

NEVADA SYSTEM
OF HIGHER EDUCATION
SYSTEM COMPUTING SERVICES

SERVICES CATALOG

SEPTEMBER 2008



Foreword


The Nevada System of Higher Education (NSHE) comprises eight institutions, including universities, community colleges, a state college, and a research institute. The NSHE is experiencing growth consistent with the rest of Nevada and significant challenges and opportunities in serving over 100,000 students and 12,000 full-time employees.

System Computing Services (SCS), a unit of the NSHE System Administration, is responsible for the provisioning and management of system-wide strategic application, information, and communication technology services. The SCS-supported statewide network provides data and video Internet and Internet 2 connectivity to more than 200 NSHE campus locations, rural K-12 locations, health clinics, and state agencies.

This catalog—the first official SCS Services Catalog—categorizes and defines our fifteen types of services so that our customers can identify and understand the support we are positioned to offer toward the missions of the NSHE and its institutions. We have briefly but thoroughly described each service type, making each one-page chapter a self-contained service description document.

SCS effectively delivers each of these information technology services by:

- Providing guaranteed levels of service, agreed upon and aligned with NSHE defined needs
- Consistently reducing the time required to implement approved IT changes
- Increasing the availability of IT services to the NSHE
- Maintaining consistent levels of high customer satisfaction
- Delivering services in-line with market costs
- Professionally developing and certifying our IT staff
- Enabling our IT staff with proven technology and best-practice processes
- Supporting our services with a competent, responsive Service Desk



“SCS exists to provide System-wide services aligned with the needs of NSHE institutions, affiliates, and partners through the delivery of evolving information, application and network technologies.”

— SCS Mission Statement



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Student Information System Services

Service Description

The Student Information System Services offer a broad collection of academic and administrative functionality, including student web registration for over 100,000 students System-wide. The core application is licensed from Informs, Inc. and is enhanced by the NSHE.

The Student Information System Services and their environment are regularly upgraded and interface with assorted NSHE and non-NSHE applications to provide authorized staff at every institution with tools to manage various functions of student servicing, including:

- Admissions
- Student Records
- Student Accounts
- Financial Aid
- Student Web Self-Service
- Degree Auditing
- Transfer Articulation
- Batch Job Scheduling
- Reporting and Ad Hoc Querying
- Address Certification

Student Information System Services are available Monday through Saturday, including observed NSHE holidays, from 12:30 a.m. to 8:00 p.m. and Sunday from 8:00 a.m. to 8:00 p.m. SCS schedules downtime during established windows as necessary to implement service improvements. SCS notifies users of planned outages at least two weeks in advance.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

- Las Vegas Data Center: (702) 895-4585
- Reno Data Center: (775) 784-4357
- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

Student Information System Services are managed by the SCS Assistant Director of Information and Application Services, who is responsible for providing service overviews and monitoring service request and incident response reports.

The service support staff facilitates four user groups to identify needs and initiate improvements.

Fees and Other Requirements

There are no usage fees associated with the Student Information System. The system, its required infrastructure, and its administrative support are funded by the state of Nevada as part of the core business services provided by System Computing Services.

In consideration for the resources available for statewide support of the Student Information System Services, customers should be prepared to:

- Solicit peers for functional support of the Student Information System
- Initiate all other contact through the SCS Service Desk
- After contact, respond to any requests for information from SCS staff as quickly as possible
- Participate in testing enhancements, upgrades, and service releases as necessary
- Provide for secure use of the application
- Inform the SCS Service Desk in advance of events or issues that may impact service use

Financial Accounting System Services

Service Description

SCS provides the NSHE community with reliable Financial Accounting System Services to manage budgets, assets, purchasing, and monetary data. The core application is licensed from CGI Group Inc., formerly American Management Systems, and is enhanced by the NSHE. The Financial Accounting System includes a graphical user interface, extensive reporting options, and query capabilities.

The Financial Accounting System Services are available to authorized NSHE staff in accounting, accounts payable and receivable, sponsored projects, purchasing, planning, budgeting, and other financial roles. Approximately 2,000 customers use the services to manage NSHE financial operations, including:

- Budgeting
- Expenditure Accounting
- Revenue Accounting
- General Accounting
- Advanced Grants Management
- Employee Travel Management
- Extended Purchasing
- Fixed Assets
- Batch job scheduling
- Reporting
- Ad hoc querying

General access to the Financial Accounting System is available every day, including observed NSHE holidays, from 12:30 a.m. to 8:00 p.m. SCS schedules downtime during established windows as necessary to implement service improvements. SCS notifies users of planned outages at least two weeks in advance.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

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- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The Financial Accounting System Services are managed by the SCS Assistant Director of Information and Application Services, who is responsible for providing service overviews and monitoring service request and incident response reports.

The service support staff facilitates a user group to identify needs and initiate improvements.

Fees and Other Requirements

There are no usage fees associated with the Financial Accounting System Services. The system, its required infrastructure, and its administrative support are funded by the state of Nevada as part of the core business services provided by System Computing Services.

In consideration for the resources available for statewide support of the Financial Accounting System Services, customers should be prepared to:

- Solicit peers for functional support of the Financial Accounting System
- Initiate all other contact through the SCS Service Desk
- After contact, respond to any requests for information from SCS staff as quickly as possible
- Participate in testing enhancements, upgrades, and service releases as necessary
- Provide for secure use of the application
- Inform the SCS Service Desk in advance of events or issues that may impact service use

Human Resources Management System Services

Service Description

The Human Resources Management System Services provide a group of functions critical to the administrative management of the more than 30,000 full-time and part-time employees of the Nevada System of Higher Education and its \$500 million annual payroll.

The core application is licensed from Integral Systems Inc. and is enhanced by the NSHE. The Human Resources Management System and its environment are regularly upgraded and interface with assorted NSHE and non-NSHE applications to provide authorized staff at every institution with tools to manage the various functions of human resources, including:

- Personnel
- Benefits
- Payroll
- Position Control
- Employee Self-Service
- Web Contracting
- Batch Job Scheduling
- Reporting
- Ad Hoc Querying
- Employment Searching

General “read” access to the Human Resources Management System is available 24 hours a day, 7 days a week. Record update access is available every day from 5:00 a.m. to 1:00 a.m. the following day. SCS schedules downtime during established windows as necessary to implement service improvements. SCS notifies users of planned outages at least two weeks in advance.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

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- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The Human Resources Management System Services are managed by the SCS Assistant Director of Information and Application Services, who is responsible for providing service overviews and monitoring service request and incident response reports.

The service support staff facilitates a user group to identify needs and initiate improvements.

Fees and Other Requirements

There are no usage fees associated with the Human Resources Management System Services. The system, its required infrastructure, and its administrative support are funded by the state of Nevada as part of the core business services provided by System Computing Services.

In consideration for the resources available for statewide support of the Human Resources Management System Services, customers should be prepared to:

- Solicit peers for functional support of the Human Resources Management System
- Initiate all other contact through the SCS Service Desk
- After contact, respond to any requests for information from SCS staff as quickly as possible
- Participate in testing enhancements, upgrades, and service releases as necessary
- Provide for secure use of the application
- Inform the SCS Service Desk in advance of events or issues that may impact service use

Data Warehousing Services

Service Description

SCS develops, maintains, and supports data warehouses for the financial, student information, and human resources systems. The warehouses contain data from corresponding systems for easy reporting, trending, and institution- and System-wide analysis. The data warehouses provide quick access to summary and detail data and a standard path to important NSHE and campus information.

Financial data warehousing is available to all NSHE institutions and Human Resources and Student Information data warehousing is available to NSHE System Administration. SCS also develops and supports customized warehousing applications for units within the NSHE System Administration.

General data warehouse access is available 24 hours a day, seven days a week, excluding scheduled and unplanned outages.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

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- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The Data Warehousing Services are managed by the SCS Assistant Director of Information and Application Services, who is responsible for overseeing service level agreements, providing service overviews, and monitoring service request and incident response reports.

Fees and Other Requirements

SCS has the budget to support the Data Warehousing Services for the System Administration units and select institution applications at GBC, WNC, and NSC. SCS charges a support fee to other institutions that request data warehousing service. The fee is based on the amount of data for that institution and is used for capacity upgrades necessary for hosting institutions not included in SCS data warehouse funding.

New data warehousing service requires a service level agreement and individual pricing is determined according to the current pricing schedule and service requirements. Budget must be identified for all new service requests.

In consideration for the resources available for statewide support of the Data Warehousing Services, customers should be prepared to:

- Solicit peers for functional support of the data warehouses
- Initiate all other contact through the SCS Service Desk
- After contact, respond to any requests for information from SCS staff as quickly as possible
- Participate in testing enhancements, upgrades, and service releases as necessary
- Provide for secure use of the data warehouses
- Inform the SCS Service Desk in advance of events or issues that may impact service use

Network Design and Connection Services

Service Description

In providing to the NSHE a regionally accessible data transport network with standard data rates up to one 1 gigabit, SCS offers network design services so that NSHE customers may connect to and make optimized use of the statewide network. The Network Design and Connection Services include but are not limited to:

- Network design support and equipment specification
- Project management support, equipment installation, and testing
- IP addressing/domain name service
- Ongoing statewide network monitoring
- Troubleshooting and diagnostic support to the point of demarcation
- Redundant configurations for improved service reliability
- Prioritization of data packets for critical applications

The statewide network itself is available 24 hours a day, seven days a week, excluding scheduled and unplanned outages. Planned outages must be approved by SCS management and typically occur during standard maintenance windows. Although alternate network paths typically maintain service availability, the customer will be notified of planned outages through direct e-mail communication and the standard weekly communication from the SCS Service Desk.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

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- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The Network Design and Connection Services are managed by the SCS Director of Network Services, who is responsible for overseeing service level agreements, providing service overviews, and monitoring service request and incident response reports.

Fees and Other Requirements

All entities approved for access to the statewide network will be required to fund network improvements necessary to establish initial interconnection. Once an initial connection is established, there will be no network access charges for participating entities. Charges for other services and facilities may be required depending on options selected by the customer. In this case, charges will be specified in service level agreements. Authorized non-NSHE customers must provide funding for ongoing network charges.

Customers must communicate to the service manager all changes or growth planning which could potentially impact network bandwidth requirements. Customers with active service level agreements should plan to meet with the service manager annually to review service satisfaction and discuss any required changes or improvements.

Customers must provide and maintain proper local area network connectivity; house and secure SCS equipment necessary for interconnectivity; adhere and ensure adherence to presiding NSHE computing and networking policy; and provide 24x7 contact information for emergency and outage notifications.

Disaster recovery and business continuity planning are the responsibility of the customer. Please discuss any business continuity requirements with the service manager.

Commodity and Research Internet Services

Service Description

System Computing Services provides access to both the commodity Internet (I1) and the high-speed research network known as Interet2/NLR over its regional WAN service.

Standard Internet service includes a connection to the commodity Internet through redundant and geographically diverse 1 GB/s fiber optic connections in Reno and Las Vegas and connection to the California Research and Education Network.

Optional Internet access includes access to the high speed research network known as I2/National Lambda Rail (NLR) via a separate, dedicated 1 GB/s fiber optic wave length provisioned over SCS controlled and operated fiber optic facilities between Reno and Sacramento.

Internet connectivity is available 24 hours a day, seven days a week, excluding scheduled and unplanned outages. Planned outages must be approved by SCS management and typically occur during standard maintenance windows. Although alternate network paths typically maintain service availability, the customer will be notified of planned outages through direct e-mail communication and the standard weekly communication from the SCS Service Desk.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

- Las Vegas Data Center: (702) 895-4585
- Reno Data Center: (775) 784-4357
- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The Commodity and Research Internet Services are managed by the SCS Director of Network Services, who is responsible for overseeing service level agreements, providing service overviews, and monitoring service request and incident response reports.

Fees and Other Requirements

I2/NLR for qualifying research entities is funded centrally by NSHE and, as a result, there are no additional fees for ongoing Internet service. However, all entities approved for new or expanded access to the WAN and Intranet will be required to provide funding at the rates being charged by the system Internet service providers to offset their incremental Internet traffic increase until SCS can obtain the funding necessary to absorb the incremental cost.

Customers must communicate to the service manager all changes or growth planning which could potentially impact network bandwidth requirements. Customers with active service level agreements should plan to meet with the service manager annually to review service satisfaction and discuss any required changes or improvements.

Customers must provide and maintain proper local area network connectivity; adhere and ensure adherence to presiding NSHE computing and networking policy, and provide 24x7 contact information for emergency and outage notifications

Disaster recovery and business continuity planning are the responsibility of the customer. Please discuss any business continuity requirements with the service manager.

Vide Conferencing Services

Service Description

SCS offers an NSHE-wide videoconferencing system. The system of networked sites is commonly used for academic and administrative meetings as well as applications in research, medicine, criminal justice, and other public functions.

Our vast range of videoconferencing services include:

- Statewide delivery of video transmissions to and from 200+ NSHE and approved non-NSHE sites
- Worldwide delivery of video transmissions to and from authorized dial-in sites
- Automated conference connection/disconnection and service quality monitoring
- A robust scheduling system, including user-friendly, web-based scheduling software
- Scheduling system training and an active, SCS-facilitated scheduling system user group
- New site evaluation, equipment specification, and installation consultation
- ISDN and IP communication options

Vide conferences can be scheduled 24 hours a day, 365 days a year. Training, consultations, and other services are scheduled as needed. NSHE institutions initiating educational conferences receive priority scheduling. SCS schedules occasional system downtime to implement service improvements. Planned maintenance generally occurs on weekends or during non-business hours when no conferences are scheduled. SCS notifies users of planned outages at least two weeks in advance.

Service Requests and Support

Institution and NSHE unit videoconference service users should contact a video scheduling coordinator (see requirements below) at their campus or site to initiate a videoconference scheduling request.

NSHE customers with other requests, including new service consultations, dial-in site requests, scheduling system training, or one of the other services listed above, should initiate all questions or requests with the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

- Las Vegas Data Center: (702) 895-4585
- Reno Data Center: (775) 784-4357
- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

Vide conferencing Services are managed by the SCS Director of Client Services, who is responsible for providing service overviews and monitoring service request and incident response reports.

The service support staff facilitates a Scheduling Coordinator User Group.

Fees and Other Requirements

Most videoconference services are centrally funded and are provided to NSHE institutions without charge. Some consultation and non-NSHE connection services may require a fee. Charges to approved non-NSHE and non-profit institutions will be based on a flat rate and will be specified in service level agreements.

Customers must comply with the Videoconference Scheduling and Use Policy, which can be found in the Policy section of the SCS website. The policy outlines important requirements in such areas as hardware compatibility, scheduling responsibilities, and authorized use.

Application Development Services

Service Description

SCS develops, maintains, and supports customized solutions for select NSHE System-wide needs. Such solutions typically address a specific, important statewide higher education community need. Examples of applications developed include:

- Academic Program Information System (APIS)
Access to Board approved programs available across the NSHE
- Common Course Numbering System (CCN)
Access to commonly numbered courses across the NSHE
- NSHE Staff Directory
Public, searchable directory of all NSHE System Administration Staff
- System Administration Budget Repository
Common repository for sharing budget documents among NSHE and state legislature
- Policy Central
Access to changes made to the Board of Regents' Handbook from January 2004 to the present, enabling readers to see the modifications proposed and approved by the Board of Regents.
- Distance Education Course Catalog
Access to information on distance education programs and courses across the NSHE

Depending on service level agreements and individual application requirements, general access to System-wide applications is available 24 hours a day, seven days a week, excluding scheduled and unplanned outages.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

- Las Vegas Data Center: (702) 895-4585
- Reno Data Center: (775) 784-4357
- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The Application Development Services are managed by the SCS Assistant Director of Information and Application Services, who is responsible for overseeing service level agreements, providing service overviews, and monitoring service request and incident response reports.

Fees and Other Requirements

Typically there are no fees associated with true System-wide application development, but every service request requires a service level agreement and pricing is determined according to the service requirements and the statewide demand for the service.

Customers should be prepared to:

- Solicit peers for functional support of the System-wide applications
- Initiate all other contact through the SCS Service Desk
- After contact, respond to any requests for information from SCS staff as quickly as possible
- Participate in testing enhancements, upgrades, and service releases as necessary
- Provide for secure use of the applications
- Inform the SCS Service Desk in advance of events or issues that may impact service use

Application Hosting Services

Service Description

SCS hosts application software for NSHE institutions and the NSHE System Administration. This service provides a reliable, monitored, and secure alternative for institutions that may otherwise need to implement their own computing infrastructure and operations staffing solutions. Some hosted applications are used System-wide and others are used by a particular group or institution.

Examples of hosted applications include: Lotus Notes at WNC, Blackboard CE at GBC and WNC, and other applications like Customer Information System (CIS) and AutoAudit.

In addition to maintaining and monitoring the infrastructure and operating software on UNIX, Linux, and Windows server platforms, standard hosting includes regularly scheduled backups and offsite tape storage as well as server monitoring and a customer alert process.

Hosted applications are available 24 hours a day, seven days a week, excluding scheduled and unplanned outages. Planned outages must be approved by SCS management and typically occur during standard maintenance windows. The customer will be notified of planned outages through direct e-mail communication and standard weekly communication from the SCS Service Desk.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

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- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The Application Hosting Services are managed by the SCS Assistant Director of Information and Application Services, who is responsible for overseeing service level agreements, providing service overviews, and monitoring service request and incident response reports.

Fees and Other Requirements

Fees vary depending on the specific service requirements of each customer. Every application and hosted will require a service level agreement and individual pricing will be determined according to the current pricing schedule and service requirements.

Disaster recovery and business continuity planning are the responsibility of the customer. Please discuss any business continuity requirements with the service manager.

To ensure proper communication, customers must provide SCS with a list of contacts authorized to place service requests. Customers must also provide (and update as necessary) a list of emergency contacts.

Customers must communicate to the service manager all changes or growth planning which could potentially impact space, network bandwidth, cooling or power requirements. Customers should plan to meet with the service manager annually to review service satisfaction and discuss any required changes or improvements.

Website Hosting Services

Service Description

SCS offers website hosting for participating NSHE institutions and the NSHE System Administration.

Examples of websites hosted include The Walker Basin Project website, the System-wide Online Gerontology Certificate Program website, and the Redfield UNR/TMCC collaborative campus website.

In addition to maintaining and monitoring the Linux web server environment, standard hosting includes regularly scheduled backups and offsite tape storage as well as server monitoring and a customer alert process.

Hosted websites are available 24 hours a day, seven days a week, excluding scheduled and unplanned outages. Planned outages must be approved by SCS management and typically occur during standard maintenance windows. The customer will be notified of planned outages through direct e-mail communication and standard weekly communication from the SCS Service Desk.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

- Las Vegas Data Center: (702) 895-4585
- Reno Data Center: (775) 784-4357
- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The Website Hosting Services are managed by the SCS Director of Systems Support Services, who is responsible for overseeing service level agreements, providing service overviews, and monitoring service request and incident response reports.

Fees and Other Requirements

Fees vary depending on the specific service requirements of each customer. Every website hosted will require a service level agreement and individual pricing will be determined according to the current pricing schedule and service requirements.

Disaster recovery and business continuity planning are the responsibility of the customer. Please discuss any business continuity requirements with your service manager.

To ensure proper communication, customers must provide SCS with a list of contacts authorized to place service requests. Customers must also provide (and update as necessary) a list of emergency contacts.

Customers must communicate to the service manager all changes or growth planning which could potentially impact space, network bandwidth, cooling or power requirements. Customers should plan to meet with the service manager annually to review service satisfaction and discuss any required changes or improvements.

Data Center Co-location Services

Service Description

SCS houses customer-owned computing hardware at an SCS data center, providing a reliable, monitored, and secure alternative to institutions housing their own hardware. The Data Center Co-location Services include redundant high-speed Internet connections, security systems and procedures, cooling and environmental controls, fire detection and suppression systems, and an uninterruptible power supply. Physical site security includes key cards, controlled access to restricted areas of the building, and surveillance cameras located throughout the facility.

Three service levels are available, allowing clients to customize the service they receive to meet their specific requirements. Service Tier 1 includes basic SCS facilities: floor space, environmental stability, guaranteed power, and network connectivity. Service Tier 2 includes the basic SCS facilities and adds SCS operations support: server monitoring and alert notifications, on-site extended-hours operations staff, and backup assistance and storage. Service Tier 3 indicates a customized co-location agreement and includes additional or selected services according to the service level agreement prepared.

Data center co-locations are available 24 hours a day, seven days a week, excluding scheduled and unplanned outages. Planned outages must be approved by SCS management and typically occur during standard maintenance windows or low use periods. The customer will be notified of planned outages through direct e-mail communication and standard weekly communication from the SCS Service Desk.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

- Las Vegas Data Center: (702) 895-4585
- Reno Data Center: (775) 784-4357
- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The Data Center Co-location Services are managed by the SCS Director of Data Center and Facility Planning, who is responsible for overseeing service level agreements, providing service overviews, and monitoring service request and incident response reports.

Fees and Other Requirements

Fees vary depending on the service tier and the specific service requirements of each customer. Every co-location will require a service level agreement and individual pricing will be determined according to the current pricing schedule.

Disaster recovery and business continuity planning are the responsibility of the customer. Please discuss any business continuity requirements with the service manager.

To ensure proper communication, customers must provide SCS with a list of contacts authorized to place service requests. Customers must also provide (and update as necessary) a list of emergency contacts.

Customers must communicate to the service manager all changes or growth planning which could potentially impact space, network bandwidth, cooling or power requirements. Customers should plan to meet with the service manager annually to review service satisfaction and discuss any required changes or improvements.

Student E-mail Services

****Per NSHE and NSHE institution decision, student e-mail services are discontinued as of July 1, 2010****

Service Description

SCS offers all NSHE students an e-mail account branded with their primary institution. Students have access to a web-based e-mail service that includes:

- 250 MB of storage per user
- File attachment limit of 10 MB per message
- Open standards based technology platform
- Web browser access for e-mail and self-service functions
- Traditional character interface for low bandwidth connections
- IMAP and POP servers for fat client access
- Anti-virus scanning and anti-spam filtering
- Personal address books, folder creation and management, etc.
- List processing and distribution lists
- Web server space and website hosting

The services are also available to NSHE faculty and staff and ensure that all academic and administrative functions have an official method for distributing electronic materials and communication to their constituents.

Student E-mail Services are available 24 hours a day, seven days a week, excluding scheduled and unplanned outages.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

- Las Vegas Data Center: (702) 895-4585
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- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The Student E-mail Services are managed by the SCS Director of Systems Support Services, who is responsible for overseeing service level agreements, providing service overviews, and monitoring service request and incident response reports.

Fees and Other Requirements

There are no fees associated with the Student E-Mail Services. The services, their required infrastructure, and their administrative support are funded by the state of Nevada.

Customers must adhere to relevant NSHE policy, including the Computing Resources Policy, Appropriate Use Policy, Spam and Virus Policy, and Inappropriate Internet Activity Policy. All presiding computing policies can be found on the System Computing Services website.

Customers must monitor their mail file size and keep storage within quota.

Access to specific NSHE systems and applications require adherence to associated password and security policies. SCS shall never ask for a customer's password in support of this service.

System-wide User Identification Services

Service Description

SCS creates a unique user identification for every NSHE student that authorized personnel at NSHE institutions can use to identify students in campus-based academic and administrative applications.

SCS also offers a System-level means to authenticate users, thus verifying their identity, as they attempt to access campus-based online functions. These identity authentication services are available to authorized campus administrators upon request.

General access to identification services and any established authentication services are available 24 hours a day, seven days a week, excluding scheduled and unplanned outages.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

- Las Vegas Data Center: (702) 895-4585
- Reno Data Center: (775) 784-4357
- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The System-wide User Identification Services are managed by the SCS Director of Systems Support Services, who is responsible for overseeing service level agreements, providing service overviews, and monitoring service request and incident response reports.

Fees and Other Requirements

There are no fees associated with the System-wide User Identification Services.

Requests for authentication service will require development of a service level agreement.

System-wide Software Licensing Services

Service Description

SCS offers NSHE-wide software licensing services, coordinating system-wide software contract payments, negotiating with software vendors for consortium pricing, chairing the monthly NSHE system-wide software committee meetings, and documenting processes for obtaining software and technical support from vendors.

NSHE institutions enjoy significant cost-savings on many common solutions and packages by entering concerted agreements with many vendors and providers including:

- Adobe
- AutoDesk ACES
- Blackboard
- ESRI
- Faronics
- Jolly Giant
- McAfee
- Microsoft Campus Agreement
- Microsoft Select Agreement
- Novell
- Oracle
- SAS
- SPSS
- SUN

NSHE-wide licensing contracts, agreements, and other information are available in the Support section of the SCS website.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

- Las Vegas Data Center: (702) 895-4585
- Reno Data Center: (775) 784-4357
- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The System-wide Software Licensing Services are managed by the SCS Director of Client Services, who is responsible for overseeing service level agreements, providing service overviews, and monitoring service request and incident response reports.

The service support staff facilitates the System-wide Software Committee to identify needs and initiate improvements.

Fees and Other Requirements

Fees vary according to the negotiated software contracts and typically depend on such information as student and/or staff full-time equivalency, number of concurrent users, or number of total users.

Participants must send a representative to the monthly System-wide Software Committee meetings.

Participants must pay SCS licensing invoices according to negotiated amounts within 30 days of receipt.

System Administration Technology Support Services

Service Description

System Computing Services provides extended technology services and support for the Nevada System of Higher Education System Administration, specifically: the Chancellor's offices, the Management Assistance Partnership (MAP), Sponsored Projects (EPSCoR), the University of Nevada Press, the Health Sciences System, and System Computing Services (SCS) itself. These services also extend statewide to System Administration staff and the NSHE Board of Regents during scheduled Board meetings.

System Administration Technology Support Services include workstation configuration, purchase, setup, maintenance, repair, replacement, surplus, and disposal; network, internet, and file access; e-mail and calendaring services; PDA and cellular phone services; videoconference scheduling, and select facility and planning services.

This group of services also includes support for approved hardware and software, including operating systems, printers, scanners, and other peripheral equipment, the Microsoft Office suite, various Adobe products, official anti-virus software, Microsoft Project, Microsoft Visio, assorted web browsers, and more. Currently SCS uses the Novell product for file access, Lotus Notes for e-mail and calendaring, and Blackberry PDAs. SCS offers ad hoc documentation and orientation services and occasional scheduled training for supported software.

General access to all services is available 24 hours a day, seven days a week, excluding scheduled and unplanned outages. Workstation maintenance, repair, and support are available during regular business hours. Auxiliary hours are scheduled and maintained as necessary and as arranged in advance.

Service Requests and Support

Customers should initiate all questions and requests through the SCS Service Desk. Customers can contact the Service Desk by phone during business hours as published on the SCS website or by e-mail. Customers can expect a response to e-mail within eight business hours of any contact, usually much sooner. Emergency support is available year-round, 24 hours a day by phone.

- Las Vegas Data Center: (702) 895-4585
- Reno Data Center: (775) 784-4357
- Toll-Free Number: (800) 815-9462
- E-mail: support@nevada.edu

The System Administration Technology Support Services are managed by the SCS Director of Client Services, who is responsible for overseeing service level agreements, providing service overviews, and monitoring service request and incident response reports.

Fees and Other Requirements

Fees are not assessed for workstation maintenance and repair, network access, and e-mail services. PDA fees are dependent on service level agreements

Customers must adhere to official NSHE policy, including the Computing Resources Policy, Appropriate Use Policy, Spam and Virus Policy, and Inappropriate Internet Activity Policy. All presiding computing policies can be found on the System Computing Services website.

Access to specific NSHE systems and applications require adherence to associated password and security policies. SCS shall never ask for a customer's password in support of these services.