
EXTENSION CENTER SUPPORT POLICIES

Information Technology

Information Technology has implemented the following policies in order to communicate effectively all technical needs between the Extension Centers and the Information Technology department. The purpose of these policies is to establish a standardized procedure for all technical support requests and to document reasonable expectations of two-way accountability for support.

All technical requests that are initiated by Extension Center staff and/or instructors will use the following request guidelines to resolve their issue.

WORK REQUEST PROCEDURE GUIDELINES

Technical Support Issue	Primary Contact	Contact Method
Emergency	Solution Center	Phone / Emergency Pager
Hardware/ Network/ Software/ Database/ Internet	Solution Center	Solution Center Phone / E-mail
Account Related	Solution Center	Solution Center Phone / E-mail
Colleague	Solution Center	Solution Center Phone / E-mail

Guidelines represent request procedures only. The requestor will follow responsible use and information technology policies when initiating requests.

TECHNICAL SUPPORT HOURS AND CONTACT INFORMATION

See <http://www.jccmi.edu/InfoTech/SolutionCenter/>.

PRIORITY PROCESS

Extension Center work request priorities are the same as the priority escalation process for main campus work requests.

PRIMARY CONTACT AT CENTERS

In order to streamline the work request process, Information Technology asks that each Center appoints one staff person to be the primary contact for technical work requests. This person will initiate and track technical issues requested to the Solution Center and will be contacted by the Solution Center for further technical questions and/or updates.

Extension Center	Primary Contact Person	Secondary Contact Person	Notes
Hillsdale	Amanda Gray	Richard Wilson	
Jackson	Sharon Raciboski (am) Avail. 8:00am – 1:00pm	Nancy Shepardson (pm) Avail. 11:30pm – 6:00pm	Center open on Friday 8-1 through Winter semester
Lenawee	Marianne George	Mike Masters	

Staff at the Centers will also handle routine maintenance and preventive maintenance, including shaking toner, changing toner, and using alternate printers.

TECHNICIAN WORK SCHEDULE

Information Technology coordinators, technicians, and student consultants will be deployed to Centers based on work request needs. Before leaving for a Center, InfoTech staff will follow an internal process of checking with InfoTech department areas to coordinate and minimize work efforts. InfoTech staff will also be responsible for notifying Center staff of planned and unplanned visits for the purpose of discovering any additional resources needed at the Center. InfoTech staff may not be responsible for any technical issues outside the scope of the original visit. Visits are based on work requests initiated to the Solution Center and therefore determine estimated time and resources needed for that visit.

FIRST-LEVEL TROUBLESHOOTING

To help minimize technical support, InfoTech requests that the following troubleshooting procedures are initiated before contacting the Solution Center.

- restart computer/printer
- check all cables in back of computer and make sure all are secure
- check blue/gray network cord and make sure cable is secure into the wall jack
- shut down computer if problem still occurs (if computer is centurion guarded be sure to save all data to the network)
- check internet connection (can you access the JCC home page?)
- check other computers in area to see if similar problems are occurring
- make sure user is properly logged onto network
- write down all error messages

STUDENT CONSULTANT ASSISTANCE

Information Technology assigns Student Computer Consultants to assist with Extension Center first-level support when possible and based on Human Resources hours allotment.

Notes:

Emergency: Classroom, Lab, Extension Center is down and work cannot continue until problem is resolved.

Pager Policy: During normal business hours Solution Center staff will page appropriate technicians for emergencies. For After Hours Paging: See Service Level Agreement.

Solution Center Phone: 517-796-8639

Solution Center Email: JCC_Solution_Center@jccmi.edu

Technical Emergency Pager: 517-534-0268

Responsible Use: <http://www.jccmi.edu/InfoTech/Documents/ResponsibleUse.html>