Overview

The Usher – Reservation service is available for use by faculty, staff and students to reserve equipment online from the various collections of items offered by the College of Communication. The service uses a custom built application that interacts with a database back end.

Review Process

This document defines the practices that the College of Communication will use for the Usher – Reservation service. 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 the Usher – Reservation Service:

- Authorized Current College of Communication students
- College of Communication Faculty
- College of Communication Staff.

Service Criticality

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

Service Description

The Usher – Reservation service is made available to faculty, staff, and students to reserve items online and administer the check out and check in of these items. The login process is encrypted and uses EIDs for authentication.

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reservations</td>
<td>Users will be able to request items online with a designated pick up and return date and time. They can cancel items/entire orders if needed.</td>
</tr>
<tr>
<td>Reservation History</td>
<td>Users will be able to view their entire history of reservations at any time.</td>
</tr>
<tr>
<td>Reservation Processing</td>
<td>Reservation staff will be able to view upcoming reservations and prepare those items for pickup. They can view what items will be returned on a given date. Add/replace/remove items from an existing order if needed, and create on the fly orders as needed.</td>
</tr>
<tr>
<td>Item Management</td>
<td>Ability to add/update items, retire items from service, and mark items as unavailable due to needed repair or maintenance.</td>
</tr>
<tr>
<td>History Reports</td>
<td>History reports for each item and patron will be available to aid in tracking inventory, usage, and item maintenance.</td>
</tr>
<tr>
<td>Statistics and Reports</td>
<td>Custom reports will be made available to selected administrative level staff.</td>
</tr>
</tbody>
</table>

Supported Computing Environment

The Usher – Reservation service 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.
Technical Support

Tier 1 support
Tier 1 support for end-user problems is provided by the originated collection owners during business hours. Tier 1 support for end-user reservation staff problems is provided by College of Communication Helpdesk.

Tier 2 support
Originating collection staff may escalate end-user issues to Tier 2 support. Tier 2 support is provided by the College of Communication Helpdesk. Tier 2 support is available during normal business hours. End users always start with Tier 1, which is basic support. Tier 2 is the second support level and is reserved for more complex issues.

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
The Usher – Reservation service is 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 – Reservation application 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 listserv of service availability and service delivery issues for the Usher – Reservation service. 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>
</tbody>
</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
The Usher – Reservation service is dependent on the uTexas Enterprise Directory (TED), ITS MsSQL Service as well as the campus network and related systems. The availability of those services will have a direct impact on the availability of the Usher – Reservation service.
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:

- Not post or store any Category-I data in the Usher – Reservation service.
- Provide critical information to the College of Communication Helpdesk in a timely manner when requested for purposes of resolving subscriber issues.

Data Persistence

Reservation records will remain on file for 4 years after the users departure from the university.

Cost of Service

The Usher – Reservation service is provided at no cost to students, faculty, and staff.