NEVADA SYSTEM OF HIGHER EDUCATION
SYSTEM COMPUTING SERVICES

SERVICES CATALOG

NOVEMBER 2012
Central IT facilitates collaborative technology partnerships throughout NSHE and select agencies of the state of Nevada, with an adaptable, reliable, robust and current infrastructure and core application, network and technical services to enable users to excel in their core academic, research, outreach and administrative missions.
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Oracle PeopleSoft Campus Solutions Application Service

Service Description

The Nevada System of Higher Education (NSHE) System Computing Services (SCS) provides the Oracle PeopleSoft Campus Solutions Application Service for the Shared Instance institutions. The Shared Instance institutions are College of Southern Nevada (CSN), Great Basin College (GBC), Nevada State College (NSC), Truckee Meadows Community College (TMCC) and 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
- Enterprise Performance Management (EPM)
- 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 Services will be the campus help desk and their subject matter experts. Authorized callers and the institution Help Desk personnel may contact the SCS Service desk for additional support.

Customers should initiate questions and requests through the SCS Service Desk.

- Self-service request forms: Available on [http://www.scs.nevada.edu](http://www.scs.nevada.edu)
- E-mail: support@nshe.nevada.edu
- Telephone: (702) 895-4585, (775) 784-4357, (800)815-9462

Self-service form submissions generate a ticket automatically and customers can expect an automated response with a ticket number within seconds. E-mail is monitored during published service hours and customers can expect a response within eight business hours. The phone numbers above are staffed during published service hours. Emergency support is available at the phone numbers above year-round, 24-hours a day, by answering service or off-hours support staff.
Oracle PeopleSoft Campus Solutions Application Services are 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 Service

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 Oracle PeopleSoft Campus Solutions Infrastructure Service includes the following:

- Server and storage infrastructure to host software modules including, but not limited to, Oracle’s PeopleSoft Campus Solutions, PeopleTools, Campus Solutions Portal, Enterprise Performance Management (EPM), Ascential Data Stage, 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 the web and the 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 and EPM 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

Oracle PeopleSoft Campus Solutions Infrastructure 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 Infrastructure Services will be the campus help desk and their subject matter experts. Authorized callers and the institution Help Desk personnel may contact the SCS Service desk for additional support.

Customers should initiate questions and requests through the SCS Service Desk.

- Self-service request forms: available on http://www.scs.nevada.edu
- E-mail: support@nshe.nevada.edu
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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 the hardware and software maintenance and new infrastructure costs, as governed by the iNtegrate Steering Committee and the NSHE Business Officers.

SCS and instance responsibilities are defined by a Service Level Agreement.
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

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.

- Self-service request forms: available on http://www.scs.nevada.edu
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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 PeopleStrategy, Inc., formerly 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

**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.

- Self-service request forms: available on [http://www.scs.nevada.edu](http://www.scs.nevada.edu)
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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.

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.

- Self-service request forms: available on http://www.scs.nevada.edu
- E-mail: support@nshe.nevada.edu
- Telephone: (702) 895-4585, (775) 784-4357, (800)815-9462

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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 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.

- Self-service request forms: available on [http://www.scs.nevada.edu](http://www.scs.nevada.edu)
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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.

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 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 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 Internet2 and the National Lambda Rail (NLR) 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.

- Self-service request forms: available on [http://www.scs.nevada.edu](http://www.scs.nevada.edu)
- E-mail: support@nshe.nevada.edu
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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

Service fees for I2/NLR and qualifying research entities are funded centrally by NSHE and, as a result, there are no additional fees for ongoing Internet service. However, required I2/NLR membership fees are paid for individually by the research entities authorized to access I2/NLR service. All entities approved for new or expanded access to the NSHE WAN and Intranet will be required to provide initial incremental funding at the rates being charged by the system Internet service providers to offset their incremental Internet traffic increase until such time as 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.
**Videoconferencing 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 range of videoconferencing services include:

- Statewide delivery of video transmissions to and from 300+ 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 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

**Service Availability Commitment**

Videoconferences can be scheduled 24 hours a day, 365 days a year. As a rule, video conferences are conducted between 7:00 a.m. and 10:00 p.m., but exceptions are possible. Video support technicians are available Monday through Friday 6:30am 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 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.

- Self-service request forms: available on [http://www.scs.nevada.edu](http://www.scs.nevada.edu)
- E-mail: support@nshe.nevada.edu
- Telephone: (702) 895-4585, (775) 784-4357, (800) 815-9462

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during published service hours. Emergency support is available at the phone numbers above year-round, 24-hours a day, by answering service or off-hours support staff.

Videoconferencing Services are managed by the SCS Director of Network 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.
Hosting Services

Service Description

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

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

- Self-service request forms: available on http://www.scs.nevada.edu
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- Telephone: (702) 895-4585, (775) 784-4357, (800) 815-9462

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Hosting Services are managed by the SCS Manager 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 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. 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.
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, 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.

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.

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.

- Self-service request forms: available on [http://www.scs.nevada.edu](http://www.scs.nevada.edu)
- E-mail: support@nshe.nevada.edu
- Telephone: (702) 895-4585, (775) 784-4357, (800) 815-9462

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The Data Center Co-location Services are managed by the SCS Director of Data Center Operations, 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.
# System-wide Software Licensing Services

## 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 from vendors.

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
- AutoDesk ACES
- CedarCrestone Inc.
- CollegeNet
- Dell-KACE
- ESRI
- Faronics
- Hyland
- Instructure
- Jolly Giant
- McAfee
- Microsoft
- Oracle
- SAS
- SPSS
- TouchNET

## Service Requests and Support

Customers should initiate questions and requests through the SCS Service Desk.

- Self-service request forms: available on [http://www.scs.nevada.edu](http://www.scs.nevada.edu)
- E-mail: support@nshe.nevada.edu
- Telephone: (702) 895-4585, (775) 784-4357, (800) 815-9462

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

The System Licensing & Contracting Officer chairs the System-wide Software Committee to identify licensing needs and coordinate multi-institution involvement in the NSHE software licensing process.
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. All 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 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, Nevada Industry Excellence (NIE), Sponsored Projects (EPSCoR), the University of Nevada Press, the Health Sciences System, 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 Services include workstation configuration, purchase, setup, maintenance, repair, replacement, surplus, and disposal; network, internet, and file access; e-mail and calendaring services; and essential mobile device and smart phone use.

Also included is support and maintenance of the public, searchable directory of all NSHE System Administration Staff (NSHE Staff Directory) and the Policy Central application that provides 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.

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 Active Directory product for file access. SCS offers ad hoc documentation and orientation services and occasional scheduled 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.

- Self-service request forms: available on http://www.scs.nevada.edu
- E-mail: support@nshe.nevada.edu
- Telephone: (702) 895-4585, (775) 784-4357, (800) 815-9462

Self-service form submissions generate a ticket automatically and customers can expect an automated response with a ticket number within seconds. E-mail is monitored during published service hours and customers can expect a response within eight business hours. The phone numbers above are staffed during published service hours. Emergency support is available at the phone numbers above year-round, 24-hours a day, by answering service or off-hours support staff.

The System Administration Technology Support Services are managed by the SCS Manager 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 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.