

# Service Definitions

Service Name		Service Overview			Availability & Service Levels		
		Description	Features	Category	Support Hours	Hours of Availability / Planned Downtime	Support Method
1	Email	Email communication to connect with other employees, suppliers, and customers.	Inbox Calendar Resource scheduling (meeting rooms) Access to shared mailboxes Limit on mailbox size (x GB) Address Book / External Contacts Spam filtering, virus protection Archiving and retrieval of older emails Web / browser access to email Mass email / notification (emergency, surveys, reporting) Setting up a distribution list Email access on mobile devices	Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System, Skype for Business, email, phone call
2	Telephone	Telephone service provides employees access to voice communications.	Desk phone Teleconference phones (meeting rooms) Voicemail (recover deleted voicemails) Team line, call rings on multiple phones Team line, call rings according to calling tree Employee directory Caller ID Call history Call forwarding Conference calling Long Distance	Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: TBD	IT Ticket System, Skype for Business, email, phone call
3	Mobile Devices	Manage company provided phones with training and applications setup and maintenance.	Company provided iPhones Install applications for business use Phones part of AT&T State of Alaska Contract Upgrades & replacements	Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: N/A	IT Ticket System, Skype for Business, email, phone call
4	Software Provisioning (SCCM)	Supply employees with necessary up-to-date software to enable their work.	Request non-standard software Procure/order new software Install and upgrade standardized desktop software	End User Devices	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System
5	Device Support/Management	Deployment, management, imaging, troubleshooting, and relocation of devices	Setup, repair, troubleshoot, and move devices (computers, printers, phones, scanners, fax machines)	End User Devices	Business hours: 7AM to 4:30PM	N/A	IT Ticket System
6	Print/Copy	Allows employees to print, scan, fax, or copy business or personal materials.	Multi-functional shared printer devices Office and Lab printers Configure network/names of printers	End User Devices	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System, Skype for Business, email, phone call
7	User ID & Access	Provide employees with what they need to access company resources located on their desktop.	Create, modify, and delete user account access (Corporate ID, network & email) Change account name Password reset	Enterprise Applications	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System, Skype for Business, email, phone call
8	Web Conferencing	Employees can host or join meetings on their desktop computers either remotely or onsite.	Conference phones available upon request for meetings Access to conference meetings (either onsite or offsite)	Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: N/A	IT Ticket System, Skype for Business, email, phone call

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9	Call Center	Resolve issues and provide support for users.	Phone, email, remote desktop support User access request and password reset Troubleshooting	Call Center	Business hours: 7AM to 4:30PM	Available Monday - Friday	IT Ticket System, Skype for Business, email, phone call
10	Remote Access (VPN)	Allows employees to access business resources from locations not in the office.	Access to district resources (applications, shared drives, printers) from an offsite location.	Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System
11	Data Storage, Backup, and Retrieval	Securely store a document on IT-managed space. Restore a file that was lost or damaged.	Documents and files are stored in a dedicated and secured location. Securely backup and restore files.	Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7	IT Ticket System
12	Wireless	Access Points in Schools and Administrative Buildings (Classrooms, Office Areas, etc.) and Extreme Network Campus Agreement	Allows employees, students and guests to access internet via wireless connection. Extreme Network Equipment Support	Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System
13	Network/WAN Connectivity	District LAN and WAN Connection and Support	Network Connectivity within and throughout the district. On WAN Contract.	Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System
14	Internet Connectivity	District Internet Connection	Allows all district connected devices to access internet	Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System
15	Security Cameras	Cameras in schools for student safety	Recording	Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System
16	Building access	Access Control	Allows employees and contractors to access schools via badge	Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System, Skype for Business, email, phone call
17	District Communicaiton System	Automated mass notification service	Allows Administrators to communicate to employees, students and parents via voice, email, or SMS.	Enterprise Applications	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: N/A	IT Ticket System, Skype for Business, email, phone call
18	Enterprise Resource Planning (ERP)	Tyler Munis Financial solution	Used to manage district financials (Budgeting, Accounting and Purchasing) and human resources.	Enterprise Applications	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System, Skype for Business, email, phone call
19	Student Information System	Student Records Management includes SchoolMax, ReportMax,Pulse,Depot and SIF	Management of student information	Enterprise Applications	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System, Skype for Business, email, phone call
21	School Nutrition Food Service Software	District's Nutrition Software used for management of Food Service.	Management of student information	Enterprise Applications	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System, Skype for Business, email, phone call
22	Transportation Management System	District's School Transportation Software	Management of district transportation for tracking student transportation information, bus tracking and parent portal.	Enterprise Applications	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System, Skype for Business, email, phone call
23	Other DW Software Licensing	Various Software Licensing not included above	Misc.	Enterprise Applications	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System, Skype for Business, email, phone call

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24	Website	District and School Websites	Allows schools and departments to have website	Enterprise Applications	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System, Skype for Business, email, phone call
25	Client Software/Support	OS, Antivirus, Office, Snagit, Adobe etc	Install software per user request	End User Devices	Business hours: 7AM to 4:30PM	Business hours: 7AM to 4:30PM	IT Ticket System, Skype for Business, email, phone call
26	Monitoring and Management	Solarwinds, Netsight		Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System
27	Central Admin Support			End User Devices	Business hours: 7AM to 4:30PM	Business hours: 7AM to 4:30PM	IT Ticket System, Skype for Business, email, phone call
28	Cloud Systems	Office365, Google	Office Online, Google Docs, Google Apps, etc	Enterprise Applications	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: N/A	IT Ticket System, Skype for Business, email, phone call
29	Internet Edge	Palo-Alto, Firewall, Filter, etc		Enabling Infrastructure	Business hours: 7AM to 4:30PM	Available 24/7 Planned downtime: Third Saturday of every month	IT Ticket System