



**NSHE»SCS**

**NEVADA SYSTEM  
OF HIGHER EDUCATION  
SYSTEM COMPUTING SERVICES**

**SERVICES CATALOG**

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## Foreword

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The Nevada System of Higher Education (NSHE) comprises eight institutions, including two 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) is a unit of the NSHE System Administration and 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 300 NSHE campus locations, rural K-12 locations, health clinics, and state agencies.

This catalog categorizes and defines our 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.

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
- Documenting and routing support and service requests

## Services

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# Oracle PeopleSoft Campus Solutions Application

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## **Service Description**

System Computing Services provides the Oracle PeopleSoft Campus Solutions Application Service for the Shared Instance institutions, which are:

- College of Southern Nevada (CSN)
- Great Basin College (GBC)
- Nevada State College (NSC)
- Truckee Meadows Community College (TMCC)
- Western Nevada College (WNC)

The Oracle PeopleSoft Campus Solutions Application Service provides a broad collection of academic and administrative functionality, including:

- Academic Advising
- Admissions and Recruitment
- Campus Community
- Financial Aid
- Student Financials
- Student Records
- Enterprise Portal Interaction Hub
- Shared Instance Institution Portals
- Oracle Business Intelligence Enterprise Edition (OBIEE)

## **Service Availability Commitment**

Oracle PeopleSoft Campus Solutions Application Services are available 24 hours a day, 7 days a week, 365 days a year, excluding scheduled and unplanned outages. SCS schedules downtime during established windows as necessary to implement service improvements and periodic maintenance. SCS notifies users of planned outages at least two weeks in advance, unless mutually agreed upon by SCS and the instance.

## **Service Requests and Support**

The first contact for support of the Oracle PeopleSoft Campus Solutions Application is the campus help desk or their subject matter experts. Authorized callers and the institution help desk personnel may contact the SCS Service Desk for additional support.

The Oracle PeopleSoft Campus Solutions Application is managed by the SCS Director of Information and Application Services, who is responsible for providing service overviews and monitoring service request and incident response reports. The iNtegrate Shared Instance Alliance (iSIA) and its Advisory Support Groups identify needs and improvements to the service.

## **Fees and Other Requirements**

Each institution within the Shared Instance funds a portion of the cost of the service, as governed by the iSIA Cooperative Agreement. SCS and institution responsibilities are defined by a Service Level Agreement.

# Oracle PeopleSoft Campus Solutions Infrastructure

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## **Service Description**

The Nevada System of Higher Education (NSHE) System Computing Services (SCS) provides network and server infrastructure and data center services to host implementations of Oracle's PeopleSoft Campus Solutions and related software for the Shared Instance, the UNR Instance and the UNLV Instance. The service includes:

- Server and storage infrastructure to host software modules including, but not limited to, Oracle's PeopleSoft Campus Solutions, Campus Solutions Portal, PeopleTools, Oracle Business Intelligence Enterprise Edition (OBIEE), Oracle Data Base, Oracle Data Guard for disaster recovery database replication, Oracle Enterprise Manager (Grid Control), User Productivity Kit, and NSHE ID
- Network infrastructure to support balanced user connectivity to and from web and server infrastructure, and redundant connectivity between servers and storage devices, as well as the SCS Data Centers
- Data Center services including cooling and environmental controls, fire detection and suppression systems, uninterruptible power supply (UPS), backup generator, and physical site security
- A shared load testing environment for use with each instance's test environment
- Periodic backup to tape of non-database files and local off-site vaulting of backup tapes
- Periodic copy to tape of RMAN Oracle Recovery Manager (RMAN) backup images produced by UNLV and local off-site vaulting of the tapes
- Infrastructure for disaster recovery of Campus Solutions in the alternate SCS Data Center

The Service does not include:

- Application and database implementation, programming, updates, and troubleshooting
- Non-iNtegrate related diagnosis of server, storage, and network incidents
- Backup and recovery of Oracle databases through use of RMAN
- Recovery of applications processing, databases, and data due to disaster
- Access to restricted Data Center areas or physical infrastructure by institution personnel

## **Service Availability Commitment**

The Oracle PeopleSoft Campus Solutions Infrastructure is available 24 hours a day, 7 days a week, 365 days a year, excluding scheduled and unplanned outages. SCS schedules downtime during established windows as necessary to implement service improvements and periodic maintenance. SCS notifies users of planned outages at least two weeks in advance, unless mutually agreed upon by SCS and the instance.

## **Service Requests and Support**

The first contact for support of the Oracle PeopleSoft Campus Solutions Infrastructure is the campus help desk or their subject matter experts. Authorized callers and the institution help desk personnel may contact the SCS Service desk for additional support.

Oracle PeopleSoft Campus Solutions Infrastructure Services are managed by the SCS Director of System Support Services, who is responsible for providing service overviews and monitoring service request and incident response reports. The iNtegrate Infrastructure Coordination Group (iICG) identify needs and improvements to the service.

## **Fees and Other Requirements**

Each institution funds a portion of the cost of software and hardware maintenance and infrastructure, as governed by the iNtegrate Steering Committee and NSHE Business Officers. SCS and institution responsibilities are defined by a Service Level Agreement.

# Financial Accounting System

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## **Service Description**

SCS provides the NSHE community with the Financial Accounting System 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 NSHE System Computing Services. The Financial Accounting System includes a graphical user interface, extensive reporting options, and query capabilities.

The Financial Accounting System is 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 service 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

## **Service Availability Commitment**

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. Scheduled downtime during established windows is scheduled 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 questions and requests through the SCS Service Desk by emailing support@nshe.nevada.edu or calling (702) 720-3300 or (775) 784-4357.

The Financial Accounting System is 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. SCS 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**

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## **Service Description**

The Human Resources Management System provides 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 PeopleStrategy, Inc., formerly Integral Systems Inc., and is enhanced by NSHE System Computing Services. 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

## **Service Availability Commitment**

Access to the Human Resources Management System is available 24 hours a day, 7 days a week, with inquiry only access Tuesday through Saturday from 1:00 a.m. to 5:00 a.m. Scheduled downtime during established windows is made 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 questions and requests through the SCS Service Desk by emailing support@nshe.nevada.edu or calling (702) 720-3300 or (775) 784-4357.

The Human Resources Management System is 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. SCS 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

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## **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.

## **Service Availability Commitment**

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 questions and requests through the SCS Service Desk by emailing support@nshe.nevada.edu or calling (702) 720-3300 or (775) 784-4357.

Data Warehousing is 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**

There are no usage fees associated with the Data Warehousing 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.

New data warehousing services require a service level agreement and individual pricing is determined according to the current pricing schedule and service requirements. Budgeting 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

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## **Service Description**

In providing to the NSHE a regionally accessible data transport network with standard data rates up to 10 Gbps, SCS offers network interconnection 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 interconnection design support and equipment specification
- Project management support for equipment installation and testing
- IP addressing/domain name service
- Ongoing statewide network monitoring
- Troubleshooting and diagnostic support to the point of demarcation
- Redundant service configurations for improved service reliability
- Prioritization of data packets for critical applications

## **Service Availability Commitment**

The statewide network itself is available to authorized users 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 questions and requests through the SCS Service Desk by emailing [support@nshe.nevada.edu](mailto:support@nshe.nevada.edu) or calling (702) 720-3300 or (775) 784-4357.

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. The network service support staff facilitates the NSHE-wide Connectivity group to help identify needs and initiate improvements.

## **Fees and Other Requirements**

All entities approved for access to the statewide network will be required to adhere to all SCS data, security, and Network Services operating policies and procedures and 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 such as equipment upgrades or replacements may be required depending on options selected by the customer. In this case, charges will be identified 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 policies; 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

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## **Service Description**

System Computing Services provides access to both the commodity Internet (I1) and the high-speed research network known as Interet2 to authorized entities over its regional WAN network. Standard Internet service includes connection to the commodity Internet through a backbone network that is redundant and geographically diverse at throughput levels of up to 10 Gbps.

## **Service Availability Commitment**

Internet connectivity is available to authorized entities 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 questions and requests through the SCS Service Desk by emailing [support@nshe.nevada.edu](mailto:support@nshe.nevada.edu) or calling (702) 720-3300 or (775) 784-4357.

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**

Service fees for I2 and qualifying research entities are funded centrally by NSHE and, as a result, there are no additional fees for ongoing Internet service. Required I2 membership fees are paid for individually by the research entities authorized to access I2 service. All entities approved for new or expanded access to the NSHE WAN and Intranet will be required to provide initial incremental funding.

Customers must communicate to the service manager all changes or growth planning which could potentially impact network 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 policies; 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

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## **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. The videoconferencing service includes:

- Statewide delivery of videoconferencing to and from 330+ NSHE and approved non-NSHE sites
- Worldwide delivery of video transmissions to and from authorized dial-in sites
- Technical support of the statewide video network and SA videoconference room audiovisual systems
- Automated conference connection and 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
- Limited recording of scheduled video administrative sessions to NSHE entities or authorized affiliates
- New site evaluation, equipment specification, and installation consultation
- ISDN and IP communication options

## **Service Availability Commitment**

Video conferences are typically conducted weekdays between 7:00 a.m. and 7:30 p.m. In special cases, video conference sessions at times other than regular hours can be arranged subject to resource availability. Video support technicians are available Monday through Friday 7:30am to 7:30pm. Training, consultations, and other services are scheduled as needed. For a more in-depth description of the SCS video service offering, please refer to the SCS Video Scheduling and Use Policy.

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 generally notifies users of planned outages at least two weeks in advance through direct e-mail communication and the standard weekly communication from the SCS Service Desk.

## **Service Requests and Support**

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

NSHE customers with other requests—including new service consultations, dial-in site requests, scheduling system training—should initiate questions and requests through the SCS Service Desk by emailing support@nshe.nevada.edu or calling (702) 720-3300 or (775) 784-4357.

Videoconferencing services are managed by the SCS Director of Network Services and the Audiovisual Operations Manager, who are responsible for providing service overviews and monitoring service request and incident response reports. SCS facilitates a Scheduling Coordinator User Group.

## **Fees and Other Requirements**

Most videoconferencing 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 Video Conference 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.

# Hosting

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## **Service Description**

SCS hosts application software and websites for participating NSHE institutions and 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: Customer Information System (CIS), Consensus HR Search, iLeave, and Pentana auditing software.

Examples of websites hosted include the Clinical Simulation Center of Las Vegas, EdReady Nevada, Go to College Nevada, the System-wide Online Gerontology Certificate Program, the iNtegrate Project, the GBC website, and various websites for WNC.

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.

## **Service Availability Commitment**

Hosted applications and 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 questions and requests through the SCS Service Desk by emailing [support@nshe.nevada.edu](mailto:support@nshe.nevada.edu) or calling (702) 720-3300 or (775) 784-4357.

Hosting services are managed by the SCS Assistant Director of Systems Support Services (infrastructure and websites) and the Assistant Director of Information and Application Services (applications). They are mutually 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 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 and should be discussed 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.

# Data Center Co-location

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## **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, a backup generator, 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. For each co-location partner, a customized Service Level Agreement (SLA) is created that contains services selected to meet their requirements.

## **Service Availability Commitment**

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 questions and requests through the SCS Service Desk by emailing [support@nshe.nevada.edu](mailto:support@nshe.nevada.edu) or calling (702) 720-3300 or (775) 784-4357.

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 and should be discussed 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.

# NSHE-wide Software Licensing

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## **Service Description**

SCS negotiates multi-institution and NSHE-wide software contracts, maintains and manages vendor relationships, coordinates software contract payments, advocates on behalf of NSHE institutions, facilitates the NSHE Software Licensing Council, and documents processes for obtaining software and technical support.

NSHE institutions enjoy significant cost-savings on many software solutions and services agreements by entering into centrally negotiated and managed volume licensing agreements with major publishers and service providers including:

- Adobe
- CollegeNet
- Dell-KACE
- ESRI
- Faronics
- Hyland
- HEUG
- Instructure
- Microsoft
- Oracle
- SAS
- SPSS

## **Service Requests and Support**

Members of the NSHE Community should contact their respective institution's information technology department for software contracts utilized by their institution.

NSHE-wide Software Licensing is directed by the SCS Budget and Contract Director who is responsible for overseeing contract initiation, renewals, and service levels. The SCS Budget and Contract Director chairs the NSHE Software Licensing Council, which identifies needs and coordinates licensing.

## **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. NSHE institutions and purchasing offices participate in the NSHE Software Licensing Council. Participants must pay SCS licensing invoices according to negotiated amounts within 10 days of receipt.

# **System Administration Technology Support**

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## **Service Description**

System Computing Services provides extended business technology services and support for the Nevada System of Higher Education System Administration, specifically: the Chancellor's offices, Sponsored Projects (EPSCoR), and System Computing Services (SCS) itself. These services also extend to the NSHE Board of Regents during scheduled Board meetings and for official board business.

System Administration Technology Support includes workstation, purchase, setup, configuration, maintenance, repair, replacement, surplus, and disposal; network, internet, and file access; e-mail and calendaring services; approved business productivity software use, and essential mobile device and smart phone use. This group of services also includes support for approved hardware, operating systems, printers, scanners, and other peripheral equipment, VoIP phones and interfaces, and other technologies associated with NSHE System Administration business needs. SCS offers ad hoc documentation and orientation services and occasional training for supported software.

## **Service Availability Commitment**

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 questions and requests through the SCS Service Desk by emailing support@nshe.nevada.edu or calling (702) 720-3300 or (775) 784-4357.

System Administration Technology Support is 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 are not assessed for technology support services.

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.