Administrative Services Operational Guidelines

Information Technology

Introduction
Mission Statement: To research, apply, and manager information technology to foster productive working and learning environments. We provide this support for the benefits of the people of NIC. We endeavor to do this in a spirit of cooperation, teamwork and our personal commitment to excellence.

The Information Technology department is organized into the following functional areas:

- **Administrative Computing**
  Provides administrative user computer support, office software and hardware recommendation and pricing and end-user training.

- **Analysis and Programming**
  Provides software development, enhancement, maintenance, integration, support, and systems administration services that underpin NIC’s administrative, operational, and informational systems needs across all computing platforms.

- **Instructional Technology Services**
  Provides faculty with computing analysis and support, software/ hardware analysis and pricing, instructional lab analysis and support and classroom technology support and design including IVC classrooms.

- **Networking and Systems**
  Provides the technical management of the college’s network infrastructure and voice communications system.

- **NIC Help Desk**
  Provides computer and technical support facilitation for the campus, first point of contact for all technical support issues, setup, and maintenance of campus hardware and software including site visits.
Location and Daily Operating Schedule – Information Technology

Siebert Building

- Administrative Computing
- Analysis & Programming
- Networking & Systems

**Hours:** Monday – Thursday, 7:30 a.m. to 4:30 pm and Friday, 7:30 am to 2:30 pm. However, due to the nature of the work, Information Technology personnel schedules often vary.

**Contact:** Sr. Administrative Assistant at 208-769-3230

- NIC Help Desk
  **Location:** Siebert Building, Room 107 (near the West side-door entrance)
  **Hours:** Monday – Friday, 7:30 am to 7:00 pm and Saturday, 9:00 am to 3:00 pm
  **Contact:** 208-769-3280 Fax: 208-769-3288

Molstead Library

- Computer Labs & Instructional Technology Services
  **Location:** Molstead Library, second floor

  **Computer Lab Hours:**
  **Academic Year**
  Monday – Thursday  7:00 am to 10:00 pm
  Friday                7:00 am to 5:00 pm
  Saturday             9:00 am to 4:00 pm
  Sunday               12:00 pm to 7:00 pm

  **Summer Session**
  Monday – Thursday  8:00 am to 5:00 pm
  Friday              8:00 am to 3:00 pm

  **Contact:** Lab Desk 208-769-3251 or 208-769-3380

  **Instructional Technology Services**
  **Hours:** Monday – Thursday, 7:30 am to 4:30 pm and Friday, 7:30 am to 2:30 pm.
Administrative Desktop Computing Support – Information Technology

The User Services Coordinator and technical staff provide the following desktop computing support to the administrative campus offices and NIC. (For faculty, please refer to “Instructional Computing Support.”)

The User Services Coordinator is also the liaison for consulting the administrative departments on their computer software/hardware needs. We also evaluate, analyze and test software/hardware before we provide recommendations.

Professional Development and the User Services Coordinator assess user needs and provide software training sessions (customized or campus wide) to assist the campus in using standard applications to their full potential.

We also provide technical assistance for troubleshooting hardware/software problems and work closely with the Help Desk by utilizing the Action Request Call Tracking database system. This provides the end user with a standard process of logging requests and calls are routed and tracked within Information Technology to enable us to provide better service to our clients.

Microsoft Office is the college standard for administrative and office PC applications. This software is site-licensed for the campus and pre-installed on new computers. The suite includes Word for word processing, Excel for spreadsheet activity, PowerPoint for multimedia presentation, Access for desktop database function and Publisher for written media creation. The groupware standard is Microsoft Office which is also site-licensed. Its features include local and internet email, personal filing and calendaring.

Training on the various supported software applications is available through Information Technology and the Professional Development Office. For class information and schedules, please contact Professional Development at 208-769-3400. If you have suggestions or specific training needs, please contact the User Services Coordinator at 208-769-3432.
Analysis and Programming Support – Information Technology

The Analysis and Programming team provides development, enhancement, maintenance, integration, support and systems administration services that underpin NIC’s administrative, operational, and informational systems needs across all computing platforms. Analysis and Programming staff supports a wide variety of software systems in the following areas:

- Systems analysis and design
- Systems implementation and integration
- Systems and database administration
- Project management
- Data modeling and reporting analytics
- Application systems development
- Application systems user support and troubleshooting
- Application systems vendor selection
- Support liaison between system vendors and NIC users
- End-user training (staff development)

If you are experiencing problems with the following supported systems, please contact the NIC Help Desk at 208-769-3280. Your call will be documented and routed to the appropriate staff member for resolution.

- Datatel Colleague (Enterprise Resource Planning system)
- Colleague Financials:
  - Accounts Payable, Fixed Assets, General Ledger, Purchasing
- Human Resources:
  - Payroll, Personnel
- Student Information System:
  - Academic Records, Accounts Receivables/Cash Receipts, Admissions, Communications Management, Curriculum, Degree Audit, Faculty Information, Financial Aid, Registration, Residence Life
- MyNIC Datatel Portal – WebAdvisor self-services, SharePoint Team Sites
- ImageNow Document Imaging – Perceptive Software
- NIC DataMarts – Microsoft SQL Server, Datatel DataOrchestrator ETL
- R25 Room Scheduling – CollegeNET
- FA~Link Bookstore Interface – Trimdata
- Web applications (custom in-house):
  - Online Admissions Application
  - Career Center Job Board
Computer Lab Support – Instructional Technology Services

North Idaho College is equipped with five open computer lab bays, which are available to currently enrolled students for drop-in use and classes. The labs are located on the second floor of the Molstead Library.

Computer Lab Hours (except on college-observed holidays)

Fall/Spring Semesters

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<tr>
<td>Monday – Thursday</td>
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The computer lab facilities have been established for the educational benefit of NIC students. Priority for use of equipment in the lab is administered on a space-available basis for educational purposes.

Computer lab consultants are available for assistance regarding the equipment and software. There are at least two consultants on duty during regular hours of operation.

Computer Lab Supervisor: 208-769-3380
Lab Consultants Desk: 208-769-3251
Lab Check-in Desk: 208-769-7709
Help Desk Support – Information Technology

Mission statement: To facilitate information technology support for the NIC community through the synthesis of technical and human resources in order to encourage a dynamic educational environment.

The main function of the NIC Help Desk is to provide technical computing support of all employees. They will attempt to solve the problem over the phone or route the call to the appropriate personnel for resolution. The Help Desk staff can assist with the following:

- Available services and support
- New Accounts
- Standardized software and training
- Hardware service and repair
- Telephone and voice mail system

Employee Network Accounts  
New accounts or changes to existing accounts are initiated by downloading the user form. After completing the form, please send it to your primary support provider. For assistance, contact the Help Desk at 208-769-3280.

Help Desk hours (except on college-observed holidays)

- **Fall/Spring Semesters**
  - Monday – Friday: 7:30 am to 7:00 pm
  - Saturday: 9:00 am to 3:00 pm

- **Summer session**
  - Monday – Friday: 8:00 am to 7:00 pm

Location: Siebert Building, Room 107  
Contact: 208-769-3280; Fax: 208-769-3288; Email: helpdesk@nic.edu
Instructional Desktop Computing Support – Instructional Technology Services

The Instructional Technology staff provides the college’s faculty with computing support, software and hardware recommendations, and assists with development of Web content for classes/labs.

**Purchasing** – For assistance with instructional computer or peripheral acquisitions, upgrades, and maintenance parts, please contact the Instruction Computing Coordinator at 208-769-3358.

**Standards** – Computer purchasing standards exist to protect the considerable investment the college has in the equipment, software and most importantly, the knowledge base of the employees to successfully operate information technology equipment.

**Service Level Agreement** – In order to upgrade an existing computing lab or to initiate a remote lab, an agreement form needs to be completed by the requesting department. This will assist with proper project planning and alleviate any misunderstandings. Please contact the Instructional Computing Coordinator at 208-769-3358.

**Integration** – Instructional Computing would be pleased to assist instructors in the application of computer hardware and software into specific programs and curriculums. Contact Instructional Computing at 208-769-3358 for specific requests.

**Central Labs** – NIC Computer Labs are located on the second floor of the Molstead Library. There are five open bays available to currently enrolled students for drop-in use and classes. For information, please contact 208-769-3251.

**Audio/visual support services** - Technical Support, repair and part replacement can be obtained from the Help Desk. To request other A/V services (e.g. equipment checkout, room/equipment setup) please contact your division or Instructional Technology Services at 208-769-3478.
Networking and System Support – Information Technology

The Networking and Systems staff is responsible for the technical management of the college’s network infrastructure and voice communications system.

Network Connectivity – The college utilizes a variety of network devices to provide connectivity within the college as well as access to the Internet, and in those cases where Internet access is required back to the college.

Cable Plant – There is fiber optic cabling between the buildings and UTP cable (primarily Cat5) to offices, labs, conference rooms and classrooms throughout the campus. There are also connections to remote campuses.

Servers – Several servers covering multiple Network Operating Systems provide services to users.

If you are experiencing network problems or have networking/system needs, please initially contact the NIC Help Desk at 208-769-3280. Your call will be documented and forwarded to the appropriate staff person for resolution.
Electronic Mail Policy – Information Technology

North Idaho College provides computing resources that enable electronic mail communication by students, faculty and staff. The use of electronic mail is expected and encouraged to facilitate the exchange of useful information in support of the college mission. Members of the college community are expected to use the privilege of electronic communications in a responsible and ethical manner.

Specific provisions about the use of electronic mail can be found in the North Idaho College Policy Manual No. 3.08.02. The provisions cover ownership of the electronic mail system, allowable and non-allowable uses, message monitoring and message retention.

Rules of Computer Use – Information Technology

North Idaho College strives to provide all computer users on the NIC campus and outreach centers with privacy and a fair share of technical resources. All computer users have the responsibility to use the NIC computer resources in an efficient, effective, ethical and lawful manner consistent with the rules and regulations of the College and local, State, and Federal statutes. North Idaho College does not necessarily endorse the viewpoints or vouch for the accuracy or authenticity of electronic information.

NIC has an obligation to respect and protect the privacy of a user’s files, electronic mail, and printer listings to the best of its ability. Thus the College seeks to protect computer-based information, recognized as a primary administrative, educational and research asset, from accidental or intentional unauthorized modification, misuse, destruction, disruption, or disclosure. In order to make every reasonable effort to protect the integrity of its computing systems, the College will exercise its responsibility to monitor its computing resources.

Thus, computer users on campus and outreach centers will be governed by provisions set forth in the Board of Trustees Policy No. 3.08.01.

Accounts – Information Technology

To initially request a network account or to make changes to an existing account, please contact the NIC Help Desk at 208-769-3280. They will enter the request into a database and then assign it to either the administrative or faculty support provider. An “Account Setup Request” form will be forwarded to the employee’s department supervisor for completion and approval.