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General Information

Introduction
Information Systems desires to provide the best services and support possible with the resources available to us. To that end we developed this service guide to provide a comprehensive picture of our services.

An understanding of the material in this guide is essential for your successful use of computing and telecommunications technologies. If you use a computer or telecommunications device we encourage you to become familiar with this document.

With this document we share the expectations we have of you. Likewise, we must understand the expectations you have of us. You can make a difference by providing frequent feedback. Please call any Information Systems staff member with questions, comments or suggestions. The more we work together, the more successful we all will be.

Information Systems is organized into three teams:

Microcomputer Support Team .......... Chaojing Chang, Kerri Read, Bob Smith, Garry Whitson
Central System Support Team .......... Paula Hermes, John Martinez, Joe Roth, Martha Wooldridge
Telecommunications Support Team ...... Venita Lyons, John Martinez

We feel the team approach will allow us to serve you effectively.

Currently, this guide addresses only microcomputer-related services and support. Additional sections will be added as we develop them.
Information Systems Mission

Information Systems, a department in the Administrative Services division, strives to assure that Lincoln Land is one of the best community colleges in the nation by:

• installing and maintaining robust, consistent, and state-of-the-art computer and telecommunications systems in an environment which allow students and employees to optimally leverage their unique knowledge and skills.
• servicing requests in the order and time frame that is consistent with their level of importance to the college.
• recommending reliable and effective computer and telecommunication systems for academic and administrative uses.
• providing our customers with the most effective means to acquire our services.
• maintaining a significant knowledge base of common and emerging computing and telecommunications technologies and the application of those technologies.
• delivering services in a manner which encourages our customers to expand their use of technology.
• creating a culture in which technology is viewed as a positive, value-adding and non-threatening tool.
• increasing the self-sufficiency of our customers.
• being advocates and stewards of technology.

We will accomplish our mission by living the following values.

• **Commitment.** We recognize that Lincoln Land exists to serve its customers and we will focus our efforts toward meeting their needs.
• **Integrity.** We will be honest to ourselves and those we work with and serve. We will behave ethically and when appropriate, confidentially.
• **Respect.** We will treat those with whom we work and serve with the same respect we expect of them.
• **Professionalism.** We will be courteous, patient, steadfast and reliable in the performance of our duties. We will be accountable for our actions.
• **Teamwork.** We will work together and build relationships. We will have a customer focus which will guide our decisions and actions.
• **Trust.** We will act in a trustworthy manner. We believe that trust is the cornerstone of good teamwork and an effective organization.
• **Empowerment.** We will provide each other and the teams we work with the authority and tools necessary to be the best we can be. We will encourage the free expression of ideas and knowledge among everyone.
Microcomputer-related Services and Support

Hours of Support

Information Systems staff will be on campus and ready to provide support as follows, on days when the college is open.

- Mon. - Thur. 8:00 a.m. to 9:00 p.m.
- Friday 8:00 a.m. to 5:00 p.m.
- Saturday 8:00 a.m. to 11:00 a.m.

When the college is closed, support will not be available.

Benefits of Services and Support

Information Systems exists to serve you. We believe that by following the recommendations in this guide you will receive the best services Information Systems can provide. Below are some of the benefits of using us properly.

1) More effective service. The Help Desk will be staffed with a technical person, making it more likely that problems will be resolved when they occur instead of later. Thus, the Computer Support Coordinator will spend more time on projects, resulting in better planned and coordinated projects.

2) Better recording and tracking of requests, resulting in fewer things “falling through the cracks.”

3) More equitable service. The most important things to Lincoln Land will be done first.

4) More effective communication. Customers will know who to contact for services and support, and how to contact them.

5) Ready availability of status information.

6) More timely services. The right person(s) will be helping you meet your needs. In some cases this will be an outside vendor to whom the project was outsourced. In addition, you will have a better understanding of what we need from you to provide you with effective services and support.

7) More thorough and accurate assessment of needs. The more time we spend in the beginning phases of a project (needs assessment, brainstorming, planning), the more likely the project will be successful.
Key Terms You Need To Know

The following terms are used throughout this guide and are critical to understanding it.

Crucial / Urgent. A crucial need is one that is very significant to the mission and goals of LLCC. An urgent need is a pressing need which by its very nature you are frequently reminded of. Crucial needs may be urgent, but often they are not. Likewise, urgent needs may be crucial, but often they are not. For example, the LRC Automation Project is a crucial (but not urgent) need since it has a significant direct impact on a very large number of students and faculty in their teaching and learning capacities. An office printer that breaks is an urgent (but not crucial) need since you can copy files to a floppy disk and print them using a different printer. A classroom lab server “crashing” during a class is an example of a need that is both crucial and urgent. These two terms will be applied to service requests for the purpose of establishing priorities. Information Systems will decide whether a request is crucial, urgent or both.

Malfunction. A situation in which microcomputer hardware (including peripherals) or software is not functioning properly and needs to be fixed. Here are a couple examples of malfunctions:

- You are unable to print due to a network failure.
- You and your students cannot access Microsoft Excel which was working fine the day before.

The following example is not a malfunction.

- You need to insert a page break in a Microsoft Word document but don’t know how to do so. This is a problem resulting from a lack of knowledge of how to use Microsoft Word. Problems or needs such as these will not be addressed by Information Systems. Instead, you should seek other avenues for support such as your Area Coordinator, the Instructional Technology Center, knowledgeable peers, software manuals/tutorials or the software publisher.

Project. A microcomputer related need which will increase the effectiveness of working, teaching or learning. Here are a few examples of projects:

- You would like to order a new microcomputer and software to replace an outdated, but functioning, microcomputer.
- You would like some software in a classroom computer lab to be upgraded.
- Your department will be moving to a new location and needs technology-related assistance.

Area Coordinator. A person selected to provide the first line of microcomputer support for a specified group of employees who are located near each other. Area Coordinators also facilitate the exchange of information between Information Systems and employees. The strategy is to target a technologically literate person in each area of the college who is more familiar with the environment and work of the employees in their area than Information Systems staff.
Ground Rules

We have established the following ground rules to help ensure that services will be delivered equitably and legally.

1) The Service Request Procedures (see page 8) must be followed to receive adequate services and support.
2) We expect you to lead and coordinate all projects which you initiate. We will provide technology related services and support for such projects and will coordinate our own activities.
3) If you need our services or support, request them prior to establishing an implementation schedule and starting the project. We are unable to accept responsibility for any negative consequences that result when you establish an implementation schedule or start a project prior to contacting us.
4) We will not service or support any hardware or system on which unlicensed software is loaded. Software is licensed if it has been legally purchased for use on the microcomputer it resides and has been registered with the publisher.

Constraints in Delivering Services

Services from Information Systems are limited, as described below, to ensure that we focus on the needs that are most important to the college.

1) If a project is crucial and urgent (see definitions, page 6), only the Computer Support Coordinator or the Dean, Information Systems can commit Information Systems to work on it.
   If a project is crucial or urgent but not both, only the Microcomputer Support Team (via a group decision) or the Dean, Information Systems can commit Information Systems to work on it.

Notes
- The Computer Support Coordinator or the Dean, Information Systems will decide whether a project is crucial and urgent.
- The Vice President of Administrative Services, the President’s Cabinet (via a group decision) or the President may also commit Information Systems.
- Information Systems commits to resolving or assisting in the resolution of all microcomputer-related malfunctions (see definition, page 6).

2) Often it is necessary or desirable for you to be present when a Microcomputer Support Specialist works on your microcomputer or related piece of equipment. With you present we can often diagnose a problem quicker and provide a solution which better meets your unique
needs. When this is the case and the request has been prioritized, assigned and is ready to be worked on, the assigned Microcomputer Support Specialist will contact you and set a mutually agreeable time to complete the work in your presence.

3) Information Systems encourages you to use microcomputers you personally own for college work, if desired. However, support for employee-owned microcomputers is limited as follows.

- Information Systems will make Lincoln Land’s standard microcomputer specification information (hardware and software) available to college employees. You may use this information, if desired, to make personal purchase decisions. However, Information Systems will not provide you consultation regarding personal microcomputer purchases. This includes needs assessment and recommending configurations, brands and vendors.

- Authorized employees will be provided with all information, including logon, password and phone number, necessary to access Lincoln Land’s information systems (such as the Internet, for example). See the Computer Support Coordinator, Kerri Read, to determine if you are authorized to access such systems.

- Installation and support of hardware and software on your personally-owned microcomputer is your responsibility. Information Systems will not assist in the resolution of problems on employee-owned microcomputers, including laptops. We recommended that you seek assistance from the hardware vendor/manufacturer or software publisher.

Service Request Procedures

Providing a clear and simple avenue for you to request services is the first step to meeting your needs. The Service Request Procedures described below have been put into flowchart form and attached to the end of this guide.

Malfunctions

If a malfunction (see definition, page 6) occurs during regular business hours (8:00 a.m. - 5:00 p.m., Mon. - Fri.), call your Area Coordinator. If your Area Coordinator is not available and the need is crucial and urgent (see definitions, page 6), call the Help Desk at x555. If the Help Desk attendant determines that the need is crucial or urgent but not both, you may be referred back to your Area Coordinator.

Unless a malfunction is both crucial and urgent, wait for your Area Coordinator to assist you. If your Area Coordinator is unable to resolve the problem, you or your Area Coordinator should E-mail the Help Desk at helpdesk@llcc.cc.il.us describing the malfunction in detail, or call the Help Desk at x555.
If a malfunction occurs in a classroom, call the Help Desk, not your Area Coordinator.

If a malfunction occurs **after business hours** (5:00 - 9:00 p.m., Mon. - Thur.; or 8:00 - 11:00 a.m. on Sat.) and it is crucial and urgent, page the on-duty Microcomputer Support Specialist by dialing (800) 607-2373, push 1#, dial the 3-digit extension number of the phone you are calling from followed by a #, then hang up. You will be called back as soon as the Specialist can get to a phone. If the malfunction does not have to be addressed that day, E-mail the Help Desk at helpdesk@llcc.cc.il.us or call the Help Desk at x555 and leave a detailed message explaining the malfunction.

Prior to calling the Help Desk, help us save you time by compiling the following information:

- tag number, name and model number of microcomputer being used (e.g., ADM 4301, Compaq DeskPro 575)
- name and version of operating system in use (e.g., Windows 95)
- name and version of the application software program being used, if applicable (e.g., Microsoft Word 7.0)
- tag number, name and model number of the printer being used, if applicable (e.g., ADM 2592, Hewlett-Packard LaserJet 4M Plus)

Calls placed to the Help Desk should be made from the telephone nearest to the location of the problem. There you will be in the best position to describe symptoms of the problem and try potential solutions while we are talking with you.

Projects

If your Area Coordinator is capable of handling your project (see definition, page 6), seek his/her assistance. Otherwise, call the Computer Support Coordinator, Kerri Read, at x813. Very large or college-wide projects should be directed to the Dean, Gene McCabe, at x475. **As a reminder, all project requests are to be submitted to Kerri or Gene prior to establishing an implementation schedule and starting the project.**

Methods for Setting Priorities

Information Systems attempts to align its services and support to the mission and goals of the college. Prioritizing requests is an important step in that process.

1) The Microcomputer Support Team weighs the following factors:

- level of importance to the college
- effect and impact on students
• number of customers effected or impacted
• work-around or substitute available?
• unforeseen circumstances exist?
• change required by an external entity (ICCB, for example)?
• financial impact
• support impact
• malfunctions and projects currently being addressed by the Team

2) The Microcomputer Support Team categorizes all requests into one of the following:
• request is a malfunction and the Team must address it (we commit to resolving or assisting in the resolution of all microcomputer-related malfunctions)
• request is a project and the Team will address it
• request is a project and it will need to be outsourced to be completed in a timely manner
• request is a project and it will not be addressed by the Team

3) If the request will be addressed by the Microcomputer Support Team, it is prioritized on a 1 to 5 scale, 1 being the highest priority, using the factors listed above. In the case where the Team is directed to complete a project, the priority may be assigned by the person(s) directing the Team.

4) One person on the Microcomputer Support Team is specifically assigned the responsibility of completing the request.

5) Requests are completed in order of priority. Ties are broken using judgment and date of request. Event or date driven projects are scheduled so as to meet the mutually agreed upon deadline.

The list of all requests currently being addressed by the Microcomputer Support Team is available for your review. Please see the Computer Support Coordinator, Kerri Read, to view the list. We encourage you to gain a broad understanding of the many technology needs at Lincoln Land. This will help you see your needs in relation to the needs of others.

Service Standards

The service standards below tell you what to expect when services are requested. In addition, they provide a common understanding of how we will communicate after a request has been made.

Malfunctions

Priority 1.............At the time of request, you are given the Request Number and notified that the problem is priority 1. These problems will be worked on until
resolved or an adequate work-around is available. The Computer Support Coordinator will contact you daily with status information.

Priority 2.........At the time of request, you are given the Request Number. The Computer Support Coordinator will provide you with the following additional information within 2 days of the request: Date Requested, Request Description, Priority Assigned and Person Assigned. Our service target is to complete 90% of these problems within 1 week. You must E-mail your Request Number to status@llcc.cc.il.us or call the Computer Support Coordinator at x813 to receive status information.

Priority 3..........At the time of request, you are given the Request Number. The Computer Support Coordinator will provide you with the following additional information within 2 days of the request: Date Requested, Request Description, Priority Assigned and Person Assigned. Our service target is to complete 90% of these problems within 3 weeks. You must E-mail your Request Number to status@llcc.cc.il.us or call the Computer Support Coordinator at x813 to receive status information.

Priority 4 or 5......At the time of request, you are given the Request Number. The Computer Support Coordinator will provide you with the following additional information within 2 days of the request: Date Requested, Request Description, Priority Assigned and Person Assigned. These problems will be addressed as soon as time permits. You must E-mail your Request Number to status@llcc.cc.il.us or call the Computer Support Coordinator at x813 to receive status information.

Projects

After making a request, the Computer Support Coordinator will provide you with the following information within 2 days for small projects and within 2 weeks for large projects: Date Requested, Request Number, Request Description, Priority Assigned and Person Assigned.

For large projects, a target completion date will jointly be established by you and the Computer Support Coordinator. For small projects, we will first order any necessary hardware and software. When we have received the necessary hardware and software and the project is ready to be worked on, the assigned Microcomputer Support Specialist will contact you to establish a target completion date.

The Computer Support Coordinator will contact you weekly with status information for active, priority 1 projects. You must E-mail your Request Number to status@llcc.cc.il.us or call the Computer Support Coordinator at x813 to receive status information for projects with a priority of 2, 3, 4 or 5.
All Requests (Malfunctions & Projects)

We have arranged two ways for you to get up-to-date status information when you need it. Therefore, please do not call the Help Desk for status information. Instead, E-mail your Request Number to status@llcc.cc.il.us or call the Computer Support Coordinator at x813.

Each Request Number is a key which uniquely identifies a specific malfunction or project. You must retain the Request Number to refer to or obtain status information about a malfunction or project.

If a malfunction is not fixed or a project is not completed within the time frame specified above, you will be contacted and given an estimate of when it will be completed. In addition, the priority of the request will be reassessed and may be escalated.

Customer Responsibilities

Along with the benefit of technology services comes a certain set of responsibilities. Information Systems looks to Administrators and Area Coordinators to ensure that their areas are responsible users of technology as described below.

1) Acquire an adequate amount of microcomputer training. What is adequate for you may be grossly inadequate for another employee or vice-versa. We recommend a minimum of two classes, one on hardware and the software environment (Windows or Finder/Mac), and one covering word processing using your word processing software.

2) Create a duplicate copy of your data files (e.g., Microsoft Word documents). In most cases it is not necessary to create a duplicate copy of your application programs (e.g., the Microsoft Word program itself). The frequency and method of backup should be commensurate with the value, amount and number of changes made to your data. We recommend that you create a duplicate copy of your data at least weekly. If you are unsure how to create a duplicate copy of your data, see your Area Coordinator.

3) Work with your Area Coordinator and Information Systems to ensure hardware and software technologies are compatible prior to using them together. For example, it may not be possible to get an old version of Professional Write (word processing software) to work with a new Hewlett-Packard printer.

If you do not fulfill the items listed above, we may not be able to meet your needs in a timely manner.
Comments?

Information Systems welcomes input. This page is provided for you to note your comments and suggestions about our services. Please feel free to let us know at any time how we can help you be more successful.

What things would you like us to continue doing?

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________________________________________________________________________

What things would you like us to stop doing?

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________________________________________________________________________

What things would you like us to start doing?

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Other comments?

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________________________________________________________________________

________________________________________________________________________

Name (optional)

________________________________________________________________________

Department (optional)

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Return this form to the Dean, Information Systems.