Overview

Usher – General services are general services available to anyone without a need to authenticate. These services currently include:

- Directory Information Searching
- UTexas RSS feed for events of the current week

Review Process

This document defines the practices that the College of Communication will use for Usher – General services. The details of this document may be reviewed and amended as required, or at least annually, to accurately reflect business and service needs.

Time Conventions

Unless otherwise indicated, business hours are from 7 a.m. to 4 p.m., Monday through Friday, excluding holidays and reduced schedule days.

Scope

The following user communities at the university are the intended recipients for Usher -- General services:

- Current College of Communication students
- College of Communication Faculty
- College of Communication Staff.
- Visitors to the College of Communication

Service Criticality

This service has been identified as Important, based on the ITS Critical Services Assessment Criteria. Please refer to the Critical Services Assessment Criteria for more information on the assessment methodology. Usher – General services do meet FERPA requirements.

Service Description

Usher – General services are made available to all users to find rooms, faculty or staff information, and current on campus events.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directory Search</td>
<td>Allows users to find contact information for College of Communication faculty and staff.</td>
</tr>
<tr>
<td>Events</td>
<td>Consumes the official UTexas RSS feed for weekly events(<a href="http://www.utexas.edu/know/events/rss/thisweek.xml?cal=global">http://www.utexas.edu/know/events/rss/thisweek.xml?cal=global</a>)</td>
</tr>
</tbody>
</table>

Supported Computing Environment

Usher -- General services will be enhanced/extended on a regular basis following these criteria:

- A critical issue is discovered and needs to be addressed.
- A need for additional features is requested and approved.
- Update maps as needed.

Technical Support

Tier 1 support
Tier 1 support is provided by College of Communication Helpdesk.

Service Availability

This section provides information about the normal schedule of times when the service is available, the times specified for scheduled maintenance, and defines expectations for reporting service problems and changes.

Normal Service Availability

Usher – General services are designed to be available for customer use 24-hours-per-day, seven days-per-week, 365 days-per-year (24/7/365) excluding scheduled maintenance times. Routine requests are typically addressed within three business days.

Scheduled Maintenance

Non-Critical Usher --General Services updates may occur weekly on Thursdays between 7:30 AM and 8:00 AM. The service may be interrupted briefly during this time frame.

Server related maintenance will be scheduled and announced seven days prior to the scheduled maintenance window. Services may not be available during the scheduled maintenance periods.

Problem Reporting and Change Notification

College of Communication Helpdesk will notify customers using the Usher listserve of service availability and service delivery issues for Usher --General Services. To the maximum extent possible, installation of service, application, and security updates will be performed during scheduled maintenance.

Key Service Indicators

List of Metrics/Measures

The following provides a description of the key service level objectives defined by this SLA.

<table>
<thead>
<tr>
<th>Measurement Definition</th>
<th>Performance Target</th>
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</thead>
<tbody>
<tr>
<td>Overall Availability [1]</td>
<td>The percent of time that the service is available. 99%</td>
</tr>
<tr>
<td>Customer Satisfaction Percent</td>
<td>The percent of positive response to customer satisfaction questions in the annual ITS survey. 90%</td>
</tr>
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</table>

Notes:?

1. The Overall availability is calculated as the hours that the service is available in the reporting period divided by the total hours in the reporting period. This percentage reflects scheduled and unscheduled downtime.

Dependencies

Usher – General services is dependent on the uTexas Enterprise Directory (TED), Office of Public Affairs RSS feeds, as well as the campus network and related systems. The availability of those services will have a direct impact on the availability of Usher – General services.

Service Report Card

ITS will publish performance for this service in the public ITS Services Report Card.

Other Party Responsibilities

In addition to the services provided by the College of Communication, subscribers (users) of the service and identified owners/administrators agree to certain important responsibilities. All parties agree to be aware of and adhere to the university’s Acceptable Use Policy. ITS retains the right to remove content that violates acceptable use.

User/Subscriber Responsibilities

Subscriber agrees to:

Provide critical information to the College of Communication Helpdesk in a timely manner when requested for purposes of resolving subscriber issues.

Data Persistence
No data is collected or stored for Usher General Services.

Cost of Service
Usher – General services are provided at no cost to students, faculty, and staff.