

JACKSON COMMUNITY COLLEGE

PEOPLECUBE SCHEDULER PLUS SERVICE LEVEL TARGET

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PEOPLECUBE SCHEDULER PLUS SERVICE LEVEL TARGET

1. PURPOSE

Policies and procedures are designed to provide optimal service to all clients (employees and students) in a cost-effective manner and in compliance with all regulations and laws. If you have questions concerning a particular policy or process, please review JCC's Responsible Use Policy or contact the JCC Solution Center who will direct you to the Coordinator in charge of this service.

2. POLICY

The SLT applies to any person using a licensed instance of PeopleCube (formally Meeting Maker and CEO) Scheduler Plus which is owned by Jackson Community College (JCC) and maintained by JCC's Information Technology (IT). That instance of PeopleCube Scheduler Plus must be connected to the corresponding SQL database which is also maintained and managed by JCC's IT department. The SLT applies to all PeopleCube Scheduler Plus software, database, and network technical work requests. Work requests must be initiated through the JCC Solution Center. Central processing allows work requests to be prioritized, assigned, tracked, and escalated, based on priority.

3. SERVICES

Information Technology provides service and support related to PeopleCube Scheduler Plus including:

- individually tailored access
- maintenance and support of the underlying SQL Server database software and hardware
- identification of technical training needs
- assistance in employee technical training and new employee technical training
- first line technical support for software, hardware, and database related issues
- exports of data from databases including Datatel Colleague and the inventory database
- routine timely backups of the underlying SQL Server database
- creation and/or modification of custom reports
- Install Software upgrades for PeopleCube Scheduler Plus

4. SUPPORT

4.1. JCC Solution Center

The JCC Solution Center provides first level technical support and technical work request management. Please see the JCC Service Level Agreement for details. The JCC Solution Center will assign work requests to the Database and Internet Systems group for all PeopleCube Scheduler Plus related tasks. The JCC Solution Center hours of operation are posted outside the JCC Solution Center and on the web. JCC Solution Center hours are subject to change, please check hours posted. Due to the nature of Information Technology services (server maintenance, system upgrades, etc.) computer technician hours vary based on system requirements.

4.2. Database and Programming Coordinator

The Database and Programming Coordinator is ultimately responsible for managing, maintaining, deploying, upgrading, and securing the PeopleCube Scheduler Plus client software, server software, and corresponding databases. The Database and Programming Coordinator's hours of availability vary, but is generally available during normal JCC business hours. After hours support is typically not available, but may be arranged on an as needed basis if a total service outage occurs. The Database and Programming Coordinator is available to provide advice, support, training, direction, and development regarding PeopleCube Scheduler Plus. The Database and Programming Coordinator is responsible for securing the database, including providing proper access and rights for users as approved by the Scheduling Coordinator.

4.3. Scheduling Coordinator

The Scheduling Coordinator, whom is not an employee of Information Technology, is responsible for the day to day operation and usage of PeopleCube Scheduler Plus. This includes keeping the data up to date, as well as maintaining access rights to capabilities such as scheduling and requesting of rooms. The Scheduling Coordinator has been granted rights to build new rooms and provide access to those rooms for the user base within PeopleCube Scheduler Plus. The Database and Programming Coordinator will act as a backup for providing software scheduling access to rooms for the user base within PeopleCube Scheduler Plus.

4.4. Essential Services

Work outside of scheduled business hours is determined by priority level.

4.5. Service Interruption

4.5.1 It may be necessary for Information Technology to interrupt availability of PeopleCube Scheduler Plus for repair or maintenance. Information Technology will notify clients via e-mail and/or phone for scheduled service outages. In addition, availability may be interrupted for numerous reasons including weather emergencies, service provider outage, etc. Urgent notices will be made via telephone to primary users (those users that are responsible for the scheduling of events) of PeopleCube Scheduler Plus.

4.5.2 Should the PeopleCube Scheduler Plus database become unstable or corrupted due to technical difficulties or user error, Information Technology can restore the database from a backup. Backups of the database are made daily, although Information Technology cannot guarantee the integrity of every backup. Therefore, the Service Level Target is to provide security and integrity of the database up to the previous working day, though this target cannot be guaranteed.

4.5.3 If access to PeopleCube Scheduler Plus becomes interrupted, Information Technology maintains a Service Level Target regarding downtime of 24 hours or less. This target may not always be obtainable, as disruptions due to weather or environment may cause extended outages.

4.5.4 The Scheduling Coordinator's rights to PeopleCube Scheduler Plus have been expanded to that of a data administrator to ensure maximum availability to updated data within PeopleCube Scheduler Plus.