

# Service Level Agreement

Last Updated Wednesday, 28 March 2007

**Service Levels** Level 1 &ndash; The Computing Support Team are the designated administrators of the system. The Computing Support Team is the sole possessor of administrator privileges on the computer. Level 2 &ndash; The Computing Support Team are the designated administrators for the system. The Owner/User has administrator privileges to be used to aid in shutdowns and startups when necessary. Level 3 &ndash; The Computing Support Team are the designated administrators for the system, and performs the majority of support for the system, but the Owner/User also has administrator privileges. Computing Support Team administration for the system does not include the following: 1. Installing additional printers. 2. Installing OS patches. 3. Installing Software patches. 4. Ensuring continued security standards are met. 5. Enable/disable wireless as needed. In order to ensure production level availability of the computer, the Owner/User agrees to not utilize the administrator privileges for any other purpose (including installing software) without approval/consultation from the Computing Support Team. The Owner/User can request assistance from the Computing Support Team for any of the above, but it is the Owner/Users responsibility to insure patches are done in a timely manner.

Level 4 &ndash; The Owner/User is the designated administrator and does all of the support for the system. The Computing Support Team has administrator privileges on the system for to be used in case of emergency or requested assistance. The Computing Support Team will consult on support and the Owner/User will need to work in conjunction with the Computing Support Team to network the system and ensure all security standards are met before networking. Level 5 &ndash; The Owner/User is the designated administrator and does all of the support for the system. The Computing Support Team has administrator privileges on the system only for pre-arranged access coordinated by the owner/user in situations when the owner will not be able to perform these necessary actions requiring this level of access. The Computing Support Team will consult on support and the owner/user will need to work in conjunction with Computing Support Team to ensure all security standards are met before networking. The assignment of this service level requires the written permission of the Director of the Center for Imaging Science.

Level 6 - The Computing Support Team does not have administrator privileges on the system. The only involvement the Computing Support Team has is for registering the computer in CLAWS for the CIS subnets. This is a designation primarily for computers in the building that are not officially supported by the CIS Computer Administration Team.

Level 1 support is provided to:

All computers in the server room.

All computers used by the Computing Support Team

General Purpose labs &ndash; DIP and PC labs.

Level 2 support is provided to:

DIRS faculty, staff and research lab Sun Systems for:

Scott Brown

John Kerekes

David Messinger

Mike Richardson

Carl Salvaggio

John Schott

Tony Vodacek

Faculty, staff and research lab Sun Systems for:

Astronomy - Stefi Baum/Chris O&rsquo;Dea

Astronomy - Joel Kastner

Astronomy &ndash; Zoran Ninkov

Document Reconstruction &ndash; Roger Eason

Nano-imaging - Rich Hailstone

Silver Halide &ndash; Rich Hailstone

Level 3 support is provided to:

Teaching labs &ndash; UDIP, optics labs and Zoran Ninkov&rsquo;s lab.

The majority of Faculty&rsquo;s Offices Mac and PC Systems &ndash; John Arney, Stefi Baum, Roger Easton, Joe Hornak, Rich Hailstone, Maria Helguera, Joel Kastner, Naval Rao and DIRS (John Kerekes, John Schott, Tony Vodacek).

The majority of all CIS Administrative staff computers.

Barb Capierso

Sue Chan

Joyce French

Marilyn Lockwood

Joe Pow

Cindy Schultz

Tammy Sharpstene

Mark Updegraff

DIRS research lab PC and Mac computers for:

Scott Brown  
John Kerekes  
David Messinger  
Mike Richardson  
Carl Salvaggio  
John Schott  
Tony Vodacek

Faculty, staff and research PC and Mac computers for:

Astronomy - Stefi Baum/Chris O'squo;Dea  
Astronomy - Joel Kastner  
Astronomy &ndash; Zoran Ninkov  
Document Reconstruction &ndash; Roger Eason  
Nano-imaging - Rich Hailstone  
Silver Halide &ndash; Rich Hailstone  
Some LIAS Research Staff Computers.  
Colleen Desimone  
Don McKeown  
Some Astronomy Research Staff Computers.  
Tina Bray  
Sue Hojnacki  
Bob Slawson

Level 4 support is provided to:

Some faculty computers:

Don Figer

Some LIAS staff computers.

All MCSL faculty computers:

Roy Berns  
Mark Fairchild  
Ethan Montag  
Mitch Rosen

All MCSL staff computers:

Colleen Desimone  
Val Hemink  
Lawrence Taplin  
Dave Wyble

The majority of research lab computers for

Astronomy &ndash; Zoran Ninkov  
LIAS &ndash; Harvey Rhody  
LIAS &ndash; Don Mckeown  
RIDL &ndash; Don Figer  
Vision Perception &ndash; Jeff Pelz

Level 5 support is provided to:

Some faculty computers:

Don Figer  
Harvey Rhody

All MCSL faculty computers:

Roy Berns  
Mark Fairchild  
Ethan Montag  
Mitch Rosen

All MCSL staff computers:

Colleen Desimon  
Val Hemink  
Lawrence Taplin  
Dave Wyble

The majority of LIAS staff computers.

Jason Faulring  
Bill Hoagland  
Bob Kremens  
Bob Krzaczek  
Scott Lawrence

The majority of research lab computers for:

Astronomy &ndash; David Merritt  
Astronomy &ndash; Zoran Ninkov  
LIAS\*\* &ndash; Harvey Rhody  
LIAS\*\* &ndash; Don Mckeown  
RIDL &ndash; Don Figer  
Vision Perception &ndash; Jeff Pelz  
CIS graduate students.

Level 6 support is provided to:  
Physics (Non-Imaging Research) faculty, staff, and labs in building 76  
Math Adjuncts in building 76  
Chemistry in building 76