

After Hours Support Policy

Sir Wilfred Grenfell College is committed to making critical telephone, network, and server resources available to the college community on a 24 hour per day by seven day per week basis (excluding scheduled maintenance). IT staff will provide support coverage in the event of unexpected failure or significant problems with critical resources during non-business hours (defined as weekdays after 5 pm, weekends, holidays, or any other time the college is closed); however, C&C staff is not required to be on-call, but are available on a best effort basis.

IT support is available during non-business hours for major problems associated with the central telephone system; significant segments of the campus network impacting one or more buildings; and campus-wide servers used for e-mail, the college's web site, faculty courseware, banner, unicorn, and staff and faculty file services.

Resolution of any problem during non-business hours may be dependent upon the nature of the problem, the availability of staff resources or service and parts from third party vendors. C&C will assess a reported problem and determine a reasonable resolution plan based upon the severity of the problem and resources required. C&C will work to resolve the problem as quickly as possible. For a problem that requires more than four hours to resolve, a status message will be forwarded to the community; the medium will depend on the nature and type of system failure.

IT support for individual faculty or staff computers (related to hardware, operating system, application software including e-mail, and remote network connectivity) or for computers in labs or classrooms is only available during business hours.

For planned shutdown of any network resource, notification will be sent to the community via e-mail at least 24 hours in advance whenever possible.

IT staff may also provide support as needed at special events during non-business on a pre-scheduled basis.

Reporting Procedure:

For failures with any of the resources listed below during non-business hours, Campus Enforcement and Patrol (CEP) should be contacted at 637-6210.

Campus Enforcement and Patrol (CEP) will determine if the problem warrants a call as per the list below, and will contact the manager of computing and communications, who will assess the problem, and call in appropriate personnel as required. For other reported problems, Campus Enforcement and Patrol (CEP) will notify the helpdesk via email (helpdesk@swgc.mun.ca) and the problem will be assessed by appropriate personnel the next business day.

After Hours Support - Call List

Telephones

- 911 computer down
- Unable to receive or make external calls
- Auto-Attendant not answering calls to switchboard at 637-6200
- Multiple phones down (a complete building or more than 10)
- Voicemail offline

End User Support

- Business Systems Off line – Banner, Bookstore, Reservit, Conference Programmer, or DesiretoLearn, Library System (unicorn)
- Printers down (All or more than 3)
- Server applications down - SPSS, Minitab, ARCINFO, Maple, Can8
- Users file storage (p drive) unavailable for all faculty/staff or all students.
- Network Applications not available from start menu.

- Multiple Machines Down (10 or more)

Network Support

- Public Internet down
- CANET Research Network down - Access to MUN DAL etc, unavailable
- Complete Building Offline.

Server Support

- Dial up access unavailable
- Email Down
- College Web Site unavailable
- my.swgc.ca unavailable
- Video Surveillance down