled (currently at ATC and selected locations in Burnaby). Phones in employee offices can be associated with multiple voice-mail boxes (i.e. shared phones) and depending on the phone set, may have multiple phone numbers, functions and features.

Each department has one, or more, authorized Telecommunications Coordinators who may submit authorized work requests on behalf of their department through the Web:  [https://helpdesk.bcit.ca](https://helpdesk.bcit.ca) system. (Departmental Managers need to send e-mail to techhelp@bcit.ca to request updates to the authorized Telecommunication Coordinator list.)

Contact your departmental Telecommunications Coordinator for all Telecom work orders.
## Key Core Service: Mobility Services

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of BCIT owned cell phone and mobility devices</td>
</tr>
<tr>
<td><strong>Activities include:</strong></td>
</tr>
<tr>
<td>• Provisioning of standard mobility devices including cell phones and Blackberry devices (<a href="#">See Appendix I</a> for current supported devices)</td>
</tr>
<tr>
<td>• Management of mobility calling plans (including long distance, roaming plans, etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
</tr>
<tr>
<td>Mobility Support Hours:</td>
</tr>
<tr>
<td>M – F: 08:00 – 16:30, excluding Institute holidays</td>
</tr>
<tr>
<td>Online Materials available 24 x 7 (through the Web: [<a href="https://helpdesk.bcit.ca">https://helpdesk.bcit.ca</a> Knowledgebase](<a href="https://helpdesk.bcit.ca">https://helpdesk.bcit.ca</a> Knowledgebase))</td>
</tr>
</tbody>
</table>

Service is available to BCIT Departments
Service level objective

Service level targets:

New device requests:
- Cell phones - 3 working days
- Blackberry devices – 5 working days (to allow setup of Outlook data)

Loaner devices:
- Cell phones – min 10 working days (depending on availability*)
- Blackberries – min 10 working days (depending on availability*)

  * It is recommended that loaner devices are booked as far in advance as possible as there are a limited number of units available.

Roaming plan changes for Canada, US and International:
- min 5 working days before the Monday, 1 week prior to when the travel will occur

Mobility device voice-mail password resets:
- min 1 working day (as these requests must be forwarded to the Vendor via e-mail to avoid reset charges)

Customers of this service

Staff:

Authorized administrative and instructional staff issued mobility devices.

Not included:
- Support for non-standard, personal Mobility devices or personal accessories
- Support for Blackberry features other than phone, voice-mail and Lotus Notes e-mail and calendar synching
- Support for ring-tone downloads
- Bluetooth wireless devices

Business process enabled by this service

This service supports the use of mobile communications for BCIT.
Customer role

Usage policy – all employees issued a cell phone or Blackberry device must sign the new cellular / wireless device letter indicating acceptance of the BCIT Mobility User Acknowledgment of Receipt.

All staff with BCIT issued cell phones or Blackberry devices may contact the Service Desk (phone, walk-in, e-mail and e-Help Desk) with:
  • queries regarding BCIT issued mobility devices
  • general “how to” information (features, functions and voice-mail)
  • Mobility device voice-mail password resets

All staff with BCIT issued cell phones or Blackberry devices must submit a e-Help Desk work request for:
  • roaming Plans * (Notify IT Services regarding roaming requirements by the Monday, 1 week prior to when the travel will occur)

* Departments incurring excessive roaming or long distance charges because the appropriate roaming plan has not been requested may be charged. (If a roaming plan has been requested with the appropriate lead-time the departments will not be charged).

Departmental Telecommunications Coordinators must submit an e-Help Desk request on behalf of their departments for the following work orders:
  • new mobility devices (cell or Blackberry requests) *
  • mobility repairs or replacements **

** Lost or damaged mobile devices – Departments are responsible for paying for the replacement of lost or damaged devices as this is not covered by warranty. Departments are also responsible for all repair charges for mobile devices older than 1 year. (One year warranty only.)

Please provide the following (as appropriate):
  • Telecommunications Coordinator’s name and contact information (phone, office/lab location or e-mail)
  • Org and expense codes (for all requests subject to x-charges)
  • Departmental Manager or VP approval, as below…
    o Repairs/replacements (manager)
    o New devices (VP)
  • Problem or symptoms experienced
### How to access this service

Each department has one, or more, authorized Telecommunications Coordinators who may submit authorized work requests on behalf of their department through the e-Help Desk system. (Departmental Managers need to send e-mail to techhelp@bcit.ca to request updates to the authorized Telecommunication Coordinator list.)

All requests for new mobility devices and loaner devices must be submitted through the e-Help Desk system by the Departmental Telecommunications Coordinator and must have Department Manager justification and VP approval.

All staff who have BCIT issued mobile devices may submit requests for roaming plan changes through the e-Help Desk system.
<table>
<thead>
<tr>
<th><strong>Service name</strong></th>
<th>Desktop Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Service Description</strong></td>
<td>To coordinate all activities related to administrative and academic desktop support and hardware management.</td>
</tr>
</tbody>
</table>
| **Key Core Services** | • Administrative software images  
• Academic software images  
• Administrative computer provisioning  
• Computer Lab provisioning and management  
• Hardware warranty and repair  
• IT asset inventory |
| **Specification Sheet Owner** | Michele Morrison  
Acting Manager, Client Services |
| **Creation Date** | January 2005 |
| **Revision Cycle** | Annual |
| **Revision Date(s)** | March 2012  
March 2010 |
| **Revision Author(s)** | Carolyn Goodall  
Systems analyst, Service Desk Team, Client Services  
Robert McNulty  
Systems analyst, Core Desktop Team, Client Services  
Bernie Lam  
Systems analyst, Core Desktop Team, Client Services  
Mike Evans  
Systems analyst, Core Desktop Team, Client Services |
**Key Core Service: Administrative Software Images**

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development of administrative computer software desktop images providing a standardized desktop environment for BCIT staff.</td>
</tr>
</tbody>
</table>

Activities include:
- Creation of software images for administrative and instructional staff Core Support office computers *(See Appendix I)*
- Testing BCIT enterprise applications and Core Supported products on Core Institute Support office computers
- Verifying licensing for all software on the software images
- Software image release management
- Maintenance of software images
- Testing, implementation, and deployment of desktop operating system upgrades and patches to Administrative and Lab computers.
- Testing and deployment of new enterprise software versions
- Product evaluation and qualifications
- Automated enterprise application deployment
- Vendor liaison

<table>
<thead>
<tr>
<th>Service characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
</tr>
</tbody>
</table>

Operating Hours:

- M – F: 08:00 – 16:30

Service is available to all BCIT Staff with IT Services issued computers.

<table>
<thead>
<tr>
<th>Service level objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service level targets:</td>
</tr>
</tbody>
</table>

- New images – 4 weeks lead time (upon receipt of new hardware)
- Changes to existing images – 2 weeks lead time
- Enterprise application deployment – 3 weeks lead time
- Maintain image for each Core Institute Support hardware platform, reviewed quarterly. *(See Appendix I)*
Customers of this service

Staff:

All administrative and instructional staff, at the Burnaby and satellite campuses (DTC, BMC, ATC, GNW), are eligible for image support on IT Services issued computers in their offices, as follows:

- The image with the operating system that was current at the time of the hardware purchase

Satellite Campuses:
(For locations see http://www.bcit.ca/about/satellite.shtml)
Support will be provided as outlined in your Service Level Agreement.

Affiliates and other non-BCIT groups (e.g. Student Association and Unions):
Support will be provided as outlined in your Service Level Agreement.

Not included:

- Training for applications on these software images – contact HR Systems & Skills Training (604-432-8333)
- Software images for Limited Support and Non-Supported hardware computers (See Appendix I)
- Creating custom software images or image backups
- Software images for computers not owned or leased by BCIT
- Software images for computers not issued by IT Services

Business process enabled by this service

This service supports the process for managing administrative computer images for IT Services clients. This service is critical as it:

- Provides a standard environment for BCIT business applications
- Ensures that the software deployed is tested for the BCIT environment
- Ensures that all software deployed by IT Services, on our standard images, is properly licensed
- Allows for better support by IT Services staff, as systems will be set-up in a consistent manner
### Customer role

Contact the Service Desk to report problems with your administrative software image.

Please have the following information available (as appropriate):
- Your name and contact information (phone and location of this computer)
- The BCIT asset identifier, make, model and serial numbers of the computer
- The operating system currently running on this computer (Windows XP or Windows 7)
- Description of the symptoms experienced

### How to access this service

All Core Institute Supported office computers are automatically issued administrative software images upon deployment by IT Services.
Key Core Service – Academic Software Images

<table>
<thead>
<tr>
<th>Service description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Development of academic computer software images providing a standardized environment for instructional staff and students.</td>
<td></td>
</tr>
</tbody>
</table>

AppsAnywhere is a service we are providing which may eliminate the need to install software on the image, [find out more…](#).

Activities include:
- Developing software image standards and creating images for all IT Services-supported academic computer labs on the five main campuses (Burnaby, DTC, BMC, ATC and GNW), including Test Centres and the Library ehPod.
- Developing and maintaining software images for lecture theatre podiums and general access labs and mobile computer labs.
- Installing and updating applications as per installation guidelines or specific service level agreements.
- Testing software images with instructors.
- Troubleshooting software integration problems.
- Testing, implementation, and deployment of desktop operating system upgrades and patches to Administrative and Lab desktops.
- Verifying licensing for all software installed on the images.
- Maintaining software image and licence servers.
- Liaising with non-IT Services staff supporting departmental / restricted labs.
- Coordinating Academic Technology Advisory Committee (ATAC) and meetings. (This group liaises with IT Services on a regular basis to set direction for Institute computer labs)
- Communicating changes in computer labs to the BCIT community.

<table>
<thead>
<tr>
<th>Service characteristics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
<td></td>
</tr>
</tbody>
</table>

Operating Hours:

M – F: 08:00 – 16:30

Service is available to all BCIT instructional staff.
## Service level objective

**Service level targets and deadlines:**

All IT Services supported labs will have appropriate licensed software for classes taught in each particular lab.

Requests for new lab software installs must be submitted by the following dates:

See [Knowledge Base Article](#)

Requests for modification to installed software:

- Requests received one week before term start will be addressed before term start.
- Requests received will be collected during the first 2 weeks of day school term start and will be completed in the 3rd week.

Lab Image (for Private / Restricted labs):

Available for the first week of term:

- Fall Term: 3rd week of August
- Winter Term: 1st week of January
- Spring Term: 1st week of April

## Customers of this service

### Staff:

All instructional staff are eligible for the following software image support for computers in their labs during the timeframes listed above:

- Addition of new (licensed) software
- Upgrades to existing software
- Removal of old software
- Major operating system upgrades and other major changes are a joint decision between IT Services and the Academic Technology Advisory Committee. (These are completed annually during the summer.)
- Advice on bulk licensing and purchasing agreements

### Affiliates:

Support will be provided as outlined in your Service Level Agreement.

### Not included:

- Training on the use of installed lab software (for staff or students)
- Software images for labs with unsupported hardware (See Appendix I)
- Software that is no longer supported by the vendor
- Academic software support on administrative software images
- Beta software and unlicensed products (including evaluation versions) on the images
Business process enabled by this service

This service supports the process for providing academic computer software images for BCIT computer labs. This service is critical as it:

- Provides a standardized learning environment
- Ensures that the software deployed is tested for the BCIT environment.
- Ensures that all software deployed by IT Services on our academic images is properly licensed.
- Provides better support and a more reliable environment for students and instructors, as labs will be setup in an efficient and consistent manner.
<table>
<thead>
<tr>
<th>Customer role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit requests for new additions, changes or updates to software on images through the Web: <a href="https://helpdesk.bcit.ca">https://helpdesk.bcit.ca</a>.</td>
</tr>
</tbody>
</table>

- The Instructor must provide detailed installation instructions and options otherwise all default settings and options will be used.

- Instructors are encouraged to participate in installation and are required to test software on the images prior to the start of the course and must sign off that the installation is complete and correct one week before the start of the first class.

- Instructors are responsible for knowing the software installation and modification deadlines and the impact (i.e, delays, overtime) for late requests to their class and department.

- Instructors must provide proof of licensing (including number of licences and expiry date) and provide the installation media and instructions, serial numbers, product codes and any other information required to complete software installation at the time the request is made. IT Services will store a copy of the licence and media.

To report problems with existing lab software, contact the Service Desk or fill out a Lab fault report through Web: [https://helpdesk.bcit.ca](https://helpdesk.bcit.ca). Please have the following information available:

- Your name and contact information (phone or e-mail)
- Location of this lab (building and room)
- Description of the problem / symptoms experienced

Instructors may report problems with current lab software to the Technology Service Desk or through Web: [https://helpdesk.bcit.ca](https://helpdesk.bcit.ca).

<table>
<thead>
<tr>
<th>How to access this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructors may place requests for lab software installations through the Web: <a href="https://helpdesk.bcit.ca">https://helpdesk.bcit.ca</a>.</td>
</tr>
</tbody>
</table>
### Key Core Service: Administrative Computer provisioning and management

#### Service description

Computer deployment “Rollout” services activities include:

#### Standards:
- Evaluating and qualifying new products
- Establishing standards for new computer and peripheral acquisitions (See Appendix II)

#### Computer and/or Peripheral set-ups:
- Setting up Core Institute Support computers, including notebooks, and peripheral devices *(See Appendix I)*
- Installing and configuring images on new computers
- Installation of supported applications *(See Appendix I)*
- Installing network printer devices
- Coordinating network connectivity

#### Replacement Rollouts:
Activities as described in Computer and/or Peripheral set-ups section above and:
- Management and setup of computer replacement rollouts and lease returns
- Delivering the new computer / managing the disposal of the old computer equipment.
- Assisting with local transfers of BCIT data between computers (if requested).
  - Data will be retained for one week after new computer has been deployed to client.
- Reinstalling existing supported USB peripherals *(See Appendix I)*

#### Re-images:
- Re-images of Core Institute Support computers when other troubleshooting methods fail. (Escalation from the Service Desk).
- Installing and configuring images on new computers.
- Reinstalling existing supported USB peripherals. *(See Appendix I)*
- Reinstall clean image of standard operating system and applications when associated user changes (i.e. reissued to a new user).
Service description

Computer Moves:
- Coordinating computer moves with IT Services resources.
- Providing clients with documented instructions to complete the disconnect/reconnect of their computers.
- Assisting where necessary, with disconnecting the computer, printers and peripherals at the old location and reconnecting at the new location.
- Coordinating network connectivity.

Service characteristics

Ongoing service that is renegotiated annually.

Operating Hours:
M – F: 08:00 – 16:30

Service is available to all BCIT Staff.

Service level objective

Service level targets:

**Computer and peripheral standards review** – monthly

**Computer set-ups** – Core Institute Support - 10 day turn around

**Replacement Rollouts** – according to the current lease cycle
(currently desktop computers 4 years, notebooks 3 years)

**Re-images:**
- System completely down - 1 business day
- With work around in place - 5 business days
- Client request (not break/fix) - 10 business days
- Computer re-assignment (not break/fix) - 10 business days

**Computer moves** – Minimum 2 weeks lead time required to request your move with IT Services. (Scheduling will be based on staff availability.)
<table>
<thead>
<tr>
<th><strong>Customers of this service</strong></th>
</tr>
</thead>
</table>
| **Staff:**  
All administrative and instructional staff at the Burnaby, DTC, BMC, GNW and ATC campuses who have been assigned Core Institute Support desktop or notebook computers. *(See Appendix I)*  
**Other main campuses (KEL):**  
Support will be provided as outlined in your Service Level Agreement.  
**Satellite Campuses**  
*(For locations see http://www.bcit.ca/about/satellite.shtml)*  
Support will be provided as outlined in your Service Level Agreement.  
**BCIT affiliates (e.g. Student Association and Unions):**  
Computer setups will be provided as outlined in your Service Level Agreement.  
**Not included:**  
- Non-supported hardware or peripheral devices *(See Appendix I)*  
- Non-asseted computers  
- Local printer setups/troubleshooting  
<table>
<thead>
<tr>
<th><strong>Business process enabled by this service</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>This service supports the process for deploying computers to administrative and Instructional staff for office use.</td>
</tr>
</tbody>
</table>
Customer role

Computer or Peripheral set-ups (new departmental purchases):
Place request for service through the Service Desk and provide the following:
- a copy of the purchase requisition (PR) so that the computer can be issued out of stock
or
- computer equipment to IT services if sourced directly. All new computers ordered by departments directly must meet current IT Services standards. (See Appendix II)
Allow three weeks turn around for set-up to be completed. IT Services will schedule delivery and set-up with the client.

Computer Replacement Rollouts:
Departments will be contacted and appointments scheduled prior to rollout replacement. Clients will be expected to backup local data from their hard drives prior to rollout. (Clients may request assistance with local BCIT data transfer if required.) Clients must provide access to the computer being replaced at the scheduled appointment time.

Computer Moves:
Clients are responsible for placing a Supply Management Distribution Request to handle the physical move of computers. (Go to the Supply Management website – http://www.bcit.ca/supply. This form is found under the Forms and Documents section under Movement of Goods. This form must be printed out, completed and faxed to 604-430-1677, with a minimum of 72 hours advance notice.)

Contact the Service Desk to request an IT Services coordination of your computer move. IT Services Analysts will provide instructions enabling clients to disconnect and reconnect their computers. When necessary, IT Services Analysts will assist with this. IT Services is responsible for performing an inventory update. Allow two weeks lead time to ensure that Analysts will be available on the day of your move. (Scheduling subject to staff availability.)

How to access this service
All staff may request support for Computer/peripheral: set-ups, moves, replacement rollouts / standards through the Service Desk.
Key Core Service: Computer Lab provisioning and management

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Lab management:</td>
</tr>
</tbody>
</table>

Activities include:

- Establishing standards for new computer and peripheral acquisitions for labs.
- Coordination of modification or creation of computer lab facilities.
- Scheduling upgrading of computer lab equipment (rollout program).
- Managing and setting up computer labs.
- Deploying software images on lab computers.
- Maintenance/repair of computer lab equipment.
- Troubleshooting/escalating lab audiovisual equipment problems to BCIT AV Department.
- Providing Lab proctor support services (nights and weekends.)
- Escalating student computer abuse issues to BCIT Security.
- Providing lab orientations for instructional staff (upon request).
- Establishing and maintaining physical security of computer lab equipment.
- Advising lab users of IT Services policies and lab-related information.
## Service characteristics

Ongoing service that is renegotiated annually.

### Operating Hours:

**Academic year core lab hours:**

Burnaby campus:
- Mon – Fri: 07:00 – 22:30 (2 labs per building open to 0100*)
- Sat/Sun: 07:00 – 17:00

Downtown campus:
- Mon – Sat: 08:00 – 23:00 (excluding stat holidays)
- Sun: 08:00 – 18:00

**Summer Months and Seasonal Breaks lab hours:**

Watch for postings with maintenance closures

**Academic year core support:**

Burnaby campus:
- Mon – Fri: 08:00 – 22:00 (excluding stat holidays)

Downtown campus:
- Mon – Fri: 08:00 – 21:00 (excluding stat holidays)

**Academic year Proctor support:**

Burnaby campus:
- Mon – Fri: 17:00 – 21:00 (excluding stat holidays)
- Sat: 08:30 – 16:30
- Sun: 09:00 – 13:00

Downtown campus:
- Mon – Fri: 17:00 – 21:00 (excluding stat holidays)
- Sat/Sun: 08:30 – 16:30

* Note – Burnaby campus buildings with labs open late – NE1, SW3, SE6 and SE12

Service is available to all BCIT students and instructional Staff.
Service level objective

Service level targets:

To facilitate maintenance activities, the allowable number of student computers that may be out of service at any given time are indicated in the table below...

<table>
<thead>
<tr>
<th>Number of student computers in a lab</th>
<th>Out of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 14</td>
<td>1</td>
</tr>
<tr>
<td>15 - 29</td>
<td>2</td>
</tr>
<tr>
<td>30 +</td>
<td>3</td>
</tr>
</tbody>
</table>

(Assessment will be performed within 24 hours)

NOTE: The instructor station is not included above as maintenance activities for this computer will be given priority with a target availability of 99%

New lab setups – Needs to be negotiated with ITS and requires a minimum of 6 months lead time.

Customers of this service

Students:
All students scheduled to use IT Services supported labs are eligible for access to student workstations in labs.

Staff:
All instructional staff scheduled to use IT Services supported labs are eligible for support on instructor and student workstations.

BCIT Affiliates and other non-BCIT groups (e.g.; Student Association and Unions):
Lab support will be provided as outlined in your Service Level Agreement.

Not included:
- Support for departmental labs with non-supported hardware (See Appendix 1)

Business process enabled by this service
This service supports the process for deploying, securing and supporting computers in academic computer labs.
### Customer role

Students and instructional staff are responsible for:

- Ensuring that lab equipment is used in an appropriate manner for educational purposes (See BCIT Policies #3501/3502)
- Reporting problems with lab equipment in a timely manner by providing the following information:
  - Your contact information
  - Lab location (building and room number)
  - Station number(s) of computer(s) affected
  - Brief description of the symptoms or problem encountered

### Regular Hours:

All instructional staff and students may report problems in computing labs through the Web: [https://helpdesk.bcit.ca](https://helpdesk.bcit.ca) or to the Service Desk at 604-412-7444 (option 1).

Instructors may use the Instructor Hotline (via the Service Desk 604-412-7444 (option 4)) to report problems that could cause classes to be cancelled in the affected lab.

### Evenings and Weekends:

Instructional Staff may also report printing or network problems to the Service desk via the Instructor Hotline at 604-412-7444 (option 4). Regular IT Services staff are scheduled on-site for lab and network problems weekday evenings. Proctors will page regular staff on weekends for emergency support, as required.

### How to access this service

Computer labs are available on all of the main campuses (Burnaby, DTC, BMC, ATC, GNW and KEL).
# Key Core Service: Hardware Warranty and Repair

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordination of repair services for warranty and non-warranty supported hardware. <em>(See Appendix I)</em></td>
</tr>
</tbody>
</table>

Activities include:
- Initial troubleshooting and diagnosis of hardware fault
- Repair of supported computer equipment
- Coordination and dispatch to warranty or other service provider
- Printer repair
- Determining whether it is cost effective to repair non-warranty equipment
- Ordering of replacement parts
- Coordination of loaner notebooks, during the repair period, if required. *(Current loaner pool consists of limited number of notebooks)*

<table>
<thead>
<tr>
<th>Service characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
</tr>
</tbody>
</table>

Operating Hours:
- M – F: 08:30 – 16:30

Service is available for all BCIT Core Institute Support computers and peripherals. Out of warranty equipment will be cross-charged for parts to the owner department. Misused and/or abused equipment will not be covered under warranty and owner departments will be cross-charged for repair.
## Service level objective

Service level targets:

### Core Institute Support:

**Warranty work:**
- IT Services dispatched to warranty provider – 1 “working” day
- Warranty provider response to IT Services – 2 “working” days
- Repairs subject to parts availability

**Non-Warranty work:**
- IT Services response – 2 “working” days
- Repairs subject to parts availability and severity level

### Limited Support:

**Warranty work:**
- IT Services response based on staffing availability and severity of problem
- Warranty provider response – will coordinate support on behalf of client within 1 week
- Repairs subject to parts availability

**Non-Warranty work:**
- IT Services response based on staffing availability
- Repairs subject to parts availability
**Customers of this service**

<table>
<thead>
<tr>
<th><strong>Students and Instructional Staff:</strong></th>
<th>Students and Instructional staff should report computer and printer hardware problems in the labs.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All Staff:</strong></td>
<td>Administrative and Instructional staff should report computer and printer hardware problems in their offices</td>
</tr>
<tr>
<td><strong>Satellite Campuses:</strong></td>
<td>(for locations see <a href="http://www.bcit.ca/about/satellite.shtml">http://www.bcit.ca/about/satellite.shtml</a>) Support will be provided as outlined in your Service Level Agreement.</td>
</tr>
</tbody>
</table>

**Not included:**
- Computers not owned or leased by BCIT
- Any equipment not specified in Appendix I under Core Institute Support and Limited Support

**Business process enabled by this service**

This service supports the process ensuring that BCIT owned computers are repaired quickly and cost effectively by trained technicians, maximizing the number of working computers in the labs and staff offices.
### Customer role

Contact the [Service Desk](#) to access this service.

Please have the following information available:

- Your BCIT ID number
- Your name and contact information (phone, office/lab location or e-mail)
- Location of the equipment
- The BCIT asset number, serial, part number of the equipment
- A general description of the fault or problem encountered

Clients are responsible to arrange access to their office computers for IT Services and/or warranty providers. Failure to provide access may result in delayed service.

The client will be responsible for all costs incurred for servicing hardware beyond warranty period except for Core and Limited Support leased computers within the lease period. (May include both repair and parts costs.)

### How to Access this service

Contact the [Service Desk](#) for hardware repair support.
### Key Core Service: IT Asset Inventory

#### Service description

Inventory collection of all BCIT asset computer hardware:

Activities include:
- Collection of data and input into the database
- Reconciliation of assets to location
- Providing inventory information to BCIT Security in the event of a theft
- Creating custom inventory reports

#### Service characteristics

Ongoing service that is renegotiated annually.

IT Services will maintain an inventory of computer assets within the Institute inventory system, and will provide:
- Access to departmental data
- Training on the Inventory database
- Provide computer asset information to the institute asset management system.

Current data collection includes, but is not limited to:
- Desktop and notebook computers
- Monitors
- Servers
- Network printers
- Telephones (Land line and VoIP)

#### Service level objective

Service level targets:

Inventory collection:
- 90% of BCIT’s computer assets in the database as of annual collection period
Customers of this service

Staff:

Departmental managers and designates may request inventory information for their departments. Access to the inventory system will be granted upon authorization from the department senior manager, on an as needed basis. BCIT Security may request inventory information for any BCIT leased or owned computers.

All incidents of theft or vandalism of BCIT computer equipment should be reported to the BCIT Security office first. After the incident has been formally logged with BCIT Security you must contact BCIT Purchasing to arrange for replacement. You will be issued a Purchase Requisition (PR) number, at which point you can contact the Service Desk to request a replacement computer.

Not included:
- Non-BCIT owned or leased computers
- Peripheral devices and local printers
- Non-supported equipment
- Equipment without BCIT asset numbers

Business process enabled by this service

This service supports the Rollout process by identifying which hardware is nearing end of life and forecasting future computer equipment requirements. In the event that a computer is stolen, the inventory information allows for accurate reporting to BCIT Security and the Police.

It also supports Institute Business Continuity processes by providing departments with information regarding their IT infrastructure.

Customer role

Contact the Service Desk to:
- Request access to the IT Services Inventory System
- Request custom inventory reports
- Request inventory information on stolen equipment
- Submit changes to inventory information (computer moves, etc.)

How to access this service

Departmental managers may request access to information on IT asset inventory for their department, through the Service Desk.
# Service Specification Sheet

<table>
<thead>
<tr>
<th>Service name</th>
<th>Messaging Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Service Description</strong></td>
<td>To coordinate all activities related to maintaining the messaging infrastructure.</td>
</tr>
</tbody>
</table>
| **Key Core Services** | • E-Mail and Calendaring  
• Blackberry Synchronization  
• Instant Messaging |
| **Specification Sheet Owner** | Leo de Sousa, Manager, Business Application Services |
| **Creation Date** | January 2006                                      |
| **Revision Cycle** | Annual                                            |
| **Revision Date(s)** | June 2012  
September 2010 |
| **Revision Author(s)** | Carolyn Goodall, Systems analyst, Service Desk Team, Client Services  
Dennis Dufficy, Systems analyst, E-mail, Collaboration and Portal Team, Business Application Services  
Peter Simon, Systems analyst, E-mail, Collaboration and Portal Team, Business Application Services  
Alistair Calder, Systems Analyst, E-mail, Collaboration and Portal Team  
Krista Bratton, Systems Analyst, E-mail, Collaboration and Portal Team |
# Key Core Service: E-mail and Calendaring

## Service description
Support of the server and client software components for:
- Outlook/Exchange e-mail and calendaring tools
- myBCIT e-mail and calendaring tools

Activities include:
- Monitor and maintain the integrity of Exchange and myBCIT e-mail systems
- Maintain Outlook desktop software
- Maintain Outlook and myBCIT web interfaces
- Maintain anti-SPAM tools
- Investigate and recommend solutions to address ongoing client and Institute requirements
- myBCIT training (on request – contact the [Service Desk](#))

## Service characteristics
Ongoing service that is renegotiated annually.

**Service Available:**
All Systems: 24 x 7

**Support Hours:**
M - F: 08:00 – 16:30*

*Note: Extended support hours are in effect 24 x 7 via automated notification tools

**Scheduled Maintenance Window:**
Every Saturday, 18:00 – 24:00

Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, [ITS website](#) and myBCIT.

## Service level objective
**Service level metric:**
All systems: 99%*

* Note – The calculation of availability and uptime excludes the scheduled maintenance window.
**Customers of this service**

**Students and Alumni:**
All BCIT students and alumni have myBCIT accounts automatically generated when they first register for a BCIT course.*

**Staff and Retirees:**
All day school instructional staff are eligible for the following:
- myBCIT e-mail (automatically generated upon hire)*
- Outlook e-mail accounts

All part-time studies instructional staff are eligible for the following:
- myBCIT e-mail (automatically generated upon hire)*
- Outlook e-mail accounts when requested by your department

All administrative and instructional staff are eligible for the following:
- myBCIT e-mail (automatically generated upon hire)*
- Outlook e-mail accounts

All BCIT retirees are eligible for the following:
- myBCIT e-mail*

* myBCIT accounts can be accessed for life. Accounts will become inactive 500 days after last use, however, these accounts can be reactivated by request.

**Affiliates and other non-BCIT groups (e.g. Student Association and Unions):**
Support will be provided as outlined in your Service Level Agreement.

**Not included:**
- Outlook Training – contact HR Systems & Skills Training (604-432-8333)
- Outlook desktop software access on non-BCIT equipment
- Outlook Macintosh desktop software and browsers
- Email and calendaring synchronization to non BCIT standard mobile devices

**Business processes enabled by this service**
This service supports electronic communication via e-mail and scheduling via calendar tools for the BCIT community.
### Customer role

Contact the [Service Desk](mailto:service.desk@bcit.ca) to report problems with myBCIT or Outlook systems.

Clients must ensure adherence to all BCIT policies, including BCIT Policies #3501 / #3502. Each client is responsible to manage their e-mail and calendar according to the guidelines of Records Management, FOIPOP as published by BCIT.

Customers are expected to adhere to published Best Practices and product utilization recommendations from IT Services.

### How to access this service

#### myBCIT:

myBCIT e-mail is accessed from the [myBCIT](https://mybcit.bcit.ca) portal from any computer (on or off campus) with internet access.

To login to myBCIT use your BCIT ID number (e.g. A00123456). myBCIT accounts are automatically generated for students when they apply for a BCIT ID number and for new staff when they are entered into the BCIT Human Resources system. Contact the [Service Desk](mailto:service.desk@bcit.ca) if you do not know your password for your account.

#### Outlook:

Outlook e-mail and calendars are accessed via the Outlook client on BCIT imaged office computers on the main campuses. You need a valid Outlook account and password to log onto the system.

Outlook may also be accessed anywhere (on or off campus) via the web using the [Outlook Web App](https://outlook.bcit.ca). You need a valid Outlook account and password to log onto the system.

New Outlook accounts – Create a new account request through the [online account request system](https://mybcit.bcit.ca/index.php?app=account_request).

#### Anti-Spam Tools:

Every external e-mail is scanned by our anti-spam tool prior to delivery to Outlook and myBCIT.

Quarantine: Any email classified as spam are not delivered but kept in quarantine for **15 days**, after that time, the messages are assumed to be spam and are permanently deleted and cannot be retrieved. For more information and access to BCIT’s quarantine [read the Knowledge Base article](https://mybcit.bcit.ca/index.php?app=spambot).

---

**Messaging Services**

*Version 5.0 – Effective June 30, 2012*
Key Core Service: Blackberry Synchronization

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BES (Blackberry Enterprise Server) supports synchronization of Outlook e-mail and calendaring to supported Blackberry devices (See Appendix I – Blackberry devices), through wireless or wired connections.</td>
</tr>
<tr>
<td>Activities include:</td>
</tr>
<tr>
<td>• Support and maintenance of the servers</td>
</tr>
<tr>
<td>• Support of Blackberry client software components</td>
</tr>
<tr>
<td>• Coordination and configuration of Blackberry installations and deployment</td>
</tr>
<tr>
<td>• Coordination of first and second level support for Blackberry syncing issues (in conjunction with the cellular vendors.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
</tr>
<tr>
<td>Service Available:</td>
</tr>
<tr>
<td>Outlook/Exchange: 7 x 24</td>
</tr>
<tr>
<td>Blackberry syncing: 7 x 24</td>
</tr>
<tr>
<td>Support Hours:</td>
</tr>
<tr>
<td>M - F: 08:00 – 16:30 *</td>
</tr>
<tr>
<td>*Note: Extended support hours are in effect 24 x 7 via automated notification tools for Outlook/Exchange.</td>
</tr>
<tr>
<td>Scheduled Maintenance Window:</td>
</tr>
<tr>
<td>Exchange Servers:</td>
</tr>
<tr>
<td>Every Saturday, 18:00 – 24:00</td>
</tr>
<tr>
<td>Blackberry Enterprise Server:</td>
</tr>
<tr>
<td>Every Saturday, 18:00 – 24:00</td>
</tr>
<tr>
<td>Starting on the Friday before the Saturday scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, ITS website and myBCIT.</td>
</tr>
<tr>
<td>Service is available to all BCIT Staff with Outlook accounts and supported Blackberry devices (See Appendix I). However, BES licenses are acquired as required.</td>
</tr>
<tr>
<td><strong>Service level objective</strong></td>
</tr>
<tr>
<td>----------------------------</td>
</tr>
<tr>
<td><strong>Service level metric:</strong></td>
</tr>
<tr>
<td>Exchange Server</td>
</tr>
<tr>
<td>Blackberry Enterprise Servers</td>
</tr>
<tr>
<td>* Note – The calculation of availability and uptime excludes the scheduled maintenance window.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Customers of this service</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff:</strong> All staff are eligible for the following:</td>
</tr>
<tr>
<td>• A BES licence to synchronize an institute owned Blackberry device.</td>
</tr>
<tr>
<td>• Setup and basic configuration of Blackberry devices.</td>
</tr>
<tr>
<td>• Troubleshooting of supported devices. (See Appendix I – Blackberry section)</td>
</tr>
</tbody>
</table>

| **Affiliates and other non-BCIT groups (e.g. Student Association and Unions):** Support will be provided as outlined in your Service Level Agreement. |

<table>
<thead>
<tr>
<th><strong>Not included:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Training</td>
</tr>
<tr>
<td>• Macintosh clients</td>
</tr>
<tr>
<td>• Blackberry syncing from more than one computer</td>
</tr>
<tr>
<td>• Student access</td>
</tr>
<tr>
<td>• Personal mobility devices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Business processes enabled by this service</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>This service supports Blackberry syncing access to Outlook e-mail, calendars and address books for BCIT staff.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Customer role</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact the Service Desk to report syncing problems to the Outlook e-mail, calendars and address books.</td>
</tr>
</tbody>
</table>

Clients must ensure adherence to all BCIT policies, including BCIT Policies #3501 / #3502.
### How to access this service

**Blackberry devices:**
- Departmental Telecommunications Coordinators may submit an [Web: https://helpdesk.bcit.ca](https://helpdesk.bcit.ca) request for the acquisition of a new BCIT owned Blackberry device. The client will be contacted by IT Services when it is ready for deployment and synchronization.
## Key Core Service: Instant Messaging

<table>
<thead>
<tr>
<th><strong>Service description</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Support of the server and client software components for the Lotus Sametime Instant Messaging (IM) environment.</td>
<td></td>
</tr>
<tr>
<td>Activities include:</td>
<td></td>
</tr>
<tr>
<td>• Monitor and maintain the integrity of the Lotus Sametime servers</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Service characteristics</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
<td></td>
</tr>
<tr>
<td>Service Available:</td>
<td></td>
</tr>
<tr>
<td>All Systems: 24 x 7</td>
<td></td>
</tr>
<tr>
<td>Support Hours:</td>
<td></td>
</tr>
<tr>
<td>M - F: 08:00 – 16:30*</td>
<td></td>
</tr>
<tr>
<td>*Note: Extended support hours are in effect 24 x 7 via automated notification tools for Lotus Sametime</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Scheduled Maintenance Window:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Every Saturday, 18:00 – 24:00</td>
<td></td>
</tr>
<tr>
<td>Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, <a href="#">ITs website</a> and myBCIT.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Service level objective</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Service level metric:</td>
<td></td>
</tr>
<tr>
<td>All systems: 99%* uptime</td>
<td></td>
</tr>
<tr>
<td>* Note – The calculation of availability and uptime excludes the scheduled maintenance window.</td>
<td></td>
</tr>
</tbody>
</table>
### Customers of this service

**Staff:**
All administrative and instructional staff with Lotus Notes accounts are eligible for Lotus Sametime accounts.

**Affiliates and other non-BCIT groups (e.g. Student Association and Unions):**
Support will be provided as outlined in your Service Level Agreement.

**Not included:**
- Student access
- Support for Sametime Connect client software

### Business processes enabled by this service

Lotus Sametime supports electronic communication via instant messaging tools for the BCIT community.

### Customer role

Contact the [Service Desk](#) to report problems with the Lotus Sametime system.

Clients must ensure adherence to all BCIT policies, including BCIT Policies #3501 / #3502.

### How to access this service

All Staff with Lotus Notes accounts automatically have access to Lotus Sametime.

For more information on Lotus Sametime read the [Knowledge Base article](#).

Staff can request Lotus Sametime support through the [Service Desk](#).
## Service Specification Sheet

<table>
<thead>
<tr>
<th>Service name</th>
<th>Application and Database Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Service Description</strong></td>
<td>Support of business applications including new application development, integration, upgrades, release revisions and database support.</td>
</tr>
</tbody>
</table>
| **Key Core Services** | • Applications  
                      • Learning Management Systems  
                      • AppsAnywhere |
| **Specification Sheet Owner** | Leo de Sousa  
                             Manager, Business Application Services |
| **Creation Date**     | January 2006                       |
| **Revision Cycle**    | Annual                             |
| **Revision Date(s)**  | June 2012  
                         March 2010 |
| **Revision Author(s)** | Carolyn Goodall, Service Desk Team, Client Services  
                          Jeanine James, Systems analyst, Application Development Services Team, Business Application Services  
                          Dennis Dufficy, Systems analyst, E-mail, Collaboration and Portal Team, Business Application Services  
                          Robert Guest Systems analyst, Business Application Services  
                          Fraser Robertson Systems analyst, Client Services  
                          Leo de Sousa, Manager, Business Application Services |
# Key Core Service: Applications

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service includes support for the following:</td>
</tr>
<tr>
<td>• Applications such as Banner, BCIT Reporting, Lotus Domino, Student Financial Aid and Awards, and Public Web applications</td>
</tr>
<tr>
<td>• Databases (enterprise and departmental)</td>
</tr>
<tr>
<td>Activities include:</td>
</tr>
<tr>
<td><strong>Applications:</strong></td>
</tr>
<tr>
<td>• Consulting services to BCIT departments (including technology solutions, application requirements and design)</td>
</tr>
<tr>
<td>• Development and implementation of new applications</td>
</tr>
<tr>
<td>• Maintaining applications</td>
</tr>
<tr>
<td>• Enhancing applications to meet specific BCIT requirements</td>
</tr>
<tr>
<td><strong>Databases:</strong></td>
</tr>
<tr>
<td>• Consulting services to BCIT departments (including technology solutions, application requirements and design)</td>
</tr>
<tr>
<td>• Development and implementation of new databases</td>
</tr>
<tr>
<td>• Maintaining databases</td>
</tr>
<tr>
<td>• Enhancing databases to meet specific BCIT requirements</td>
</tr>
<tr>
<td>• Coordinating disaster recovery activities</td>
</tr>
</tbody>
</table>
### Service characteristics

Ongoing service that is renegotiated annually.

**Service Available:**

- **Applications:** 24 X 7
- **Databases:** 24 X 7

**Support Hours:**

- **Applications:** M – F 08:00 – 16:00
- **Databases:** M – F 08:00 – 16:00 *

* Note: Extended support hours are in effect 24 x 7 via automated notification tools for applications and databases.

**Scheduled Maintenance Window:**

- **Every Saturday, 18:00 – 24:00**

Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, ITS website and myBCIT.

### Service level objective

**Service level metrics:**

- Application availability and uptime: 99%
- Database availability and uptime: 99%

* Note – The calculation of availability and uptime excludes the scheduled maintenance window.
<table>
<thead>
<tr>
<th>Customers of this service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students:</strong></td>
</tr>
<tr>
<td>All students and prospects will have access to Online Self Service (via myBCIT).</td>
</tr>
<tr>
<td><strong>Staff:</strong></td>
</tr>
<tr>
<td>All administrative and instructional staff are eligible for the following support:</td>
</tr>
<tr>
<td>- Access to Banner, Online Self Service, BCIT Reporting and Lotus Notes applications.</td>
</tr>
<tr>
<td>- Consulting services (including technology solutions, application requirements and design)</td>
</tr>
<tr>
<td><strong>Public:</strong></td>
</tr>
<tr>
<td>Access to select Lotus Notes applications through “public access”.</td>
</tr>
<tr>
<td><strong>Affiliates and other non-BCIT groups (e.g. Student Association and Unions):</strong></td>
</tr>
<tr>
<td>Support will be provided as outlined in your Service Level Agreement.</td>
</tr>
<tr>
<td><strong>Access to applications:</strong></td>
</tr>
<tr>
<td>- Banner is available to all authorized BCIT Staff, Students and Prospects. Access levels will vary depending on role and authorization.</td>
</tr>
<tr>
<td>- BCIT Reporting is available to all authorized BCIT staff. Access levels will vary depending on role and authorization.</td>
</tr>
<tr>
<td>- Lotus Notes applications are available to all members in our Domino directories. This includes most BCIT staff and any students or public that have registered into the directory through an appropriate application. Some applications provide public access where no registration is required.</td>
</tr>
<tr>
<td><strong>Not included:</strong></td>
</tr>
</tbody>
</table>
**Business processes enabled by this service**

This service supports the day-to-day and long term strategic administrative business processes of the Institute.

**Customer role**

Contact the Service Desk to report problems with application, databases or access to the application servers.

Clients must ensure adherence to all BCIT IT Policies (#3501 and #3502.) Each client is responsible to maintain client data confidentiality as appropriate for the system they are accessing.

**How to access this service**

New Banner, BCIT Reporting, TM1 and Lotus Notes accounts – see “Account Management” in the Service Desk section. (Final authorization for Banner IDs is based on job duties.)

Online Self Service and BCIT Reporting are accessed through myBCIT (my.bcit.ca) or the BCIT public web site (www.bcit.ca).

Depending on the application, Lotus Notes applications are accessed through the Lotus Notes client, the BCIT intranet* and myBCIT (my.bcit.ca) or the BCIT public web site (www.bcit.ca).

Contact the Service Desk to request enhancements to current systems.
### Key Core Service: Learning Management Systems

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following Learning Management Systems (LMS) are supported:</td>
</tr>
<tr>
<td>- Learning Management System - D2L (Desire 2 Learn)</td>
</tr>
<tr>
<td>- Testing Centre - TLM (The Learning Manager)</td>
</tr>
<tr>
<td>- Educational Video Conferencing (Elluminate Live!)</td>
</tr>
<tr>
<td>- Portal (myBCIT)</td>
</tr>
</tbody>
</table>

Activities include:

**Applications:**
- Consulting services to BCIT departments (including technology solutions, application requirements and design).
- Support of the server components of the LMS.
- Monitoring and maintaining the integrity of all related servers, including backups, anti-virus and security.
- Upgrading servers to the newest versions of the LMS.
- Migration of the LMS and associated data to new hardware.
- Coordination of the installation of additional servers as required.
Service characteristics

Ongoing service that is renegotiated annually.

Service Available: 24 x 7

Support Hours:

D2L: M – F 07:30 – 16:30
TLM: M – F 08:30 – 16:30
Elluminate Live!: M – F 08:30 – 16:30
myBCIT: M – F 08:00 - 16:30

* Note: Extended support hours are in effect via automated notification tools for D2L.

Scheduled Maintenance Window:

Every Saturday, 18:00 – 24:00

Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, ITS website and myBCIT.

Service level objective

Service level metrics:

All systems: 99%* uptime

* Note – The calculation of availability and uptime excludes the scheduled maintenance window.
Customers of this service

Students:
- Students who are enrolled in courses that require D2L or Elluminate Live! will login with their BCIT ID and password.
- Students who are enrolled in courses which use the Testing Centre to deliver exams will use their BCIT ID number and be issued a Testing Centre password to logon to the TLM system by the Life Long Learning - Testing Centre.
- All students have access to the following myBCIT features:
  - Student myCourses
  - Student Resources

Instructional Staff:
- Instructors who are delivering courses that require D2L or Elluminate Live! will use their BCIT ID and password.
- Instructors who are teaching courses which use the Testing Centre to deliver exams need to contact the Life Long Learning - Testing Centre to arrange for this service.
- All instructional staff have access to the following myBCIT features:
  - Faculty myCourses (administrative access and support)
  - Faculty Resources

Staff:
The direct customers of this service from IT Services are as follows:

D2L and Elluminate Live!: Learning and Teaching Centre – Educational Technology Support (ETS). This department provides direct support for students and instructional staff. In addition the LTC provides additional support in the area of Curriculum Design with a focus on using these online tools.

TLM (The Learning Manager): Life Long Learning - Testing Centre. This department provides direct support for students and instructional staff.

Not included:
- IT Services does not directly support students or faculty for D2L, Elluminate Live! and TLM. (This support comes from ETS for D2L and Elluminate Live! and from the Testing Centre for TLM.)
- IT Services does not support ETS or the Testing Centre in the application and use of the LMS tools. When they encounter issues, they are expected to call the appropriate vendors for support.
<table>
<thead>
<tr>
<th>Business processes enabled by this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>This service supports the educational processes for curriculum delivery over the Internet and computerized exam management.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students:</td>
</tr>
<tr>
<td>- Students who have problems logging on to computers in the Test Centre should contact the Test Centre staff in their home Test Centre for assistance with their Test Centre password.</td>
</tr>
<tr>
<td>- Students who are having difficulty with their myBCIT, D2L or Elluminate Live! accounts should contact the Technology Service Desk.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Instructional Staff:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Instructors who have problems with their myBCIT, D2L or Elluminate Live! accounts should contact the Technology Service Desk.</td>
</tr>
<tr>
<td>- Instructors who require assistance with curriculum design for D2L or Elluminate Live! should contact the Learning and Teaching Centre (LTC) at 604-432-8406.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staff:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Staff from the ETS and Test Centre should contact the Service Desk to report problems with the LMS servers.</td>
</tr>
</tbody>
</table>
## How to access this service

### myBCIT:

myBCIT student or faculty mycourses and resources are accessed from the myBCIT portal from any computer (on or off campus) with internet access ([http://my.bcit.ca](http://my.bcit.ca)).

To login to myBCIT use your BCIT ID number (e.g. A00123456). myBCIT accounts are automatically generated for students when they apply for a BCIT ID number and for new staff when they are entered into the BCIT Human Resources system. Contact the [Service Desk](#) if you do not know your password for your account.

### D2L and Elluminate Live! and TLM:

Students will be provided with access to curriculum management tools if they are required for the courses that they are enrolled in.

Instructors who want to use curriculum management tools for their courses should contact the following departments:

**D2L and Elluminate Live!**:

Contact the [Educational Technology Support](#) (ETS)

Phone: 604-412-7444 (option 2) (Toll free in Canada & US: 1-800-351-5533).

**TLM (The Learning Manager)**:

Contact Lifelong Learning – Test Centre

Call the Testing Centre Supervisor at 604-412-7537
### Key Core Service: AppsAnywhere

#### Service description

This service includes support for the following

- AppsAnywhere infrastructure support
  (Citrix XenApp servers and supporting infrastructure servers)
- Software installation requests on AppsAnywhere.
- Access to specific applications

Activities include

- Publishing applications
- Enhancing AppsAnywhere functionality to meet BCIT’s needs
- Monitoring and maintaining all related servers
- Upgrading and updating the AppsAnywhere servers and infrastructure components
### Service characteristics

Ongoing service that is renegotiated annually.

Service Available: 24 x 7*

* Note: Extended support hours are in effect 24 x 7 via automated notification tools for applications and databases.

Support Hours:

- **Academic year core hours (excluding Institute holidays):**
  - M – F: 08:00 – 17:00

- **Academic year extended hours (limited support / excluding Institute holidays):**
  - M – F: 17:00 – 2130
  - Sat: 08:30 - 1400

- **Summer months and Christmas break core hours (excluding Institute holidays):**
  - (June – August / December):
  - M – F: 08:00 – 16:30

Online Materials available 24 x 7 through the Web: [https://helpdesk.bcit.ca](https://helpdesk.bcit.ca) and the Knowledgebase

---

### Service level objective

Service level metrics:

- All systems: 99%* uptime

* Note – The calculation of availability and uptime excludes the scheduled maintenance window.
<table>
<thead>
<tr>
<th>Customers of this service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students:</strong></td>
</tr>
<tr>
<td>All registered students will have access to AppsAnywhere and the applications specifically assigned to the courses they are registered in.</td>
</tr>
<tr>
<td><strong>Instructional Staff:</strong></td>
</tr>
<tr>
<td>All current instructional staff will have access to AppsAnywhere which will provide them access to the applications specifically assigned to courses they are teaching.</td>
</tr>
<tr>
<td><strong>Staff:</strong></td>
</tr>
<tr>
<td>All current staff will have access to AppsAnywhere which will provide them access to use the applications specifically assigned to staff.</td>
</tr>
<tr>
<td><strong>Not included:</strong></td>
</tr>
<tr>
<td>- Unlicensed applications</td>
</tr>
<tr>
<td>- Applications that have license restrictions and cannot be accessed through AppsAnywhere.</td>
</tr>
</tbody>
</table>
## Business processes enabled by this service

This service supports staff, faculty and student access to application software. It is designed to increase flexibility of scheduling and improved access to the software required for teaching and work.

### Customer role

**Students / Staff:**  
Report problems to the [Service Desk](#).

**Instructional Staff:**  
Report problems to the [Service Desk](#) and ensure that software requests are made in a timely fashion and include all course numbers that will require access to that specific application.

### How to access this service

AppsAnywhere can be accessed in two ways:

- BCIT computers in a lab or office; published applications will appear in the start menu.
- You may access applications that are licensed for use on non-BCIT computers through the AppsAnywhere website at [https://appsanywhere.bcit.ca](https://appsanywhere.bcit.ca)
# Service Specification Sheet

<table>
<thead>
<tr>
<th>Service name</th>
<th>Web Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Service Description</strong></td>
<td>Develop and manage BCIT web properties including:</td>
</tr>
<tr>
<td></td>
<td>- Public Web</td>
</tr>
<tr>
<td></td>
<td>- BCIT Commons</td>
</tr>
<tr>
<td></td>
<td>- myBCIT Portal services</td>
</tr>
<tr>
<td><strong>Key Core Service(s)</strong></td>
<td>- Web and Portal Service</td>
</tr>
<tr>
<td></td>
<td>- Website Development</td>
</tr>
<tr>
<td></td>
<td>- Web Marketing and Analytics Service</td>
</tr>
<tr>
<td></td>
<td>- Web Content Publishing Service</td>
</tr>
<tr>
<td></td>
<td>- Collaboration Tools</td>
</tr>
<tr>
<td><strong>Specification Sheet Owner</strong></td>
<td>Dave Tanchak, Manager, Web Services</td>
</tr>
<tr>
<td><strong>Creation Date</strong></td>
<td>February 2006</td>
</tr>
<tr>
<td><strong>Revision Cycle</strong></td>
<td>Annual</td>
</tr>
<tr>
<td><strong>Revision Date(s)</strong></td>
<td>June 2012</td>
</tr>
<tr>
<td></td>
<td>March 2010</td>
</tr>
<tr>
<td><strong>Revision Author(s)</strong></td>
<td>Carolyn Goodall Systems Analyst, Service Desk Team, Client Services</td>
</tr>
<tr>
<td></td>
<td>Brandon Bell Systems Analyst, Web Services</td>
</tr>
<tr>
<td></td>
<td>Alan Etkin Systems Analyst, Web Services</td>
</tr>
<tr>
<td></td>
<td>James Wanless Systems Analyst, Web Services</td>
</tr>
<tr>
<td></td>
<td>Andrew Jackson Systems Analyst, E-mail, Collaboration and Portal Team, Business Application Services</td>
</tr>
<tr>
<td></td>
<td>Dennis Dufficy Systems analyst, E-mail, Collaboration and Portal Team, Business Application Services</td>
</tr>
<tr>
<td></td>
<td>Alistair Calder Systems Analyst, E-mail, Collaboration and Portal Team, Business Application Services</td>
</tr>
<tr>
<td></td>
<td>Leo de Sousa Manager, Business Application Services</td>
</tr>
</tbody>
</table>
Key Core Service: Web and Portal

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development, ongoing management of BCIT’s web properties and portal (myBCIT).</td>
</tr>
</tbody>
</table>

Activities include:
- Administration and operation of the BCIT Public and BCIT Commons web systems
- Design, development, updates and maintenance of the BCIT Public Web and BCIT Commons web properties
- Hosting of BCIT Commons sites
- Design, development and maintenance of myBCIT
- Support of the myBCIT system
- myBCIT integration services
- myBCIT Targeted Announcements services
## Service characteristics

Ongoing service that is renegotiated annually.

**Service Available:**

24 X 7

**Support Hours:**

Mon – Fri: 08:00 – 17:00 *

* Note: Extended support hours are in effect 24 x 7 via automated notification tools for the BCIT Public Web site

**Scheduled Maintenance Window:**

BCIT Public Web, myBCIT, BCIT Commons:

Every Saturday, 18:00 – 24:00*

*Note: BCNET, (BCIT’s internet provider), may schedule maintenance activities at times different from that listed above.

Starting on the Friday before the scheduled Maintenance window, announcements regarding downtimes will be posted in Lotus Notes Announcements, [ITS website](#), myBCIT and social media channels.

Public Web and BCIT Commons are public domain web properties accessible to the general public, prospective and current students and BCIT schools and departments. Some parts of the Public Web are password-accessible only.

myBCIT is a password-accessible information portal available to students, staff, faculty, and alumni.

Support is provided only for web applications hosted on the BCIT Public web and myBCIT web servers and for application interfaces with myBCIT portal applications (channels).
### Service level objective

Service level metrics:

- Web servers available 99% of the time to deliver content 24 x 7*
- myBCIT support requests responded to within 1 working day.
- Requests for Public Web or BCIT Commons support responded to within 2 working days

* Note – The calculation of availability and uptime excludes the scheduled maintenance windows.
### Customers of this service

The general public, all students and staff can access:
- BCIT Public Web property (except content areas requiring passwords)
- BCIT Commons Web property

### Students, Staff and Alumni:

- All students, staff and alumni with valid BCIT IDs* can access the myBCIT portal, integrated services, e-mail and groups

*BCIT IDs are created when students apply for a BCIT ID number or when new staff are entered into the BCIT Human Resources system. (Creation and maintenance of BCIT IDs is not part of this service.)

### Students:

- Currently registered students can request BCIT Commons hosting space, on behalf of BCIT Student Clubs and Organizations, with BCIT Faculty or Staff sponsorship. Submit a BCIT Commons request available from the Service Desk.

### Staff:

All administrative and instructional staff are eligible for the following services:
- Training and support for myBCIT (upon request).
- BCIT Commons web space, submit a BCIT Commons request available from the Service Desk.

### Affiliates and other non-BCIT groups (e.g. Student Association and Unions):

Support will be provided as outlined in your Service Level Agreement.

### Not included:

- Support for content or applications hosted on the BCIT Commons site
- Support for web sites NOT hosted by IT Services
**Business process enabled by this service**

The web and portal service is critical to BCIT operations. It provides key Institute course and program information, timely communications, and is the web interface for registration and other critical transaction environments for internal and external customers and staff. It is a primary marketing tool for the Institute.

**Customer role**

Report problems accessing the BCIT Public Web, myBCIT and BCIT Commons to the [Service Desk](#).

Submit requests for the following services to the Service Desk:
- BCIT Commons web space and/or accounts (request form from the Service Desk)

Provide feedback on the service by contacting the BCIT Webmaster (techhelp@bcit.ca).

**How to access this service**

All clients can access the BCIT corporate web site at:

http://www.bcit.ca

All staff and students can access the myBCIT portal at:

http://my.bcit.ca

All clients can access the BCIT Commons web property* at:

http://commons.bcit.ca

*Note - Commons accounts are generated by submitting a request to the Service Desk
## Key Core Service: Website Development

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activities include:</td>
</tr>
<tr>
<td>• Consulting services to BCIT departments for website design and development</td>
</tr>
<tr>
<td>• Business analysis and user requirements definition</td>
</tr>
<tr>
<td>• Information architecture and interaction design</td>
</tr>
<tr>
<td>• Visual and interface design</td>
</tr>
<tr>
<td>• Application design, development and integration</td>
</tr>
<tr>
<td>• Website maintenance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
</tr>
<tr>
<td>Support Hours:</td>
</tr>
<tr>
<td>Mon – Fri: 08:30 – 16:30</td>
</tr>
<tr>
<td>Service is available to all BCIT departments.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service level objective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service level metrics:</td>
</tr>
<tr>
<td>• Respond to requests for consultations within 2 working days</td>
</tr>
<tr>
<td>• Respond to requests for websites within 2 working days (<strong>minimum</strong> of 1 month notice required for delivery*)</td>
</tr>
<tr>
<td>• Respond to requests for updates to existing websites within 2 working days (<strong>minimum</strong> of 1 month notice required for delivery*)</td>
</tr>
</tbody>
</table>

*Note - Completion time for website development or updates will be based on complexity and resource availability.*
<table>
<thead>
<tr>
<th>Customers of this service</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff:</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Affiliates and other non-BCIT groups (e.g. Student Association and Unions):</strong></td>
</tr>
<tr>
<td><strong>Not included:</strong></td>
</tr>
<tr>
<td></td>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Business process enabled by this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>The website development service supports student recruitment, admission and registration, and marketing and communications efforts.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report problems with your departmental websites to the Service Desk.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How to access this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request website development consulting and support via the Service Desk.</td>
</tr>
</tbody>
</table>
Key Core Service: Web Marketing and Analytics

**Service description**
 Provides Web marketing strategy and Web marketing production services to the BCIT Community.

Activities include:
- Ad campaigns and special events web sites (in collaboration with Marketing and Communications)
- Provision of visual design services in support of ad campaigns and special events web sites
- Maintaining Web Analytics tools
- Consulting services to Departments (including marketing, communication search engine word placements and web analytics)
- Reporting and analysis for clients as requested

**Service characteristics**
 Ongoing service that is renegotiated annually.

Support Hours:
  Mon – Fri: 08:30 – 16:30

Service is available to BCIT departments and schools.

**Service level objective**
 Service level metrics:
- Respond to requests for special event web sites within 2 working days (minimum of 1 month notice required for delivery)
- Respond to requests for consultations within 2 working days.
- Requests for web promotion pieces responded to within 2 working days (minimum of 3 weeks notice required for delivery)

**Customers of this service**
 **Staff:**
- Consultation to BCIT Departments and Schools on communications strategies.
- Web promotions for events, conferences etc
### Business process enabled by this service

The web marketing and analytics service supports communication both internally and externally. It promotes marketing of BCIT courses and services and provides a yardstick for how that marketing is being used by the customer.

### Customer role

Request promotional pieces via the Service Desk at least 3 weeks before the required production date.

Request consultation services via the [Service Desk](#).

### How to access this service

All requests for this service are made through the Service Desk.
Key Core Service: Web Content Publishing

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Providing the infrastructure for web content management, training and development of BCIT’s Web Publisher’s Community.</td>
</tr>
<tr>
<td>Activities include:</td>
</tr>
<tr>
<td>• Administration of BCIT’s web content management tools</td>
</tr>
<tr>
<td>• Account provisioning for Content Management System</td>
</tr>
<tr>
<td>• Supporting the BCIT web publishing community(^1) in the development and maintenance of their web content</td>
</tr>
<tr>
<td>• Development and maintenance of style guidelines</td>
</tr>
<tr>
<td>• Authoring and editing content (on a limited basis)</td>
</tr>
<tr>
<td>• Coordinating of BCIT’s web publishing and content management activities (queue management, monitoring and releasing pages)</td>
</tr>
<tr>
<td>• Training and support for BCIT web publishers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
</tr>
<tr>
<td>Service Available:</td>
</tr>
<tr>
<td>Content Management System (CMS):</td>
</tr>
<tr>
<td>24 x 7</td>
</tr>
<tr>
<td>Scheduled Maintenance Window:</td>
</tr>
<tr>
<td>The CMS is hosted off-site (i.e. not at BCIT). Therefore the maintenance scheduling is based on the Service Level Agreement with the CMS. CMS users will be notified on the CMS login page in advance of scheduled downtime.</td>
</tr>
<tr>
<td>Support Hours:</td>
</tr>
<tr>
<td>Web Publisher’s support, training and consulting services:</td>
</tr>
<tr>
<td>Mon – Fri: 08:30 – 16:30</td>
</tr>
<tr>
<td>Service is available to all BCIT Departments and Schools, and all faculty and staff.</td>
</tr>
</tbody>
</table>

\(^1\) The collective content authors designated by each school and department to create and maintain web content for their school or department.
### Service level objective

Service level metrics:

- CMS available 24x7 99% of the time*
- Content release queue monitored daily (Mon to Fri)
- New accounts available within 5 working days of completion of training
- Requests for support responded to within 1 working day.
- Requests for consulting services responded to within 2 working days

* Note – for externally hosted CMSs, IT Services does not control response times to system outages. Historically, this service has met the posted service level metric.

### Customers of this service

**Staff:**
All administrative and instructional staff are eligible for the following services:
- Training and support for Web publishers in the CMS
- Once trained, appropriate access to the CMS will be granted

**Affiliates and other non-BCIT groups (e.g. Student Association and Unions):**
Support will be provided as outlined in your Service Level Agreement.

### Business process enabled by this service

This service supports the creation and maintenance of content for the Public Web, Commons Property and the Knowledge Base.

### Customer role

Departments are responsible for updating their own content.

Report problems accessing the CMS via the **Service Desk**

Make requests for all other support and training via the Service Desk.

### How to access this service

All requests for this service are made through the Service Desk.
Key Core Service: Collaboration Tools

<table>
<thead>
<tr>
<th>Service description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management and maintenance of web based collaboration tools including:</td>
</tr>
<tr>
<td>• myBCIT portal - Luminis</td>
</tr>
<tr>
<td>• Communities of Practice (CoPs) - Lotus Quickplace</td>
</tr>
<tr>
<td>• Blogs - Wordpress</td>
</tr>
<tr>
<td>Activities include:</td>
</tr>
<tr>
<td>• Support of the server software components</td>
</tr>
<tr>
<td>• Integration of collaboration tools into the BCIT environment</td>
</tr>
<tr>
<td>• Account administration and provisioning</td>
</tr>
<tr>
<td>• Client support</td>
</tr>
<tr>
<td>• myBCIT training for staff (upon request)</td>
</tr>
<tr>
<td>• Blog training (upon request)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service characteristics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing service that is renegotiated annually.</td>
</tr>
<tr>
<td>Service Available:</td>
</tr>
<tr>
<td>All Servers: 24 x 7</td>
</tr>
<tr>
<td>Support Hours:</td>
</tr>
<tr>
<td>M - F: 08:30 – 16:30 *</td>
</tr>
<tr>
<td>*Note – Extended support hours are in effect 24 x 7 via automated notification tools for myBCIT and Lotus Quickplace</td>
</tr>
<tr>
<td>Scheduled Maintenance Window:</td>
</tr>
<tr>
<td>Collaboration systems:</td>
</tr>
<tr>
<td>Every Saturday, 18:00 – 24:00</td>
</tr>
<tr>
<td>Starting on the Friday before the scheduled Maintenance window, notices regarding downtimes will be posted in Lotus Notes Announcements, myBCIT, ITS Website and social media channels.</td>
</tr>
</tbody>
</table>
Service level objective

Service level metric:

| Uptime for all Collaboration Systems | 99%* |

* Note – The calculation of availability and uptime excludes the scheduled maintenance window.

Customers of this service

External:
QuickPlaces (CoPs) are accessible to anyone outside of BCIT on a “by invitation” basis. The administrator of the QuickPlace can invite external participants into the QuickPlace. The “administrator” is the owner of a specific QuickPlace.

The general public will be able to access blogs that do not have restricted membership.

Students:
All BCIT students have myBCIT accounts automatically generated when they first register for a BCIT course. myBCIT groups are available to all students.

Students will be able to access the following collaboration tools provided that they are registered in courses utilizing these tools:

- QuickPlace
- Blogs

Staff:
All BCIT staff have myBCIT accounts automatically generated when they are hired. myBCIT groups are available to all staff.

Administrative and instructional staff can request accounts and support for the following collaboration tools:

- QuickPlace (CoPs - Communities of Practice)
- Blogs

Tenants and BCIT affiliates (e.g. Student Association and Unions):
Support will be provided as outlined in your Service Level Agreement.

Not included:

- Student training – direct student training is handled by course instructors, however, instructors may request assistance from IT Services.
Business processes enabled by this service

Technologies, such as myBCIT, Lotus Quickplace and Blogs, are advanced collaboration tools which support the learning experience in both classroom and on-line courses and provide students, faculty and staff with knowledge management environments for collaborative and project-based work.

Customer role

Report problems accessing the collaboration tools to the Service Desk. You may be required to provide your account numbers where necessary.

How to access this service

myBCIT:

    myBCIT e-mail is accessed from the myBCIT portal from any computer (on or off campus) with internet access (http://my.bcit.ca)

    To login to myBCIT use your BCIT ID number (e.g. A00123456). myBCIT accounts are automatically generated for students when they apply for a BCIT ID number and for new staff when they are entered into the BCIT Human Resources system. Contact the Service Desk if you do not have a password for your account.

Lotus Quickplace:

    Support is provided for existing QuickPlaces contact the Service Desk for assistance.

    NOTE: This service is being retired.

Blogs:

    Instructional staff can request accounts for themselves and their students through the Service Desk. They will need to provide their name, BCIT ID, course (optional) and the name they would like to use for the blog.
# Service Specification Sheet

<table>
<thead>
<tr>
<th>Service name</th>
<th>Strategic Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Service Description</strong></td>
<td>A set of broad IT and Business disciplines that underpin the activities, services and deliverables of IT Services to ensure that rigor and best practice methodologies are applied in the areas of business analysis and process improvement with a view to contributing to BCIT's success.</td>
</tr>
<tr>
<td><strong>Key Core Service(s)</strong></td>
<td>Business Analysis</td>
</tr>
<tr>
<td><strong>Specification Sheet Owner</strong></td>
<td>Dave Cresswell, Associate Director, Strategic Practices</td>
</tr>
<tr>
<td><strong>Creation Date</strong></td>
<td>September 2007</td>
</tr>
<tr>
<td><strong>Revision Cycle</strong></td>
<td>Annual</td>
</tr>
<tr>
<td><strong>Revision Date(s)</strong></td>
<td>June 2012, March 2012</td>
</tr>
<tr>
<td><strong>Revision Author(s)</strong></td>
<td>Carolyn Goodall, Systems Analyst, Service Desk Team, Client Services, Judy Shandler, Senior Business Analyst, Strategic Practices, Marlas Kuiper, Senior Business Analyst, Strategic Practices, Elaine Zitner, Senior Business Analyst, Strategic Practices, Colin Jones, Senior Solutions Architect, Strategic Practices, Dave Cresswell, Associate Director, Strategic Practices</td>
</tr>
</tbody>
</table>
# Key Core Service: Business Analysis

## Service description

Business analysis includes the broad set of methodologies, disciplines and related artifacts used to document and improve the business and educational activities and processes of BCIT.

Business analysis includes but is not limited to:

- Capture and document business needs and requirements
  - Preparing new work/project requests to inform the decision making of governing groups
  - Facilitating focus groups and/or conducting interviews
  - Identifying, analyzing, documenting and aligning the business needs of the BCIT departments with ITS expertise
  - Preparing and presenting a complete needs analysis at all levels of the institute

- Prepare business cases
  - Providing guidance to departments in preparing business cases
  - Conducting research and documenting findings
  - Assisting with the creation of business case documentation
  - Assisting clients through all phases of the business case process

- Business process analysis and improvement
  - Defining and documenting current state processes
  - Analyzing, identifying and documenting process improvement opportunities
  - Analyzing options and presenting recommendations
  - Defining, documenting and presenting desired future state processes

## Service characteristics

Ongoing service that is renegotiated annually.

Available Hours:

```
Mon – Fri  08:30 - 16:30
```

Service is available to all BCIT academic and administrative departments.

## Service level objective

Service level target:

New requests for services will be acknowledged within 3 working days.
## Customers of this service

### Staff:
All administrative and instructional staff are eligible to access these services and request them on behalf of their department(s), provided prior authorization has been received by the client’s Dean, Director or an Executive sponsor.

### Tenants and other non-BCIT groups (e.g. Student Association and Unions):
Support will be provided only as specifically outlined in your Service Level Agreement.

### Not included:
- Training in business analysis
- Business consulting support for non-BCIT activities
- Business consulting support for student projects

## Customer role

Clients requesting strategic practices services should submit a request via the Service Desk. Ensure the name of the manager providing sponsor approval for this request is identified.

## How to access this service

Departments requiring strategic practices services should contact the Service Desk (extension 7444 – option 1) or send an email to helpdesk@bcit.ca.
# Service Specification Sheet

<table>
<thead>
<tr>
<th>Service name</th>
<th>Enterprise IT Security</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Service Description</strong></td>
<td>IT Security is the set of activities focused on ensuring the integrity and safekeeping of the Institute’s IT assets and data.</td>
</tr>
<tr>
<td><strong>Key Core Service(s)</strong></td>
<td>Enterprise IT Security</td>
</tr>
</tbody>
</table>
| **Specification Sheet Owner** | Stephen Lamb  
  CIO  
  Information Technology Services |
| **Creation Date** | September 2007 |
| **Revision Cycle** | Annual |
| **Revision Date(s)** | June 2012  
  September 2011 |
| **Revision Author(s)** | Carolyn Goodall  
  Systems Analyst, Service Desk Team, Client Services  
  Sean Walsh  
  Manager, Technical Infrastructure Services  
  Andy Scott  
  Systems Analyst |
## Key Core Service: Enterprise IT Security

### Service description

IT Security is the set of activities focused on ensuring the integrity and safekeeping of the Institute’s IT assets and data, with a view to preventing malicious attacks and fraudulent use of BCIT’s information and infrastructure.

Activities include:

- Investigating reported security incidents and IT policy violations.
- Providing information security consultation, risk assessments and vulnerability assessments on systems.
- Implementing technology to stop virus infections.
- Implementing technology to stop attacks on BCIT systems.

### Service characteristics

Ongoing service that is renegotiated annually.

Operating Hours:

Mon – Fri 08:00 - 17:00

Service is available for:

- Policy violation and security incident investigations
- Questions or advice about IT security

### Service level objective

Service level targets:

Policy violation and security incidents will be investigated on a priority basis dependent on severity and threat level to the institute.
### Customers of this service

<table>
<thead>
<tr>
<th>Students and Staff:</th>
<th>Everyone should report security incidents involving devices connecting to the BCIT network to the <a href="#">Service Desk</a>. (See customer role section.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff:</td>
<td>System administrators may request security incident investigations.</td>
</tr>
</tbody>
</table>

IT Services, Human Resources, Labour Relations, Safety & Security, and Harassment & Discrimination Mediation may request policy violation investigations.

**Affiliates and other non-BCIT groups (e.g. Student Association and Unions):**
Report all security incidents involving tenant or non-BCIT computers on the BCIT network.

**Not included:**
Security for personal end devices not connected to the BCIT network.

### Business process enabled by this service

This service supports the enabling of business at BCIT by ensuring that BCIT computers are able to run with minimum downtime due to outside influence.

This service is critical as it helps to:
- Prevent downtime due to policy violation
- Prevent data loss, due to viruses and vulnerabilities in the operating systems
- Reduces potential liability
- Supports risk management for information technologies

### Customer role

Contact the Service Desk to report a computer security incident including:
- Theft of equipment (report to BCIT Security first)
- Virus infections and malware infestations
- Suspected compromises (i.e. hacking)

Please have the following information available (as appropriate):
- Your name and contact information
- The hostname and IP address of the computer (if applicable)
- The date and time that the incident occurred
- Details of the incident
<table>
<thead>
<tr>
<th><strong>How to access this service</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>All clients may report computer security incidents to the Service Desk.</td>
<td></td>
</tr>
</tbody>
</table>
Appendix I
List of Supported Products
Effective: March 1, 2012
Core Institute Support

IT Services is committed to providing advanced support for the products listed in this section including installation, configuration, usage and troubleshooting.

Core Institute Support products have the following characteristics:
- Products are standardized and critical to the BCIT mission
- Products are widely used across the main BCIT campuses
- Sufficient support resources exist
- Valid licences exist

<table>
<thead>
<tr>
<th>COMPUTERS &amp; NOTEBOOKS</th>
<th>Base Hardware Specification</th>
<th>Reseller Warranty Support</th>
<th>Est. Replace Date</th>
<th>Software Support (images)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seanix Balfour</td>
<td>Pentium 4 Core 2 - 2.4GHz, 4 GB RAM, 250GB HD, CDRW/DVDRW, Intel Pro 10/100/1000 LAN</td>
<td>36 months</td>
<td>Summer 2012</td>
<td>Windows XP Pro</td>
</tr>
<tr>
<td>Seanix Houston</td>
<td>Pentium 4 Core 2 - 2.6GHz, 4 GB RAM, 360GB HD, CDRW/DVDRW, Intel Pro 10/100/1000 LAN</td>
<td>36 months</td>
<td>Fall 2012</td>
<td>Windows XP Pro</td>
</tr>
<tr>
<td>Dell Optiplex 760</td>
<td>Pentium 4 Core 2 – E8400, 4 GB RAM, 250GB HD, CDRW/DVDRW, Intel Pro 10/100/1000 LAN</td>
<td>36 months</td>
<td>Fall 2013</td>
<td>Windows XP Pro</td>
</tr>
<tr>
<td>Dell Precision T3400</td>
<td>Pentium 4 Core 2 – E8400, 4 GB RAM, 250GB HD, CDRW/DVDRW, Intel Pro 10/100/1000 LAN, plus dedicated video</td>
<td>36 months</td>
<td>Fall 2013</td>
<td>Windows XP Pro</td>
</tr>
<tr>
<td>Dell Optiplex 780</td>
<td>Intel C2D 2.2GHz, 4GB RAM, 250GB HD, 1 VGA, 8 USB 2.0 (2 front, 6 rear), 1 RJ-45, 5 PCI Slots, Integrated Intel Pro 10/100/1000 LAN</td>
<td>36 Months</td>
<td>Fall 2014</td>
<td>Windows 7</td>
</tr>
<tr>
<td>Dell Optiplex 990</td>
<td>Intel Core i5-24:00M vPro (3.1Ghz, 6M), 8 GB RAM, 500GB HD, DRW/DVDRW, Integrated Intel 10/100/1000 Ethernet, 10 X USB 2.0, 1 x internal USB 2.0, 1 RJ-45</td>
<td>36 Months</td>
<td>Fall 2015</td>
<td>Windows 7</td>
</tr>
<tr>
<td>Dell Precision T1600</td>
<td>Intel Xeon E3-1200, 8GB RAM, 500GB HD, 11 USB 2.0 (4 front, 6 rear, Integrated Intel GB LAN 10/100/1000 Ethernet, 1 internal) 1 serial, 2 PS/2, 1 RJ-45, IEEE 1394a,</td>
<td>36 Months</td>
<td>Fall 2015</td>
<td>Windows 7</td>
</tr>
<tr>
<td>Toshiba Satellite Pro A300-024</td>
<td>P4 2.6Ghz, 4 GB RAM, 250GB HD, CDRW/DVDRW</td>
<td>36 months</td>
<td>Fall 2012</td>
<td>Windows XP Pro</td>
</tr>
<tr>
<td>Toshiba Tecra S11</td>
<td>Intel Core i5-560M (2.66GHz/3.20GHz) 4GB RAM, 320GB HD</td>
<td>36 months</td>
<td>Fall 2012</td>
<td>Windows 7</td>
</tr>
<tr>
<td>Toshiba Tecra R850</td>
<td>Intel Core i5-2520M vPro (2.50GHz/3.20GHz, 8 Intel Smart Cache), 8GB Ram, 320GB HD, CD/DVDRW, 10/100/1000bps Integrated Ethernet (Wake on Lan) Intel 802.11 a/b/g/n Wireless LAN</td>
<td>36 months</td>
<td>Fall 2014</td>
<td>Windows XP Pro</td>
</tr>
</tbody>
</table>
### Toshiba Tecra R840
- **Intel Core i5-2520M vPro (2.50GHz/3.20GHz, 3MB intel Smart Cache), 8GB Ram, 320GB HD, CD/DVDRW, 10/100/1000bps Integrated Ethernet (Wake on Lan) Intel 802.11 a/b/g/n Wireless LAN**
- **36 months**
- **Fall 2014**
- **Windows XP Pro**

### Toshiba Portege Tablet PC M700
- **P4 2.2Ghz, 4 GB RAM, 120GB HD, CDRW/DVDRW**
- **36 months**
- **Fall 2011**
- **Windows XP Pro**

### Toshiba Portege Tablet PC M750
- **P4 2.2Ghz, 4 GB RAM, 160GB HD, CDRW/DVDRW**
- **36 months**
- **Fall 2012**
- **Windows XP Pro**

### Toshiba Portege Tablet PC M780
- **Intel Core i5-520M vPro 2.4 GHz, 8GB RAM, 128GB HD, 10/100/1000bps Integrated Ethernet (Wake on Lan) Intel 802.11 a/b/g/n Wireless LAN**
- **36 Months**
- **Fall 2014**
- **Windows 7**

### Toshiba Protege R850
- **Intel Core i5-2520M vPro 2.50 GHz, 8GB RAM, 320 GB HD, 10/100/1000bps Integrated Ethernet (Wake on Lan) Intel 802.11 a/b/g/n Wireless LAN, CD/DVDRW**
- **36 Months**
- **Fall 2014**
- **Windows 7**

<table>
<thead>
<tr>
<th>MONITORS</th>
<th>Base Hardware Specification</th>
<th>Warranty</th>
<th>Support</th>
<th>Est. Replacement Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viewsonic VA2026w</td>
<td>20 &quot; LCD</td>
<td>36 months</td>
<td></td>
<td>Fall 2012</td>
</tr>
<tr>
<td>Dell 2209W</td>
<td>22&quot; LCD</td>
<td>36 months</td>
<td></td>
<td>Fall 2012</td>
</tr>
<tr>
<td>Dell 2009W</td>
<td>20&quot; LCD</td>
<td>36 months</td>
<td></td>
<td>Fall 2013</td>
</tr>
<tr>
<td>Dell U2211H</td>
<td>22&quot; LCD</td>
<td>36 months</td>
<td></td>
<td>Fall 2015</td>
</tr>
<tr>
<td>Dell P2011H</td>
<td>20&quot; LCD</td>
<td>36 months</td>
<td></td>
<td>Fall 2015</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PRINTERS</th>
<th>Lease Period</th>
<th>Warranty Support</th>
<th>Out of Warranty Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lexmark E, C, T, W, X series</td>
<td>Purchase Only</td>
<td>12 months</td>
<td>Dependant on parts availability</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>APPLICATIONS</th>
<th>VERSION(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Acrobat Reader</td>
<td>9.x</td>
</tr>
<tr>
<td>Banner 7.2 (Oracle 10.2.0.3)</td>
<td>7.x</td>
</tr>
<tr>
<td>Call Pilot Voice Mail</td>
<td>5.0</td>
</tr>
<tr>
<td>Cisco Agent Desktop</td>
<td>8.x</td>
</tr>
<tr>
<td>Cisco Supervisor Desktop</td>
<td>8.x</td>
</tr>
<tr>
<td>Cognos Impromptu User</td>
<td>7.3</td>
</tr>
<tr>
<td>Cognos Powerplay</td>
<td>7.4</td>
</tr>
<tr>
<td>D2L (Desire2Learn)</td>
<td>8</td>
</tr>
<tr>
<td>Web: <a href="https://helpdesk.bcit.ca">https://helpdesk.bcit.ca</a></td>
<td></td>
</tr>
<tr>
<td>Elluminate Live!</td>
<td>8</td>
</tr>
<tr>
<td>Lotus Quickplace</td>
<td>7.0</td>
</tr>
<tr>
<td>Lotus Notes</td>
<td>8.5</td>
</tr>
<tr>
<td>Domino Web Applications</td>
<td></td>
</tr>
<tr>
<td>Product</td>
<td>Version</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Lotus Sametime</td>
<td>8.0</td>
</tr>
<tr>
<td>Marqui</td>
<td>6.4.0.430</td>
</tr>
<tr>
<td>Microsoft Word</td>
<td>2010</td>
</tr>
<tr>
<td>Microsoft Excel</td>
<td>2010</td>
</tr>
<tr>
<td>Microsoft Outlook</td>
<td>2010</td>
</tr>
<tr>
<td>Microsoft PowerPoint</td>
<td>2010</td>
</tr>
<tr>
<td>Microsoft Project</td>
<td>2010</td>
</tr>
<tr>
<td>Microsoft Internet Explorer</td>
<td>7.0/8.0</td>
</tr>
<tr>
<td>Microsoft Windows</td>
<td>XP SP3/Win 7</td>
</tr>
<tr>
<td>myBCIT (Luminis)</td>
<td>4.1.1</td>
</tr>
<tr>
<td>Nuance SpeechAttendant</td>
<td>9.x</td>
</tr>
<tr>
<td>TM1 Contributor (IBM Cognos TM1)</td>
<td>9.x</td>
</tr>
<tr>
<td>TLM (The Learning Manager)</td>
<td>4.0 PS</td>
</tr>
</tbody>
</table>
### Mobility Devices

<table>
<thead>
<tr>
<th>Model</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackberry Curve 9300</td>
<td>Base model Blackberry, Qwerty keyboard with front trackpad navigation, Bluetooth capable, camera</td>
</tr>
<tr>
<td>Blackberry 8830</td>
<td>World Blackberry - Global network capability, Qwerty keyboard with front trackball navigation, Bluetooth capable</td>
</tr>
<tr>
<td>Blackberry 8330 (Curve)</td>
<td>Executive base model Blackberry, Qwerty keyboard with front trackball navigation, Bluetooth capable, camera</td>
</tr>
<tr>
<td>Blackberry 9530 (Storm)</td>
<td>Executive base model Blackberry, Touch screen keyboard, Bluetooth capable, camera</td>
</tr>
</tbody>
</table>

### Office Phones

<table>
<thead>
<tr>
<th>Model</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco 7965</td>
<td>Multi-line VoIP Phone, call display, speaker phone, 6 buttons</td>
</tr>
<tr>
<td>Cisco 7945</td>
<td>Multi-line VoIP Phone, call display, speaker phone, 6 buttons</td>
</tr>
<tr>
<td>Nortel M2008</td>
<td>Multi-line phone w/8 programmable keys</td>
</tr>
<tr>
<td>Nortel M2008 HF</td>
<td>Hands free (speaker) multi-line phone w/8 programmable keys</td>
</tr>
<tr>
<td>Nortel M2616</td>
<td>Multi-line phone, call display w/16 programmable keys</td>
</tr>
<tr>
<td>Nortel M3901</td>
<td>Single Line phone</td>
</tr>
<tr>
<td>Nortel M3902</td>
<td>Single Line phone, call display, speaker phone</td>
</tr>
<tr>
<td>Nortel M3904</td>
<td>Multi-line, call display, speaker phone</td>
</tr>
<tr>
<td>Nortel i2001</td>
<td>Single Line VoIP phone, call display</td>
</tr>
<tr>
<td>Nortel i2002</td>
<td>Multi-line VoIP Phone, call display, speaker phone</td>
</tr>
</tbody>
</table>
Limited Support

IT Services will provide minimum support for the products listed in this section. This support will be scheduled on a time permitting basis and will not take precedence over core institute support initiatives.

Limited Support products have the following characteristics:

- The use of these products must serve the interests of BCIT
- IT Services may be involved in the installation, but will not provide software support for usage of these products
- Support must be cost-effective
- Valid licences exist
- Non-warranty hardware support is subject to parts availability and approval of cost recovery from the department requesting the service
- IT Services cannot guarantee that these products or systems will work in the BCIT environment

<table>
<thead>
<tr>
<th>Computers &amp; Notebooks</th>
<th>Base Hardware Specification</th>
<th>Support Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any Toshiba Portege Tablet PC not listed under Core Institute Support</td>
<td>Must be purchased within the past 3 years</td>
<td>Warranty Hardware Repair</td>
</tr>
<tr>
<td>Any Toshiba Notebook not listed under Core Institute Support</td>
<td>Must be purchased within the past 3 years</td>
<td>Warranty Hardware Repair</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Printers</th>
<th>Base Hardware Specification</th>
<th>Support Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lexmark X series MFP</td>
<td>Multifunction Printer – Print, copy, scan</td>
<td>Warranty Hardware Repair (no fax support)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Applications</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mozilla Firefox</td>
<td></td>
</tr>
<tr>
<td>Microsoft Access, Project, Publisher (install only)</td>
<td>2010</td>
</tr>
<tr>
<td>Adobe Acrobat Pro (install only)</td>
<td>9.x</td>
</tr>
<tr>
<td>Nortel VPN</td>
<td>6.2</td>
</tr>
</tbody>
</table>
No Support

These products have either never been supported or have been retired from the IT Services Support lists.

No Support products have the following characteristics:

- Products may be out of date
- The vendor may have discontinued support
- Parts are no longer available
- The product does not run in our environment
- The software does not have valid licensing

<table>
<thead>
<tr>
<th>Computers &amp; Notebooks</th>
<th>Date Retired</th>
<th>Reason for Retirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seanix Richmond</td>
<td>September 2005</td>
<td>End of service life</td>
</tr>
<tr>
<td>Seanix Victoria</td>
<td>September 2005</td>
<td>End of service life</td>
</tr>
<tr>
<td>Seanix Tofino</td>
<td>September 2005</td>
<td>End of service life</td>
</tr>
<tr>
<td>Seanix Dawson</td>
<td>January 2006</td>
<td>End of service life</td>
</tr>
<tr>
<td>Seanix Sherbrooke 2.0</td>
<td>September 2006</td>
<td>End of service life</td>
</tr>
<tr>
<td>Seanix Sherbrooke 2.4</td>
<td>September 2007</td>
<td>End of service life</td>
</tr>
<tr>
<td>Seanix Comox</td>
<td>September 2009</td>
<td>End of service life</td>
</tr>
<tr>
<td>Seanix Quesnel</td>
<td>September 2009</td>
<td>End of service life</td>
</tr>
<tr>
<td>IBM Thinkpad A, T, X, and R models</td>
<td>September 2006</td>
<td>End of service life</td>
</tr>
<tr>
<td>Toshiba Satellite M30</td>
<td>September 2007</td>
<td>End of service life</td>
</tr>
<tr>
<td>Toshiba Satellite M33C</td>
<td>January 2008</td>
<td>End of service life</td>
</tr>
<tr>
<td>Toshiba Satellite M40C</td>
<td>September 2009</td>
<td>End of service life</td>
</tr>
<tr>
<td>Toshiba Satellite M70</td>
<td>September 2009</td>
<td>End of service life</td>
</tr>
<tr>
<td>Toshiba Satellite A100</td>
<td>September 2009</td>
<td>End of service life</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MONITORS</th>
<th>Date Retired</th>
<th>Reason for Retirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEC M Series CRT</td>
<td>September 2002</td>
<td>End of service life</td>
</tr>
<tr>
<td>NEC FE700</td>
<td>September 2006</td>
<td>End of service life</td>
</tr>
<tr>
<td>Viewsonic VG150/VE 150M</td>
<td>September 2006</td>
<td>End of service life</td>
</tr>
<tr>
<td>ViewSonic VE175/VG170B</td>
<td>September 2009</td>
<td>End of service life</td>
</tr>
<tr>
<td>Viewsonic G70FM/G71FB/G75B</td>
<td>September 2009</td>
<td>End of service life</td>
</tr>
<tr>
<td>Viewsonic VG910B</td>
<td>September 2009</td>
<td>End of service life</td>
</tr>
</tbody>
</table>
### Printers

<table>
<thead>
<tr>
<th>Printers</th>
<th>Date Retired</th>
<th>Reason for Retirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP LaserJet 2, 3, 3Si, 4, 4Si, 5, 5Si, series, 4000, 5000, 8000</td>
<td>September 2003</td>
<td>Unable to source parts</td>
</tr>
<tr>
<td>Lexmark K,R,L,N, S Series</td>
<td>September 2003</td>
<td>Unable to source parts</td>
</tr>
<tr>
<td>Lexmark E32x</td>
<td>September 2003</td>
<td>Unable to source parts</td>
</tr>
<tr>
<td>Inkjet Printers (All Brands)</td>
<td>September 2005</td>
<td>Not cost effective</td>
</tr>
<tr>
<td>Lexmark SC1275</td>
<td>January 2006</td>
<td>Unable to source parts</td>
</tr>
<tr>
<td>Lexmark C1200</td>
<td>January 2006</td>
<td>Unable to source parts</td>
</tr>
</tbody>
</table>

### Peripherals

<table>
<thead>
<tr>
<th>Peripherals</th>
<th>Date Retired</th>
<th>Reason for Retirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP Parallel &amp; SCSI Scanners</td>
<td>September 2003</td>
<td>End of service life</td>
</tr>
<tr>
<td>All Palm PDA and Pocket PC PDA devices</td>
<td>September 2006</td>
<td>Superseded by Blackberry service</td>
</tr>
</tbody>
</table>

### Mobility Devices

<table>
<thead>
<tr>
<th>Mobility Devices</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Samsung M500</td>
<td>Base model phone, Bluetooth capable, camera (no longer available for purchase)</td>
</tr>
<tr>
<td>Samsung a900</td>
<td>Executive base model phone, Bluetooth capable, camera (photos can be downloaded from phone to computer) (no longer available for purchase)</td>
</tr>
<tr>
<td>Samsung M300</td>
<td>Base model phone, Bluetooth capable, camera</td>
</tr>
<tr>
<td>Sanyo 7000</td>
<td>Heavy duty “Contractor” phone, antenna - used in areas with Service reception issues, 10-4 capability, no Bluetooth, no camera</td>
</tr>
<tr>
<td>Sanyo 7500</td>
<td>Heavy duty “Contractor” phone, antenna - used in areas with Service reception issues, 10-4 capability, no Bluetooth, camera</td>
</tr>
<tr>
<td>Motorola A840</td>
<td>World phone - Global network capability, no Bluetooth, camera</td>
</tr>
<tr>
<td>Motorola E815</td>
<td>Base phone, antenna - used in areas with Service reception issues, Bluetooth capable, camera (no longer available for purchase)</td>
</tr>
<tr>
<td>Blackberry 7250</td>
<td>Base model Blackberry, Heavy duty, Qwerty keyboard with trackwheel navigation, Bluetooth capable</td>
</tr>
<tr>
<td>Blackberry 8703e</td>
<td>Executive base model Blackberry, Qwerty keyboard with trackwheel navigation, Bluetooth capable</td>
</tr>
</tbody>
</table>

### Unsupported Applications

- Google Chrome, Safari
- Microsoft Windows 95/98/ NT 4.0/2000/Vista
- Microsoft Open Source
- Palm/Hotsync/Active Sync/XTNDConnect
- WinVNC
**Prohibited**

These products are considered to pose a threat to the security and stability of our computer environment and will be removed upon discovery. Computer systems found with prohibited or unlicensed software will be dealt with under Policy 3501 – Responsible Use of Information Technology and/or Policy 3502 – Information Security.

<table>
<thead>
<tr>
<th>Prohibited Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Shots</td>
</tr>
<tr>
<td>Gator</td>
</tr>
<tr>
<td>Kazaa</td>
</tr>
<tr>
<td>Napster</td>
</tr>
<tr>
<td>GoToMyPC</td>
</tr>
<tr>
<td>Peer to Peer File Sharing Software</td>
</tr>
</tbody>
</table>
The following charts list the BCIT’s standards for purchasing new computer equipment and are for reference only. Please refer to the Purchasing department’s website at http://www.supply.bcit.ca/goods/commonPurchases.shtml for information regarding purchasing computer equipment.

## Computer Standards

<table>
<thead>
<tr>
<th>Model</th>
<th>Admin Desktop</th>
<th>Admin Notebook</th>
<th>Admin Thin Light</th>
<th>Admin Tablet</th>
<th>Student Lab Desktop</th>
<th>Student Lab Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell Optiplex 990</td>
<td>Dell Optiplex 990</td>
<td>Toshiba Protege R850-003</td>
<td>Toshiba Tecra R840-00U</td>
<td>Toshiba Protege M780-007</td>
<td>Dell Optiplex 990</td>
<td>Dell Precision T1600</td>
</tr>
<tr>
<td>Chassis</td>
<td>Mini-Tower</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>Mini-Tower</td>
<td>Mini-Tower</td>
</tr>
<tr>
<td>Motherboard</td>
<td>Intel</td>
<td>Intel</td>
<td>Intel</td>
<td>Intel</td>
<td>Intel C206</td>
<td>Intel Xeon E3-1200</td>
</tr>
<tr>
<td>CPU</td>
<td>Intel Core i5-24:00M vPro (3.1GHz, 6M)</td>
<td>Intel Core i5-2520M vPro (2.50GHz/3.20GHz, 3MB intel Smart Cache)</td>
<td>Intel Core i5-2520M vPro (2.50GHz/3.20GHz, 3MB intel Smart Cache)</td>
<td>Intel Core i5-520M vPro 2.4 GHz</td>
<td>Intel Core i5-600M vPro (3.1GHz, 6M)</td>
<td>Intel Xeon E3-1200</td>
</tr>
<tr>
<td>Memory</td>
<td>8GB</td>
<td>8GB</td>
<td>8 GB</td>
<td>8 GB</td>
<td>8GB</td>
<td>8GB</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>500GB</td>
<td>320GB</td>
<td>320 GB</td>
<td>128 GB SSD</td>
<td>500GB</td>
<td>500GB</td>
</tr>
<tr>
<td>Optical Drive</td>
<td>DVDRW</td>
<td>DVDRW</td>
<td>DVDRW</td>
<td>DVDRW</td>
<td>DVDRW</td>
<td>DVDRW</td>
</tr>
<tr>
<td>Video</td>
<td>Intel HD Graphics</td>
<td>ADM Radeon HD 6450M</td>
<td>ADM Radeon HD 6450M</td>
<td>Intel HD Graphics</td>
<td>ADM Radeon HD 6450M</td>
<td>NVIDIA Quadro 600 3D Dual Monitor 2 PCI x16 graphics slot</td>
</tr>
<tr>
<td>Network</td>
<td>Integrated Intel 10/100/1000 Ethernet</td>
<td>10/100/1000bps Integrated Ethernet LAN + AMT 7.0 (Wake on Lan) Intel 802.11 a/g/n Wireless LAN</td>
<td>10/100/1000bps Integrated Ethernet LAN + AMT 7.0 (Wake on Lan) Intel 802.11 a/g/n Wireless LAN</td>
<td>10/100/1000bps Integrated Ethernet LAN + AMT 7.0 (Wake on Lan) Intel 802.11 a/g/n Wireless LAN</td>
<td>10/100/1000 Ethernet</td>
<td>Integrated Intel GB LAN 10/100/1000 Ethernet</td>
</tr>
<tr>
<td>Audio</td>
<td>Internal speaker Optiplex 990</td>
<td>Built-in-stereo speakers</td>
<td>Built-in-stereo speakers</td>
<td>Built-in-stereo speakers</td>
<td>Internal speaker Optiplex 990</td>
<td>Internal Integrated speakers</td>
</tr>
<tr>
<td>Keyboard</td>
<td>Dell Standard 104 Key, USB</td>
<td>Integrated keyboard</td>
<td>Integrated keyboard</td>
<td>Integrated keyboard</td>
<td>Dell Standard 104 Key, USB</td>
<td>Dell Standard 104 Key, USB</td>
</tr>
<tr>
<td>Mouse</td>
<td>Optical USB</td>
<td>Optical USB</td>
<td>Optical USB</td>
<td>Optical USB</td>
<td>Optical USB</td>
<td>Optical USB</td>
</tr>
<tr>
<td>I/O Ports</td>
<td>10 X USB 2.0, 1 x internal USB 2.0, 1 Serial, 1 RJ-45</td>
<td>2 x USB2.0, 1 x eSATA/USB2.0, 1 x USB3.0, RJ45</td>
<td>SD/MS/MMC/xD, VGA, 1 x USB2.0, 1 x eSATA/USB2.0, 1 x USB3.0, RJ45, Headphone, Microphone, Display Port</td>
<td>SD/MS/MMC/xD, Firewire (IEEE1394), 1 VGA, 2xUSB (2.0), 1 x eSATA/USB 2.0, 1 x eSATA/USB2.0, 1 x USB3.0, RJ45, Headphone, Microphone, Display Port</td>
<td>10 X USB 2.0, 1 x internal USB 2.0, 1 Serial, 1 RJ-45</td>
<td>11 USB 2.0 (4 front, 6 rear, 1 internal) 1 serial, 2 PS/2, 1 RJ-45, IEEE 1394a</td>
</tr>
<tr>
<td>Power Supply</td>
<td>Standard 250W</td>
<td>AC adaptor</td>
<td>AC adaptor</td>
<td>AC adaptor</td>
<td>Standard 250W</td>
<td>Standard 250W</td>
</tr>
<tr>
<td>Battery</td>
<td>n/a</td>
<td>Up to 8 hours</td>
<td>Up to 8 hours</td>
<td>Up to 8 hours</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>
### Monitors

<table>
<thead>
<tr>
<th>Model</th>
<th>Admin Standard</th>
<th>Student Lab Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Model</strong></td>
<td>Dell U2211H</td>
<td>Dell P2011H</td>
</tr>
<tr>
<td><strong>Type</strong></td>
<td>22” Widescreen LCD, Black</td>
<td>20” Widescreen LCD, Black</td>
</tr>
<tr>
<td><strong>Max Resolution</strong></td>
<td>1920 x 1080 at 60 Hz</td>
<td>1600 x 900 / 60 Hz</td>
</tr>
<tr>
<td><strong>Warranty</strong></td>
<td>3 Years Parts and Labour</td>
<td>3 Years Parts and Labour</td>
</tr>
</tbody>
</table>

### Printers

#### Mono Laser Printer Recommendations

<table>
<thead>
<tr>
<th>Number of Users</th>
<th>Model</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Lexmark E360d</td>
<td>40ppm mono, 24:00 DPI Image Quality Printer with 32MB RAM, USB. Paper sizes legal and letter.</td>
</tr>
<tr>
<td>2 – 10</td>
<td>Lexmark E460DN</td>
<td>40ppm mono, 24:00 DPI Image Quality Printer with 64MB RAM, USB, Ethernet, Duplex. Paper sizes legal and letter.</td>
</tr>
<tr>
<td>30 +</td>
<td>Lexmark W850DN (11x17)</td>
<td>50ppm mono, 24:00 DPI Image Quality Printer with 256MB RAM, Ethernet, Duplex. Paper sizes ledger, legal and letter.</td>
</tr>
</tbody>
</table>

#### Color Laser Printer Recommendations

<table>
<thead>
<tr>
<th>Number of Users</th>
<th>Model</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-10</td>
<td>Lexmark C544DN</td>
<td>25ppm mono/color, 24:00 DPI Image Quality Printer with 128MB RAM, Ethernet, Duplex. Paper sizes legal and letter.</td>
</tr>
<tr>
<td>20+</td>
<td>Lexmark C935DN (11x17)</td>
<td>45ppm mono/color, 32ppm color, 24:00 DPI Image Quality Printer with 256MB RAM, Ethernet, Duplex. Paper sizes ledger, legal and letter.</td>
</tr>
</tbody>
</table>
Appendix III
Service Request Estimates
Effective: March 1, 2012
# Appendix III – Service Request Estimates (Not Break/Fix)

The following time estimates are average time to complete this type of work. Actual times may vary due to workload volume and peak operating periods. (e.g., September, October and January)

<table>
<thead>
<tr>
<th>Service Request Type</th>
<th>Example/Comments</th>
<th>Time to Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts – Staff</td>
<td>- Email, Banner, BCIT Reporting, TM1 - Disk space expansion</td>
<td>5 business days 3 business days</td>
</tr>
<tr>
<td>Accounts - Student</td>
<td>- Student Network - myBCIT</td>
<td>Automatically created</td>
</tr>
<tr>
<td>Accounts – Guest and Generic</td>
<td>Network: wired and wireless</td>
<td>5 business days</td>
</tr>
<tr>
<td>Network File Recovery</td>
<td>Depending on complexity</td>
<td>2 – 3 business day</td>
</tr>
<tr>
<td>Administrative Images</td>
<td>New Images Updated Image</td>
<td>4 weeks 2 weeks</td>
</tr>
<tr>
<td>Academic Images</td>
<td>Fall Term Winter Term Spring Term</td>
<td>Dates <a href="#">are listed in the Knowledge Base article</a></td>
</tr>
<tr>
<td>Departmental lab images</td>
<td>New Images Updated Images</td>
<td>To be determined on a case by case basis</td>
</tr>
<tr>
<td>AppsAnywhere</td>
<td>New Software Published</td>
<td>2 weeks</td>
</tr>
<tr>
<td>New Office PC setup</td>
<td></td>
<td>2 weeks</td>
</tr>
<tr>
<td>Peripheral troubleshooting/advice</td>
<td>USB devices</td>
<td>2 weeks</td>
</tr>
<tr>
<td>New Printer setup</td>
<td>Network Printer</td>
<td>2 weeks</td>
</tr>
<tr>
<td>New Lab setup</td>
<td></td>
<td>6 months lead time</td>
</tr>
<tr>
<td>New Server setup</td>
<td></td>
<td>To be determined on a case by case basis</td>
</tr>
<tr>
<td>Computer/Peripheral moves</td>
<td>Disconnect and reconnect only Scheduling based on staff availability</td>
<td>2 weeks lead time</td>
</tr>
<tr>
<td>Network drops</td>
<td>Activate existing drop</td>
<td>3 working day</td>
</tr>
<tr>
<td>General Telecom</td>
<td></td>
<td>2 weeks</td>
</tr>
<tr>
<td>Mobility device setup</td>
<td>Blackberry devices Cell Phones</td>
<td>5 working days 3 working days</td>
</tr>
<tr>
<td>Static IP Address</td>
<td></td>
<td>5 working days</td>
</tr>
</tbody>
</table>