# Service Level Agreement (SLA)

# Office of Technology Services

June 4, 2015

# 1. Agreement Summary

This Service Level Agreement (SLA) outlines the duties and responsibilities of the San Antonio College (SAC) Office of Technology Services (OTS) in providing those services to SAC customers - employees and students. Office automation services, including network services, which are bundled with technical support services, described by this SLA, are composed of hardware and software acquisition recommendations, installation, lab support, maintenance, equipment refreshment, administration, training, network access, customer support and relocation.

SAC employees and students agree to work with SAC Office of Technology Services (OTS) for purposes of planning, configuration management, support, maintenance and security.

## 1.1 SERVICE LEVEL AGREEMENT CONTRACT PERIOD

The SLA contract period is for the entire fiscal year from September 1st to August 31st. If needed, terms will be negotiated on an annual basis. This SLA may be modified, as business requirements change, upon agreement between SAC Office of Technology Services (OTS) and SAC employees and students.

# 2. Overview

**Purpose:**

The mission of San Antonio College Office of Technology Services (OTS) is to provide the San Antonio College community with reliable and secure information technology infrastructure and services. This Service Level Agreement (SLA) between the San Antonio College Office of Technology Services (OTS) and San Antonio College employees and students establishes a commitment for OTS support for services. This document describes services provided, processes for reporting issues and making requests, and responsibilities of the requesting department and OTS.

**Locations Impacted by Services:**

San Antonio College, 1819 N. Main Avenue, San Antonio, Texas 78212
First Responders Academy, 15775 IH 35 South, Atascosa, TX 78002
Central Texas Technology Center, 2189 FM 758, New Braunfels, TX 78130

**Method for Requesting Services:**

Phone: 210-486-0777
Email: sac-helpdesk@alamo.edu
Web: https://footprints.alamo.edu

**FootPrints Service Request System**

SAC employees can submit technical support requests 24/7 via the automated self-service, "FootPrints" System at https://footprints.alamo.edu. Login to "FootPrints" using your SAC workstation username and password (Username: ACES Username, Password: Same password you use to login to your office workstation).

**Regular Business Hours:**

08:00 AM – 05:00 PM (Central Time Zone), Monday - Friday

**Extended Business Hours:**

**Mega Lab – Extended Hours:**
08:00 AM – 07:00 PM (Central Time Zone), Monday – Thursday
08:00 AM – 05:00 PM (Central Time Zone), Friday
08:00 AM – 12:00 PM (Central Time Zone), Saturday

**Instructional Innovation Center – Extended Hours:**
08:00 AM – 07:00 PM (Central Time Zone), Monday - Tuesday
08:00 AM – 05:00 PM (Central Time Zone), Wednesday - Friday
Saturday (By Appointment Only)

**After Hours Support/Holidays:**

If after hours support is required, SAC employees and students should call the Alamo Colleges District Help Desk at 210-485-0555 or send an email to helpdesk@alamo.edu.

**Seasonal Support Requirements:**

Per District directive, business schedule for the Alamo Colleges change during the summer months of June and July. This impacts service hours for the entire college. OTS publishes a revised operational services schedule which aligns with extended summer hours.

## 3. Roles and Responsibilities

The following outlines the responsibilities for the SAC employees and students requesting IT service and the SAC Office of Technology Services as the provider of service.

### 3.1 INDIVIDUAL CUSTOMER RESPONSIBILITIES

- Comply with all Alamo Colleges IT security policies
- Prior to submitting a service ticket to request support from OTS, Customer makes an effort to use OTS knowledgebase and web-based help guides and procedures internal or external to the organization for resolving simple issues (e.g. adding signature to Email).
- Submit a service ticket to request support and provide detailed information regarding requests.
- For special events, notify OTS within two weeks of forthcoming local events with IT dependencies.
- Notify OTS of any equipment moves within their offices and/or department within two weeks or as soon as possible.
- Engage OTS contact when/if a change in technical service request is desired.
- Order systems that are consistent with the supported system standards defined in the Supported Hardware/ Software section of the OTS Service Catalog.
- When considering systems that may not conform to the Supported Hardware/Software standard, customer agrees to consult with OTS prior to purchasing. In addition, Customer goes through the proper management authorization process to receive support.
- Inform OTS as soon as new releases of software are planned to be implemented.

### 3.2 OFFICE OF TECHNOLOGY SERVICES RESPONSIBILITIES

- Enter actions/activity to all service requests in the service management system (Footprints).
- Meet or exceed response times associated with the urgency/priority associated with reported customer issues.
- Communicate to customer any expected change in support processes.
- Coordinate scheduled and unscheduled maintenance (downtime) with the customer in order to minimize interruptions to the business and services.
- Attend and participate in meetings with the customer regarding services and support as requested.
- Coordinate with other internal OTS units to escalate customer issues to appropriate second and third level support when necessary.
- Monitor the progress of all open events to ensure adequate resolution and response time.
- Manage adequate resources to maintain targeted support.

# 4. Service Goals

The following chart identifies the priorities for the services covered under this agreement. Timeframes are specified in terms of business days and hours (not weekend or overtime hours) and are dependent on business requirements.

| Service Request - OTS Priority Matrix | | | | | |
|---|---|---|---|---|---|
| **Priority** | **CRITICAL (1)** | **HIGH (2)** | **MEDIUM (3)** | **NORMAL (4)** | **PROJECT (5)** |
| **Description of Impacted Users** | Executives & Multiple Users / IT Service or IT security violation affecting the Executive users' or the overall productivity of San Antonio College | Multiple Users/ Problems with the use of an application, system or a process affecting a business function within San Antonio College | Multiple Users / Problems affecting a group of people, but does not affect the overall operation of San Antonio College | Single User/ Scheduled Requests/ Impacts only one person, where the function is not critical to the overall operation of San Antonio College | District/College/Department Non-critical service Request |
| **Acknowledgement by IT** | 5 min. | 30 min. | 1 day | 72 hrs. | 1 week |
| **Resolution** | ASAP | ASAP | 1 day | 72 hrs. | 3 wks. – 6 months |
| **Missed Acknowledgement by IT** | OTS member aware of critical issue notifies IT management every 15 minutes until acknowledgement received | OTS member aware of high issue notifies IT management every 15 minutes until acknowledgement received | OTS member aware of medium issue sends reminder email to IT management daily until acknowledgement received | OTS member aware of normal issue sends reminder email to IT management every 72hours until acknowledgement received | OTS member aware of project issue notifies Director of Information Technology every week until acknowledgement received |
| **Proactive Notification** | IT management sends hourly updates to Director of Information Technology, IT Security liaison, Help Desk and update System Alerts | IT management sends hourly updates to Hourly updates to Director of Information Technology, Help Desk and update System Alerts | Assigned technician emails problem status to immediate supervisor, Help Desk and update System Alerts | N/A | Assigned technician emails weekly updates to client and/or Supervisor |
| **Missed Resolution** | N/A | N/A | OTS member aware of missed resolution escalates to next support level | OTS member aware of missed resolution escalates to next support level | OTS member aware of missed resolution escalates to Director of Information Technology |

| Metric | Performance Criteria |
|---|---|
| Service Response | All calls will be responded to. Respond to 90% of service requests within the specified timeframe shown in the table above. |
| Service Resolution | All service requests should be resolved. Resolve 70% of service requests within the specified timeframe shown in the table above. |

Escalation of a service request is the act of calling upon the next higher level of support for action on the request, from level 1 to 2 and level 2 to 3. A help desk technician may escalate a call to a higher level of support in a number of circumstances. These include:

- Response or resolution time for support provided by a given level has been exceeded.
- Insufficient access rights to resolve the problem.
- The problem requires a skill set available at Level 2 or 3.
- Initial problem diagnostic efforts indicate a need for more expertise.

## 4.1 GUIDELINES FOR MEASURING RESPONSE TIME

- All times are based on normal business hours.
- Critical situations (such as a destructive virus or security threat) that require immediate attention may suspend normal response/resolution times of other service requests.
- If the help desk does not resolve the call, the response time is the time it takes the assigned technician to make initial contact with the customer.
- If the customer is unavailable for an extended period of time on an open event, the user will be notified that the event has been placed in Pending status until the customer can schedule an appropriate time.
- All "High" and "Medium" priority that require customer presence will be changed to a priority of "Normal" if customer is unavailable. Customer will be notified and three attempts will be made to reschedule with the customer.
- When applicable, remote administration of the customer's desktop is a cost savings strategy that could better serve customers, provide more consistent service, and expedite service delivery. If remote support can be provided, the Help Desk technician will get approval from customer to initiate a remote administration session and will attempt to solve the customer's problem. If the customer does not give approval then the service level agreement for this call will be moved to a priority "Normal." The customer will have the opportunity to cancel the remote administration action at any time during the session. The customer will be able to see on screen at all times what the technician is accomplishing.

## 4.2 CUSTOMER SATISFACTION

The Customer Satisfaction metric will be based on user surveys where the user scores the accuracy, completeness, consistency, effectiveness, timeliness, and overall quality of the service provided by OTS. The primary measure is the percent of respondents who choose a score above "fair" or above the mid-point on a numeric scale. For purposes of determining acceptable levels of OTS performance, San Antonio College customers seeks to maintain customer satisfaction at or above 70%.

# 5. Services

OTS provides the following technology services:

| PRIORITY LEGEND | | | | | |
|---|---|---|---|---|---|
| **PRIORITY LEVEL** | **CRITICAL (1)** | **HIGH (2)** | **MEDIUM (3)** | **NORMAL (4)** | **PROJECT (5)** |
| **DESCRIPTION OF IMPACTED USERS** | Executives & Multiple Users / IT Service or IT security violation affecting the Executive users' or the overall productivity of San Antonio College | Multiple Users/ Problems with the use of an application, system or a process affecting a business function within San Antonio College | Multiple Users / Problems affecting a group of people, but does not affect the overall operation of San Antonio College | Single User/ Scheduled Requests/ Impacts only one person, where the function is not critical to the overall operation of San Antonio College | District/College/Dep artment Non-critical service Request |

| Accounts & Access | | Priority |
|---|---|---|
| Password Resets | • ACES, SharePoint, Active Directory, Footprints | 4 |
| Network Accounts | • Network Administrative Access<br>• SharePoint Access<br>• VPN (Remote Access) Accounts<br>• SAC Network Account (Active Directory) | 4 |
| Network Storage Access | • Employee Network Drive (Home Directory)<br>• Network Shared Storage Access | 4 |
| Wireless Access | • ALAMONet<br>• ALAMO_Guest | 3 |
| KIOSK Access | • Open Access Student KIOSKS | 3 |
| Phones, Television & Video | | |
| Phones | • Call Center Setup Services<br>• Emergency Phone Support<br>• New Phone Request (VOIP)<br>• Phone Directory Update | 4 |
| Television & Video | • Digital Signage<br>• eClips Production | 3 |
| Technical Support & Training | | |
| Public Notifications | Announcements | 3 |
| Audio Video Support | • Audio Video Equipment Reservation<br>• Audio Conference Support (VOIP) | 4 |
| Technical Support | • Meeting & Event Technical Support<br>• Backup and Recovery for Desktops<br>• OTS Service Center<br>• Printing Support & Supplies | 4 |
| Resources | Training Guides | 4 |

| Instructional Technology | | |
|---|---|---|
| Student Mega Lab | <ul><li>ePortfolios</li><li>Distance Learning Support</li><li>Computer Integrated Technology</li><li>Training (iPad, Canvas, ACES)</li><li>Online Orientation (OLRN)</li></ul> | 4 |
| Instructional Innovation Center (IIC) | <ul><li>Turning Technologies Response Card System</li><li>AlamoTalent</li><li>Blackboard Collaborate</li><li>Faculty Evaluations (AlamoTalent Performance Review)</li><li>Learning Management System (Canvas)</li></ul> | 4 |
| Computer Labs, KIOSK & Printing | | |
| Student KIOSK | <ul><li>Open Access Student Kiosks</li></ul> | 3 |
| Computer Labs | <ul><li>Computer Lab Reservations</li><li>Lab Software/Hardware Upgrades</li><li>Lab Tracking Software</li><li>Student Computer Support</li><li>Open Computer Labs</li></ul> | 3 |
| Printing | <ul><li>Pay for Print Service (Go Print)</li><li>Printing Charges for Employees</li></ul> | 2 |
| IT Policies, Procedures & Standards | | |
| Procedures & Standards | <ul><li>Disposal of Alamo Colleges Property</li><li>Hardware and Software Standards</li><li>IT Non-Disclosure/Confidentiality Agreement</li><li>Office of Technology Services-Technology Procedures</li><li>OTS Service Level Agreement</li><li>Backup of Personal Data</li><li>Server Back Up Services and Restore Options</li></ul> | 1 |
| Policies | <ul><li>Appropriate Use of Information Technology</li><li>Texas Administrative Codes - Title 202</li></ul> | 1 |
| Network & Security | | |
| Security Reporting | <ul><li>IT Security Incident Reporting Report SPAM</li></ul> | 1 |
| Network Services | <ul><li>Data Backup and Recovery</li><li>Network Data Wall Port Request</li><li>Network Shared Storage</li><li>Wireless Access Points Additions</li></ul> | 4 |

| | Technology Infrastructure Assessment | |
|---|---|---|
| **Email & Communication Services** | | |
| Email & Fax | • Email (Exchange) Distribution Lists<br>• Email Access<br>• Outlook Shared Calendars<br>• eFax Service<br>• Mobile Device Support | 4 |
| Conferencing | • Audio Conferencing<br>• Office Communicator Support<br>• Web Conferencing Tools | 4 |
| Survey | • Survey Support (Survey Point) | 4 |
| **Software & Hardware** | | |
| Hardware | • Hardware Maintenance<br>• Hardware Purchases (Quotes)<br>• Desktop Replacement Plan<br>• Department Technology Move<br>• Purchase of Non-Standard Technology<br>• IT Contract Review Process | 4 |
| Software | • Software Maintenance<br>• Software Purchases (Quotes)<br>• IT Contract Review Process<br>• Purchase of Non-Standard Technology | 4 |
| **Classroom Technology & Campus Events** | | |
| Classroom | • Classroom Lecterns<br>• Classroom Technology Support<br>• Active Learning Classrooms<br>• Smart Classrooms<br>• Projector Support<br>• Audio/Video Design and<br>• Consultation<br>• Document Camera Support | 3 |
| Campus Events | • Projector Support<br>• Audio/Video Design and<br>• Consultation<br>• Document Camera Support<br>• Short Term Equipment Loans | 4 |
| **Programming & Web Publishing** | | |
| Programming | • Programming Design and Consulting | 5 |
| Web Services | • SharePoint/Alamo Share System<br>• Web Application Development | 5 |

| | | |
|---|---|---|
| | • Web Application Maintenance and<br>• Modification<br>• Web Page Development and Support<br>• | |

For a current list of OTS Key Services, access the OTS Service Catalog at
http://www.alamo.edu/sac/ots and select the 'Service Catalog' link.

### 5.1.1 Specialized Applications Supported

*Office of Technology Services* will provide system maintenance and support for the specialized or custom applications - identified in Appendix B - for its customers.

Support may include testing capabilities to evaluate the impact of changes on the specialized application or compatibility of new versions of the specialized application with the existing infrastructure.  Support may also include supporting a configuration management process to assess, approve and track changes.

## 6.  Maintenance Outages

**Service Outage Communication**
OTS makes every effort to post timely outage notifications in the System Alerts page located in http://www.alamo.edu/sac/ots and via email if the outage has a significant impact to our users.

**Scheduled Maintenance**
OTS schedules routine maintenance to ensure that servers are operating at optimum performance. Maintenance is scheduled during timeframes that minimize the amount of service downtime as much as possible.

**Unscheduled Service Outages**
OTS has a monitoring system that notifies our team when servers become unavailable.  However, the system is not able to monitor all types of instances that may negatively impact users.  In those situations, OTS learns of issues when end users contact the SAC Help Desk at 210-486-0777 to report that they are encountering connectivity issues or problems.  At that time, OTS plans and implements a solution to restore services as quickly as possible.  Depending on the severity of the outages, services may be down for extended timeframes.
If an outage impacts the Help Desk services, then the Help Desk phones are automatically routed to the District Support Central helpdesk in order to maintain services.

## 7.  Change Management

SAC Office of Technology Services has a Change Management process that helps IT plan appropriately when there is a need to make scheduled or emergency changes to systems (example: installation of software updates).  The process helps the team plan implementation of a change while making every effort to minimize service downtime for users. The Change Management Process is posted internally at:  Change Management Process.

## 8. Disaster Recovery

SAC Office of Technology Services has a backup plan for services rendered in case of outages caused by natural disasters. The Disaster Recovery Document is posted internally at:  Disaster Recovery Document.

## 9. Hardware/ Software Standards

OTS is committed to providing excellent technical support to San Antonio College faculty, staff and students.  OTS focuses on supporting standardized hardware and software throughout the college.

SAC OTS has a Hardware and Software Compliance Teams that evaluates new hardware and software requests, provides recommendations for hardware and software initiatives and makes recommendations for standard hardware and software configurations.

**Software**

- All software, whether locally developed or purchased applications will be required to undergo formal testing before being released to production. The magnitude and scope of such testing will be dictated by the impact that the new or modified software has on the operations of the Alamo Colleges.  In all cases, testing must exercise all basic functionality of any new software application or specific modifications that were made to existing software and must have the software user's acceptance.
- Software is updated as new versions become available and have undergone adequate testing.
- Some computers may have special discipline specific software.

> **General Software Standards:**
> Windows 7
> Microsoft Suite 2013
> Internet Explorer 11
> FireFox
> Adobe Acrobat Reader
> Java Plug-in
> **Note:** *Software Standards are subject to change.  Please contact OTS for the current supported software versions.*

**Hardware**

- Hardware standards are based upon District-wide Consolidated Purchase program committee's recommendations.
- The committee meets in person or virtually at least once per month and also communicates informally as needs arise.  More meetings may be necessary if major needs or revisions are under consideration.
- The chair of the committee is appointed by the members and the position rotates between committee members each year.
- District-wide hardware standards are in place to ensure compatibility, resource sufficiency and optimum support service.

- As new technology is introduced, the committee annually reviews established standards and make the necessary changes.

> **General Hardware Standards (*identified in Appendix A*):**
> http://share.alamo.edu/sac/ots/SitePages/hardwarestandards.aspx
> Virtual Thin Clients
> Windows PC/Laptops
> Mac Workstations/Laptops
> iPads
> Overhead Projector
> Document Camera
> Smart Projector
> Xerox Printers
> Go Print Printers (Dell, HP, Epson)
> *Note:* *Please contact OTS for the current equipment models.*

## 10. Security

Computer systems are the property of San Antonio College. Every member of the San Antonio College community has a responsibility to use good computing habits to protect San Antonio College's computers, network and information.

The Office of Technology Services (OTS) advises the college on how to ensure the integrity, confidentiality and availability of vital technology, resources and information. Use of computer systems including the server and network connections, is governed by the Alamo Colleges Board of Trustees and the San Antonio College Administration. Use of San Antonio computers are limited by C.1.9 (Procedure) Appropriate Use of Information Technology Resources Policy (http://www.alamo.edu/sac/security/). Unacceptable use may result in disciplinary action including dismissal from San Antonio College or more stringent legal action.

Clients should report problems regarding IT security to abuse@alamo.edu.

The security analyst shall determine prioritization of IT Security support requests. Questions or concerns about the prioritization of network services support should be directed to the Director of Information Technology.

**Physical Access**
In order to perform the services requested, a representative from Office of Technology Services may need to physically access the client's office or work space. The Office of Technology Services representative will make every effort to secure the client's office or workspace and return it to its original condition.

To report any incident regarding any unauthorized physical access, please complete the IT Security Form. Any information security incident should also be reported directly to leadership at your college, business unit or local department. Some of the types of information security incidents to be reported among others include:

- Unauthorized use of information technology resources as stated in the Board's C.1.9-Policy and C.1.9.1-Procedure
- Unauthorized use of Alamo Colleges systems or data.
- Unauthorized changes to computers or software.
- Equipment theft or loss.
- Compromised or unauthorized use of passwords.
- Report SPAM/Phishing to Abuse@alamo.edu.

**Important**: If the incident poses any immediate danger, please call 911 to contact law enforcement authorities immediately.

**Remote Access**

In order to perform the services requested, a representative from the Office of Technology Services may need to request permission to remote control a client's computer system. OTS staff have access to remote service management tool to provide technical support from a remote location. The OTS Representative will not perform actions without prior consent from client and will make every effort to secure the client's computer system while performing the requested service.

## 11. Definitions of Key Terms

**Active Directory –** Microsoft's trademark directory service, automates network management of user data, security, and distributed resources while enabling interoperation with other various directories. Within San Antonio College, Active Directory is used to maintain shared computers while allowing individual users to log in using unique credentials.

**Alamo College Educational Services (ACES)** – A secure online portal that provides San Antonio College students, staff, and faculty with access to various applications using a single sign-on where one can register for classes, as well as view financial aid information, student and employee email and online courses.

**ALAMO_Guest –** An open wireless unencrypted access available for all Alamo College students and visitors. One can access ALAMO_Guest using an email address.

**ALAMONet –** A secure wireless access available only for Alamo College equipment. Employee username and password and all data transmitted from your Alamo College device to the wireless access point are encrypted.

**Banner** – The Administrative software used by Alamo Colleges which consists of various integrated modules which share a common database. Modules include: Finance (general ledgers, accounts receivable, accounts payable, etc.), Financial Aid (student financial aid awards), Human resources (employee records, salaries, etc.) and Student (admissions, registration, etc.).

**Escalation Time –** Upon receipt of a help desk call or IT service request, the assigned technician is expected to make a decision on whether to escalate the call within a certain period of time depending on the call's priority level.

**FootPrints** – A web based helpdesk tracking software that allows clients to submit service requests online. Client requests are automatically routed to the appropriate department.

**Instructional Innovation Center (IIC) –** A walk-in lab for college employees. The IIC offers training and assistance utilizing technology and distance learning tools to enhance teaching and learning at San Antonio College.

**Level-1 of IT Support –** Level 1 Help Desk Service Agents are the "first point of contact." They are responsible for answering calls and gathering pertinent information about the call. They handle repetitive issues, simple quick resolving calls such as "How Do I?" questions, passwords problems and simple procedural questions about desktop software applications. They use defined processes for escalating an event to a higher-level process that is more focused on a specific problem. They typically spend less than 10 minutes on the phone with the customer. They may use tools such as knowledge bases and/or employ remote control processes to fix a customer's problem.

**Level-2 of IT Support –** Level 2 are the "Onsite Support Technicians." They bring technical expertise to address problems that are too complex or time consuming to be resolved by the Level 1. These may include, but are not limited to, hardware problems, network problems, and complex operating system issues. Level 2 may also be a customer facing person that actually has to visit the desktop. Examples of Level 2 problems are granting access to shares, equipment failures, system's boot problem, problems within the operating system, complex e-mail problems (normally handled by District IT), and provisioning/de-provisioning of users.

**Level-3 of IT Support –** Level 3 are the "Subject Matter Experts." In the case of OTS, Level 3 works directly with the vendor(s). They handle calls which are for experts of specific applications or systems. This includes specialized help desks, vendor support, or District IT.

**Office of Technology Services (OTS) –** Serves as the information technology department at San Antonio College.

**OTS Service Center –** A center that provides IT support to faculty, staff and students of San Antonio College. The center is located on the 7th floor of MLC.

**Remote Administration –** The ability to remotely take control of a customer's desktop system to fix a problem via a software package or through the operating system.

**Resolution –** The complete and satisfactory performance of the customer's service request as determined by the customer. In most cases it will involve hardware/software/network/equipment being returned to working status. This may involve the use of workarounds and/or may not be resolved due to manufacturing problems in the software (e.g. bugs, agency waiting on new releases) and the customer is willing to close the event. *This excludes processing time for support from external sources including other help desks and outside vendors.*

**Resolution Time –** The time it takes to solve the problem or install the needed hardware or software.

**Response Time –** The response time is defined as the time between when the event is received by technical support and the first contact with the user. This is interpreted as the time which the event is received by email inbox, website, or the time a voice mail is received (not left). If SAC Office of Technology Services IT support staff are stopped or approached in the office and presented with a problem, the call will have been considered as responded to. However, the resolution time will not start until the IT support staff return to their desk and enter the event.

**SharePoint System –** A district wide communication and online collaboration tool that provides SAC departments, committees, and other groups a secure and centralized location to share documents, calendars and announcement and allows groups to have online discussions with other team members. SharePoint is internal to employees only.

**Voice over Internet Protocol (VOIP) –** The telephone service offered to San Antonio College employees.

## 12. SLA Exceptions

Exceptions to the SLA include unplanned power outages, service provider outages or system outages beyond the control of SAC Office of Technology Services.

## 13. SLA Oversight Responsibilities

Any discrepancies concerning the interpretation of the SLA will be referred to the SAC Director of Information Technology.

## Appendix A –Hardware and Software Supported

The Office of Technology Services department focuses on supporting standardized IT equipment that complies with the Alamo Colleges IT standards.

Technology Resource Guide for Students:
https://www.alamo.edu/main.aspx?id=39576

## Appendix B – Specialized Applications

| Application | Link | Department | Description |
|---|---|---|---|
| eCourseFinder | http://sacweb01.sac.alamo.edu/sac/eCourseFinder/Default.aspx?departmentID=3 | Continuing Education | Allows to upload, find and show courses offered by Continuing Education. |
| eDeansList | https://sacweb03.sac.alamo.edu/eDeansList/Login | Student Success - Partnerships & Extended Services | Allows to upload list of students, and deliver certificate to them. |

| | | | |
|---|---|---|---|
| eDentalEvaluation | http://sacweb01.sac.alamo.edu/sac/eDentalEvaluation/Login.aspx | Allied Health | Allows to submit Dental Evaluations. |
| eForms | http://sacweb01.sac.alamo.edu/SAC/eForms/GoPrintIssueLog.aspx | OTS - Go Print team | Allows to submit issues with the Go Print system. |
| eImageGallery | http://sacweb01.sac.alamo.edu/SAC/eImageGallery/Login.aspx | Koehler Cultural Center | Allows to manage a photo gallery |
| eLibrary | https://sacweb03.sac.alamo.edu/eLibrary/Default.aspx | Library | Allows to manage a list of subscriptions (databases). |
| eLog | http://sacweb01.sac.alamo.edu/sac/eLog/Default.aspx?LogFileID=1&DepartmentID=1 | OTS | Allows to alert about technical issues. |
| eAdvising | http://sacweb01.sac.alamo.edu/sac/eAdvising/Orientation.aspx | Counseling Center | Allows to schedule a group of orientation. |
| eSAILS | https://sacweb03.sac.alamo.edu/eSAILS/Login | Student Learning Assistance Center | Allows to upload list of students, and track their tests. |
| eServiceCatalog | https://sacweb03.sac.alamo.edu/eServiceCatalog/Login | OTS | Allows to manage a list of services provided by OTS. |
| eSignUp | http://sacweb01.sac.alamo.edu/sac/eSignUp/Default.aspx | Used by different departments | Allows to schedule an event, and sign-up for it. |
| eSLAC | http://sacweb01.sac.alamo.edu/SAC/eSLAC/Default.aspx | SLAC | Allows to schedule training. |
| eSLO | http://sacweb01.sac.alamo.edu/SAC/eSLO/ | IPPE | Allows to manage student learning outcomes. |
| eWomen | http://sacweb01.sac.alamo.edu/sac/eWomen/Default.aspx | Services for Women & Non-Traditional Students | Allows to schedule events. |
| eWorkFlow | http://sacweb01.sac.alamo.edu/SAC/eWorkFlow/Login.aspx | Not in use | Allows to setup workflows |
| GraduateNurseSurvey | http://sacweb01.sac.alamo.edu/SAC/GraduateNurseSurvey/Default.aspx | Nursing | Allows to setup a survey. |

| | | | |
|---|---|---|---|
| GraduateSurvey | http://sacweb01.sac.alamo.edu/SAC/GraduateSurvey/info.aspx | IR | Allows to setup a survey and submit a commencement name card. |
| groupadvising | http://sacweb.alamo.edu/groupadvising/ | Not in use | Allows to manage students for advising. |
| LabTrac | http://sacweb01.sac.alamo.edu/SAC/LabTrac/Login.aspx?College=SAC&Department=OTS-Programming | SAC | Allows to upload and configure LabTrac |
| eApplication | https://sacweb03.sac.alamo.edu/eApplication/Login | Used by different departments | Allows students to submit applications for the different programs offered. |
| eOTS Client Satisfaction Survey | http://sacweb01.sac.alamo.edu/SAC/eOTS%20Client%20Satisfaction%20Survey/Administration.aspx | OTS | Allows to submit a OTS Client Satisfaction Survey |
| PreEnrollment | http://sacweb01.sac.alamo.edu/SAC/PreEnrollment/Register.aspx | Dr. David Wood | Allows students to submit a pre-enrollment registration. |
| ePrograms | http://sacweb01.sac.alamo.edu/SAC/ePrograms/Application.aspx | Counseling and Advising | Allows to apply to MESA or SAEP programs. |
| SWANS | http://sacweb01.sac.alamo.edu/SAC/SWANS/Login.aspx | Services for Women & Non-Traditional Students | Allows to setup events, and track attendance and scholarship. |
| TourRequest | http://sacweb.alamo.edu/apps/TourRequest/Forms/Default.aspx | Not in use - PR | Allows to request a college tour for group of people. |
| eAlumni | http://sacweb01.sac.alamo.edu/SAC/eAlumni/Default.aspx | Alumni | Allows to store alumni's information, and submit emails to them. |
| ASL | http://sacweb01.sac.alamo.edu/SAC/ASL/Login.aspx | Sign Language | Allows to track students (student information, Programs, Tests, Classes, Education) |
| eClassClimateSurvey | http://sacweb01.sac.alamo.edu/SAC/eClassClimateSurvey/Default.aspx | OTS | Allows to submit a survey. |
| eDSSConfidentialLetter | http://sacweb01.sac.alamo.edu/SAC/eDSSConfidentialLetter/Letters.aspx | DSS | Allows to setup, send, and track Letter of Accommodation. |

| eBallot | http://sacweb01.sac.alamo.edu/SAC/eBallot/Login.aspx?userType=admin | Used by different departments | Allows to setup, and submit sueveys. |
|---|---|---|---|
| eProtectiveServices | http://sacweb01.sac.alamo.edu/sac/eProtectiveServices/Default.aspx | FBI and Continuing Education Law Enforcement | Allows to schedule and reserve firing ranges. |
| ITIC | http://sacweb01.sac.alamo.edu/sac/ITIC/Default.aspx | OTS | Allows to schedule events. |
| eCentralStore | http://sacweb01.sac.alamo.edu/SAC/eCentralStore/Login.aspx | OTS | Allows to track and manage assets. |