



TECHNOLOGY HANDBOOK

NEW STAFF ORIENTATION - 2011

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WELCOME

On behalf of the Helpdesk, Equipment Library and Print Shop I would like to welcome you to The Art Institute of California – San Francisco. This pamphlet was created to describe our campus technology offerings and avenues for support. Employees should familiarize themselves with this document as it will answer many of the questions you may have regarding our technology department.

Kim Murray, Campus Technology Manager

MISSION STATEMENT

The mission of the AiCASF helpdesk is to provide effective resolutions to daily IT challenges for our staff and faculty, enhance the learning experience for our Ai student community, and to empower our users by making information technology accessible. We achieve this by providing customer focused, single point of contact for quality IT services and support.

Our goal is to maintain a maximum amount of customer satisfaction through:

- Improving our communication processes
- Offering support through multiple service level channels
- Shortening our service response time levels
- Providing state of the art equipment and services

DRIVING PRINCIPLES

- Provide stable technology for faculty, students, and staff
- Manage standardized technology environments for education and administration
- Provide exceptional customer service

LOCATION & HOURS OF OPERATION

Print Shop (10UN 410A)

Mon – Fri: 8am - 6pm

Saturday: 10am – 3pm

Equipment Library (10UN 410B)

Mon – Fri: 8am - 10:30pm

Saturday: 10am – 3pm

Local IT Phone support (415-276-1000)

Mon - Fri: 7am - 8pm

Saturday: 8am - 4pm

HOLIDAYS (DATES CLOSED)

Monday, July 4, 2011	Independence Day
Friday, September 2, 2011	Labor Day I
Monday, September 5, 2011	Labor Day
Thursday, November 24, 2011	Thanksgiving Day
Friday, November 25, 2011	Diversity Day
Friday, December 23, 2011	Christmas I
Monday, December 26, 2011	Christmas II
Friday, December 30, 2011	New Year's Day Holiday
Monday, January 16, 2012	Martin Luther King Jr. Day
Friday, February 24, 2012	President's Day
Friday, April 6, 2012	Good Friday
Monday, May 28, 2012	Memorial Day

AiCASF Helpdesk services the following:

- Laptop / desktop troubleshooting
- Software installation
- Equipment delivery requests (audio visual)
- Phone issues
- Paper / toner delivery

For general questions:

- Call extension **1000** (or **415-276-1000** if off campus)
- For On Campus Tech Issues choose **option 1**
- For MyAi Campus, choose **option 2**
- For Corporate choose **option 3**
- For E-Companion support choose **option 4**

If you are having an issue with your system, software, need paper/toner, or have a general IT question, please visit <http://www.aicasf.info/helpdesk> and complete the helpdesk request form. If you would like to contact the technology team for general inquiries, please email **AiCaSFHelpdesk@aii.edu**.

Contacting technology via our Helpdesk system is the fastest, easiest way to get a hold of us. When a ticket is submitted, our entire team receives an email notifying us of the issue. While calling for technology needs can resolve IT issues quickly, if we're backed up, having an email to track via our helpdesk system assists us by allowing for reminders for technology assistance, but also allows us to communicate issues to each other to assign the most suited tech for the task.

PRINT SERVICES

The Print Shop is a convenient, on campus printing service that we provide for all our students and faculty. We offer wax (laser) printing, inkjet printing, and large format printing and scanning. Our paper types include plain, matte, and glossy. For a significant discount, we'll also print on *customer supplied* specialized paper at half the normal printing cost.

Your *satisfaction* is important to us and although we strive to make sure your request is completed without difficulty we also realize there are times when technical issues may arise. Our goal is to provide you with quality service, and we will do our best to assist you during the printing process.

Our general turnaround time is 4hrs but will vary based on our current workload. To expedite your requests, we recommend that you take a look at our suggested guidelines, which will assist you in making the appropriate selections.

Keep in mind that after the Print Shop closes, *we will not process any new print requests*. You can, however, **pickup any completed requests** from the Equipment checkout area.

AVAILABLE SERVICES

Color Laser Printing

Large Format Printing

Photo Printing

Copying and Scanning

Wax Printing

Laminating

Please see <http://www.aicasf.info> for more information

ADDITIONAL SERVICES

NETWORK STORAGE

All staff members have full-control access to their respective departments data drive. The **H:\ (Home Drive)** is for your files and only visible by the employee. The **G:\ (Groups Drive)** is a shared drive only for your department. The **S:\ (Shared Drive)** is a shared space for the entire Ai community. *This space is not for personal, private, or confidential information.*

EMAIL

All employees are provided with an aii.edu email account. The maximum size limit for your mailbox is **250Mb** and attachments cannot be larger than **15Mb**. Outlook, the standard email program utilized by Ai offers Calendaring/Public folders and weekly auto archiving. The retention limited for deleted items is thirty days.

EVENT SETUP (AUDIO/VISUAL)

If you are required to schedule an event for your department you will be able to locate all request forms at <http://www/aicasf/info/forms>. Please follow the steps below in order to schedule an event:

1. Complete the Room Reservation Form
2. Technology needs? Complete the Staff Event Technology form
3. Facilities needs? Complete the Facilities Request Form
4. Guests? Complete the Security Notification Form

SERVICE LEVEL AGREEMENTS

Using tracking software, the helpdesk maintains records of incoming requests as they are received. If a user reaches a person by telephone the helpdesk staff member will try to determine the nature of the problem and refer the query to the appropriate specialist. Based on the "Priorities and Response Times" statement below the requests will be answered. However a helpdesk staff member will make personal contact with the requestor within seven working days.

PRIORITIES AND RESPONSE TIMES

The helpdesk will use the following guidelines in prioritizing requests and will strive to begin working on the problem within the target time frame. Actual response times may be shorter or longer depending on the volume of requests at any one time.

Priority 1 - Affects more than 5 individuals; or is mission critical and there is no work around available. Target Response Time - will call technician for immediate response

Priority 2 - Affects 1 to 5 individuals, no workaround available. Target Response Time - initial response within 8 working hours

Priority 3 - Affects fewer than 5 people, workarounds available. Target Response Time - Initial response within 3 working days

Priority 4 - No affect on productivity, or unsupported software. Target Response Time - best effort as time allows

** Target Response Time is defined as the time between receipt of the call and the time that a helpdesk team member begins working on the problem. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.*

IMPORTANT URLS & CONTACTS

ON-CAMPUS TECHNICAL SUPPORT

415-276-1000

AiCaSFHelpdesk@aii.edu

<http://www.aicasf.info>

CORPORATE SERVICES SUPPORT

1-888-424-4435

<https://intranet.edmc.edu/IT/Pages/default.aspx>

Corporate managed services:

- Passwords (Kronos, Email/CCA, CARS)
- Kronos (timesheets)
- Lawson
- CARS

Myaicampus

1(866)642-2711

Campus_support@aii.edu

INTRANET

<http://intranet.edmc.edu> (on campus)

<http://extranet.edmc.edu> (off campus)

