

## The Mona Information Technology Services - Service Catalogue

Services Offered & Management Of Services	Processes & Procedures Guiding Services Requests	Support Terms & Conditions	Contact Points & Escalations	Prices (Pricing & Chargeback)	Ordering & Request Procedures	Projected Time For Deliverables
<b>User Support Services (Helpdesk)</b>						
<b>Domain Account Creation &amp; Internet Access Management</b>	<p>The following information is required for Domain access request for:</p> <ul style="list-style-type: none"> <li>• Visiting lecturers</li> <li>• Visiting Students</li> <li>• Special guests and persons on special assignments - <b><i>A signed letter by the HOD (or a staff authorized to carry out this function) stating the following:</i></b></li> <li>• Purpose of the request</li> <li>• The full name of the guest and the department to which he/she is assigned</li> <li>• The period access is required and</li> <li>• The PASS ID Number assigned</li> </ul> <p><b><i>Accounts will automatically be generated for regular registered students.</i></b></p>	<p>If access is required beyond the date provided in the letter, this request must be made in another follow-up letter signed by the Head Of Department (HOD). If you received assistance from the Helpdesk in changing your password, for security purposes, we strongly recommend that you change your password immediately after it is reset.</p>	<p>Requests should be directed to the Helpdesk - <b>Contact: (1876) 927-2148, or Ext: 2740, 2739, 2992, or our Digicel-lines (1876) 618-6466/(1876) 618-6469</b></p> <p><b>Escalate</b> queries to:  <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a>                      or the Helpdesk Manager</p>	N/A	N/A	<p>Within 16 business hours after the request is acknowledged and if there are no complications such as contract expiration and or other administrative issues.</p>
<b>Domain Password Management: Resetting &amp; Changing Passwords</b>	<p>Please consult with the Helpdesk representative for the resetting of your password. Use the Mona Password Self-Service Tool to assist you in changing your password.  <a href="https://id.uwimona.edu.jm/">https://id.uwimona.edu.jm/</a></p>	<p>All legitimate users of the Campus' IT Facilities will be able to create new passwords using the Mona Password Self Service tool .</p>	<p>Please contact our Helpdesk at (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a></p>	N/A	N/A	<p>5-15 minutes if there are no administrative challenges.</p>
<b>Email Management</b>	<p>Request must be made through the Helpdesk.</p>	<p>Persons making the request should be legitimate users of the Campus' IT facilities.</p>	<p>Contact: (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a>                      Escalate: The Helpdesk manager</p>	N/A	N/A	<p>24-36 business hours after the request is acknowledged and if there are no other existing challenges.</p>

<b>OurVLE Password Management</b>	Please visit this site for help <a href="https://id.uwimona.edu.jm/">https://id.uwimona.edu.jm/</a>	The person making this request should be a course Co-ordinator, Lecturer or Student who is authorized to manage or is registered for the course/s. If you received assistance from the Helpdesk in changing your password, we strongly recommend that you change your password immediately after it is reset.	Please contact our Helpdesk at N/A (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a>	N/A	5-15 minutes if there are no administrative challenges.
<b>Banner Students - Student Administration System/SAS Password Reset</b>	Please visit this site for help <a href="https://id.uwimona.edu.jm/">https://id.uwimona.edu.jm/</a>	In order to increase IT security for our users, users will be asked to provide answers to a few questions.	Please contact our Helpdesk at N/A (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a>	N/A	5-15 minutes if there are no administrative challenges.
<b>Banner Finance Performance Management</b>	Request must be made through the Helpdesk.	Persons making the request should be legitimate users of the system.	Please contact our Helpdesk at N/A (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a>	N/A	3-8 business hours after the request is acknowledged and if there are no other existing challenges.
<b>Bursary Online Student System/BOSS Password Reset</b>	Please visit this site for help <a href="https://id.uwimona.edu.jm/">https://id.uwimona.edu.jm/</a>	Persons making the request should be legitimate users of the system.	Please contact our Helpdesk at N/A (1876) 927-2148	N/A	5-15 minutes if there are no challenges.
<b>PeopleSoft Performance Management</b>	Provide your full name and your UWI Identification <b>Card/Number</b> to the Helpdesk staff.	For security purposes, it is recommended that customers change their password immediately after it is reset. Only walk-in customers with their UWI Identification Card can obtain this service, or persons <b>who can be identified over the phone.</b>	Please contact our Helpdesk at N/A (1876) 927-2148	N/A	5-15 minutes if there are no challenges.
<b>Viewing PeopleSoft Information:</b> Pay cheque and Compensation History, Book Grant activities & Absence balances	Provide your full name and your UWI Identification Card/Number to the Helpdesk staff.	Confidential questions will be asked to ensure security of the users' access.	Please contact our Helpdesk at N/A (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a>	N/A	5-15 minutes if there are no challenges.
<b>Turnitin Access:</b> <ul style="list-style-type: none"> <li>• Provide information to the Turnitin link</li> <li>• Assist users to create their account in Turnitin</li> </ul>	Provide your full name and your UWI Identification Card/Number to the Helpdesk staff.	The system will only be able to generate accounts for registered students.	Please contact our Helpdesk at N/A (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a>	N/A	Within 5 minutes.

<b>Adding Grades in the Student Administration System</b>	Request must be made through the Helpdesk.	The user must be a Lecturer or is authorized to make this request.	Please contact our Helpdesk at (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a>	N/A	N/A	30 minutes - 3 business hours after the request is acknowledged and if there are no other existing challenges.
<b>Mona Messaging Service/ Announcements</b>	<p>Direct all Mona Messaging request to:</p> <ul style="list-style-type: none"> <li>• <a href="mailto:announcements@uwimona.edu.jm">announcements@uwimona.edu.jm</a> (no less than seven (7) business days before the notice is expected to be posted.</li> <li>• All notices should be carefully proof-read before they are submitted for dissemination</li> <li>• Advisory for intended target group/s is required: For example <ul style="list-style-type: none"> <li>• Students</li> <li>• Academic Staff only</li> <li>• HODs</li> <li>• Unions</li> <li>• All Employees or Students &amp; All Employees.</li> </ul> </li> </ul>	<p>Provisions are made for notices that are deemed critical such as:</p> <ul style="list-style-type: none"> <li>• Death announcements</li> <li>• Disruptions in the availability of electricity and water supplies</li> <li>• Weather alerts</li> </ul>	<p><b>Main Contact :</b> <a href="mailto:announcements@uwimona.edu.jm">announcements@uwimona.edu.jm</a></p> <p><b>Escalate to:</b></p> <p>1: Jody-Kay Jackson 2: Helpdesk manager</p>	N/A	N/A	Announcements can be disseminated within the seven day period, depending on the volume and category of notices waiting to be released.

<p><b>Dell Computer Hardware Management for machines owned by the UWI or purchased through the Procurement Office of MITS:</b></p> <ul style="list-style-type: none"> <li>• Computer Functionality &amp; Assessment</li> <li>• Replacement of Hardware</li> <li>• Operating System Updates</li> <li>• Reinstallation of Operating System</li> <li>• Recommendation for Computer Replacement</li> </ul>	<p>General Hardware Computer problems are reported to the Helpdesk via telephone or email. <b>Step 1)</b> Trouble shooting is done over the phone to detect if the problem can be solved immediately. <b>Step 2)</b> If the problem cannot be resolved over the phone, then we ask for the machine/computer to be delivered to the MITS department for further troubleshooting and diagnostics testing. <b>Step 3)</b> After the machine is delivered at MITS, it is logged in the DELL Report's Log Book. Thereafter, it is logged in our job tracking Database and assigned to an Information Technologist. <b>Step 4)</b> Further troubleshooting procedures are carried out, If the problems are not resolved, at this level the problem is escalated to a Dell Technician. At this point the problem is reported to Dell via E-mail, Live Chat or Phone.</p>	<p>Please note that computer parts will only be replaced by Dell if the PC/Peripheral is under warranty at the time the problem is detected. Whenever you are logging a hardware related problem, please provide us with the computer Service Tag, Express Service Code, defects and errors if known.</p>	<p>Please contact our Helpdesk at (1876) 927-2148  <b>Escalate :</b>  <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a></p>	<p>N/A</p>	<p>Approximately 2-3 normal business days for stocked devices or 2-3 weeks to source the parts from Dell.</p>
<p><b>Operating Systems Management</b></p>	<p>Provide your full name and your UWI Identification Card/Number to the Helpdesk staff</p>	<p>Students must present their UWI ID to the Helpdesk staff assisting them.</p>	<p>Please contact our Helpdesk at (1876) 927-2148  <b>Escalate :</b>  <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a></p>	<p>N/A</p>	<p>20 minutes to over an hour depending on the complexities involved.</p>
<p><b>Computer Virus &amp; Malware Management for UWI Computers</b></p>	<p>These requests are managed through the Helpdesk. This process starts with troubleshooting over the telephone. An Information Technologists may visit the customer to complete the task if it cannot be managed remotely.</p>	<p>The computer must be owned by the UWI</p>	<p>Please contact our Helpdesk at (1876) 927-2148</p>	<p>N/A</p>	<p>10-20 minutes to ascertain if the virus was removed or quarantined by the antivirus ( this process is done over the phone) 24-36 business hours or more depending on the problems resulted from the computer virus, the type of virus and the time needed to find a virus fix.</p>

<b>Computer Virus &amp; Malware Management for Students</b>	<p>Students with laptops that have no virus protection are assisted accordingly:</p> <ul style="list-style-type: none"> <li>•Recommendation is made for students to download free antivirus software</li> <li>•For those who take in their laptops, antivirus software is downloaded and installed on their machines</li> <li>•They are also trained how to perform scanning</li> </ul>	<p>Students must present their UWI ID to the Helpdesk staff assisting.</p> <p><b>Please note that we do not provide general hardware support for students' machines</b></p>	<p>Please contact our Helpdesk at N/A (1876) 927-2148</p>	<p>N/A</p>	<p>5-10 minutes for installation of an antivirus software - 15-20 minutes (on average) if an expired antivirus software is to be uninstalled (<b>this is optional</b>) - Worst case scenario 45-60 minutes</p>
<b>USB Flash Drive Virus &amp; Malware Management for Students</b>	<p>The flash drive is assessed by a Helpdesk staff. If the drive is accessible it is then scanned for virus, the virus is then removed.</p>	<p>Students must present their UWI ID to the Helpdesk staff assisting.</p>	<p>Please contact our Helpdesk at N/A (1876) 927-2148 or helpdesk@uwimona.edu.jm</p>	<p>N/A</p>	<p>10-20 minutes depending on the size of the flash drive &amp; the number of files it contains - <b>This request is a low priority when there is a high demand for other services.</b></p>
<b>Data Recovery &amp; Data Backup for UWI Owned Machines</b>	<ul style="list-style-type: none"> <li>• Troubleshooting is done on the computer and the user is informed of the appropriate steps to take to restore the data.</li> <li>• If the data is perceived to be permanently deleted or lost due to a system failure, the PC is then taken to MITS by the user for further analysis</li> <li>• A ticket is then generated and the job is assigned to an Information Technologist</li> <li>• The Information Technologist removes the hard drive and runs the appropriate processes to recover the data.</li> <li>• The recovered data is then stored on an external drive until the hard drive is reinstalled or if the drive is no longer operating effectively, recommendation is made for replacement</li> <li>• If the data is urgently needed by the user it is returned to the user via DVD, CD-ROM or transferred to the user's personal recommended storage device</li> </ul>	<p>Only computers which are owned by the UWI will be serviced accordingly.</p>	<p>Please contact our Helpdesk at N/A (1876) 927-2148 or helpdesk@uwimona.edu.jm</p>	<p>N/A</p>	<p>8 - 16 business hours or more depending on the complexities involved.</p>

<b>USB Flash Drive Data Recovery &amp; Data backup for students</b>	<ul style="list-style-type: none"> <li>• The flash drive is assessed by a Helpdesk staff</li> <li>• If the drive is accessible it is then scanned, this initialized the recovery process</li> <li>• The time taken for this process is dependent on the size and the number of files on the flash drive</li> <li>• In some cases, not all files are recovered after the process is completed (depending on damage done)</li> </ul> <p><b><i>Please note that this request is low priority whenever there is a high demand for other services.</i></b></p>	Students must present their UWI ID to the Helpdesk staff assisting	Please contact our Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	N/A	N/A	30 - 60 minutes depending on the size, type and number of files on the device.
<b>Software Installation for UWI Owned Computers</b>	A software requisition form must be completed and signed by HOD/Manager - The purpose for the request and the number of copies required must be given. The form can be obtained at <a href="http://www.mona.uwi.edu/mits/">http://www.mona.uwi.edu/mits/</a> go to <b>forms</b> on the right side of the page and select <b>Software Requisition</b> .	Confidential information will be requested in order to protect the University's business.	Please contact our Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	Charging is dependent on whether the department is UGC funded or not.	N/A	Within 24 business hours after the request is acknowledged and the request is confirmed.
<b>Software Available to Staff for their Personal Machine</b> Adobe: <ul style="list-style-type: none"> <li>• Acrobat Professional 10 (Windows &amp; Mac)</li> <li>• Illustrator CS5 (Windows &amp; Mac)</li> <li>• Photoshop CS5 (Windows &amp; Mac)</li> <li>• Premier Professional CS5.5 (Windows &amp; Mac)</li> </ul> Microsoft <ul style="list-style-type: none"> <li>• Project 2010</li> <li>• Visio 2010</li> <li>• Windows 7</li> </ul>	Request must be made through the Helpdesk. Students must present their UWI ID to prove they are legitimate students.	Confidential information will be requested in order to protect the University's business.	Please contact our Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	Costs can be obtained at the Helpdesk	The cost is per installation	Within 24 business hours after the request is acknowledged and the request is confirmed.

<p><b>Software Available to Students</b></p> <p>Adobe:</p> <ul style="list-style-type: none"> <li>•Acrobat Professional 10 (Windows &amp; Mac)</li> <li>•Illustrator CS5 (Windows &amp; Mac)</li> <li>•Photoshop CS5 (Windows &amp; Mac)</li> <li>•Premier Professional CS.5.5 (Windows &amp; Mac)</li> <li>•Microsoft Windows 7</li> </ul>	<p>Request must be made through the Helpdesk. Students must present their UWI ID to prove they are legitimate students.</p>	<p>Confidential information will be requested in order to protect the University's business.</p>	<p>Please contact our Helpdesk at (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a></p>	<p>Costs can be obtained at the Helpdesk</p>	<p>The cost is per installation</p>	<p>Within 24 business hours after the request is acknowledged and the request is confirmed.</p>
<p><b>Open Source Software:</b></p> <ul style="list-style-type: none"> <li>•Gimp</li> <li>•Inkscape</li> <li>•Xmind</li> <li>•Open Office</li> <li>•CamStudio</li> <li>•PSPP</li> <li>•OpenProj</li> </ul>	<p>Request must be made through the Helpdesk.</p>	<p>The Open Source Products are compatible with all operating systems.</p>	<p>Please contact our Helpdesk at (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a></p>	<p>N/A</p>	<p>N/A</p>	<p>5-10 minutes if there are no computer operational issues.</p>
<p><b>Wireless Access</b></p>	<p>The Helpdesk staff first ascertains if the laptop has wireless capability (internal or external wireless cards). If card is present users are then informed of how to access the wireless network and locations where wireless is available. For users who are unable to access the wireless network due to authentication issues this is resolved by a domain reset. If the user is unable to browse outside of the intranet or has an invalid IP address specific settings and configurations are checked and updated to resolve the issue</p>	<p>Students must present their UWI ID to the Helpdesk staff assisting. If a laptop has the following software it will affect access to the UWI hotspot:</p> <ul style="list-style-type: none"> <li>• LimeWire</li> <li>• FrostWire</li> <li>• U Torrent</li> <li>• Bit Torrent and any torrent or any peer to peer software not listed</li> </ul>	<p>Please contact our Helpdesk at (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a></p>	<p>N/A</p>	<p>N/A</p>	<p>5-25 minutes depending on the complexities involved.</p>

<b>Configuration of cell phones for network &amp; e-mail access</b>	For cell phone users whose devices are able to access our wireless network but are unable to access the wireless due to authentication issues. This is resolved by a domain reset. Other issues such as browsing or connectivity issues require the configuration of the devices' proxy or network settings. Email access via Black Berry devices can be done from the hand set or via the web interface of the service provider.	Students must present their UWI ID to the Helpdesk staff assisting	Please contact our Helpdesk at N/A (1876) 927-2148 or helpdesk@uwimona.edu.jm	N/A	5-25 minutes depending on the complexities involved.	
<b>Internet Access for special events: Academic conferences, Seminars, Workshops...</b>	<ul style="list-style-type: none"> <li>• A written &amp; signed request must be sent to the Helpdesk manager</li> <li>• The request must include details of the event</li> <li>• The dates the service is needed and</li> <li>• The layout of the area</li> </ul>	Request must be made 10 business days prior to the intended date of the event.	Please contact our Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm Contact Alethia Afflick-Mitchell, Andrew Saunders	Charging is based on whether the department is UGC funded or not.	This is dependent on the size and layout of the zone.	
<b>Loss of Network Connectivity</b>	If you are not able to do the following: <ul style="list-style-type: none"> <li>• Access Intranet Resources</li> <li>• Browse the Web</li> <li>• Print</li> </ul> Please contact the Helpdesk for analysis of the problem	The user must be a legitimate user of the Campus network facilities.	Please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	N/A	N/A	Resolution can be lengthy depending on the nature of the problem for example switch replacement.
<b>Adding Computers to the Domain</b>	Request must be made through the Helpdesk	The computers must be owned by the UWI	Please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	N/A	N/A	Within 24 business hours after the request is acknowledged.
<b>Network Cable Request</b>	Request must be made through the Helpdesk	The user must be a legitimate user of the Campus network facilities.	Please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	N/A	N/A	Within 30 minutes depending on the complexities involved.
<b>Microsoft Office Support</b>	Staff & students should present their UWI ID to the Helpdesk staff assisting.	Legitimate staff and students will be supported accordingly.	Please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	N/A	N/A	Within 30 minutes depending on the nature of the request.



<b>Printer Installation &amp; Printing Issues</b>	Request must be made through the Helpdesk.	Users must be legitimate UWI users or affiliates.	Please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	N/A	N/A	This may take 15-30 minutes after the request is acknowledged and if there are no complications.
<b>File Sharing Request</b>	Request must be made through the Helpdesk.	Users must be legitimate UWI users or affiliates.	Please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	N/A	N/A	This may take 15-30 minutes after the requests is acknowledged.
<b>Access to Special Drives &amp; Specific Programmes</b>	Request must be made through the Helpdesk. The customer is expected to provide the necessary information to facilitate effective request management.	Users must be legitimate UWI users or affiliates.	Please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	N/A	N/A	This may take 15-30 minutes after the requests is acknowledged.
<b>Instruction Support Systems (ISS)</b>						
<b>OurVLE Access Management</b>	The Lecturer/Tutor/Course co-ordinator should consult with his/her HOD or a staff member authorized to make a formal request.	The person making this request should be a legitimate stakeholder.	Please contact our Helpdesk at (1876) 927-2148 or ourvlesupport@uwimona.edu.jm	N/A	N/A	Within 16 business hours after the request is acknowledged and if there are no complications such as contract expiration or data error.
<b>Accessing Courses in OurVLE</b>	Following consultation, the formal request prepared/approved by the relevant authorities should be in the form of a letter stating the following: <ul style="list-style-type: none"> <li>• The name of the Lecturer</li> <li>• The period the access is required</li> <li>• The course/s that the Lecturer should access</li> <li>• The ID Number of the Lecturer</li> </ul>	This request should be done through the Lecturers' HOD.	Please contact our Helpdesk at (1876) 927-2148 or ourvlesupport@uwimona.edu.jm	N/A	N/A	Within 16 business hours after the request is acknowledged and if there are no complications such as contract expiration.
<b>Accessing Quizzes &amp; Tutorials in OurVLE</b>	Provide full name and your UWI Identification to the Helpdesk staff. Provide the name & code of the course and error detected if any	The user should be registered for the course in question.	Please contact our Helpdesk at (1876) 927-2148 or ourvlesupport@uwimona.edu.jm	N/A	N/A	15-30 minutes after the request is acknowledged if there are no complications.

<b>Uploading Assignments in OurVLE</b>	Provide full name and your UWI Identification Card to the Helpdesk staff. Provide the name & code of the course and error detected if any.	The user should be registered for the course in question.	Please contact our Helpdesk at N/A (1876) 927-2148 or <a href="mailto:ourvlesupport@uwimona.edu.jm">ourvlesupport@uwimona.edu.jm</a>	N/A	15-30 minutes after the request is acknowledged.
<b>Equipment Loan/Rental &amp; Technical Support</b> : Laptop, Projector, Projection Screen, Portable Speakers, Document Cameras, VCR, DVD Players	Requests should be sent to <a href="mailto:iss-servicerequest@uwimona.edu.jm">iss-servicerequest@uwimona.edu.jm</a> This email must include the following: <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact Number/s</li> <li>• Equipment requested</li> <li>• Purpose of Loan/Rental</li> <li>• Date and Time equipment is needed</li> </ul>	Academics and UWI entities with proper identification	Contact our Service Desk at <b>(1876) 977-5518</b> or <b>(1876) 512-3140-2</b> , extension <b>3140-2/3272</b> - To make a comment please send it to <a href="mailto:iss-servicedesk@uwimona.edu.jm">iss-servicedesk@uwimona.edu.jm</a>	<b>UGC-Funded</b> : No charge  <b>Non-UGC Funded</b> : Quotation outlining pricing details for equipment rental will be provided	A queuing system is used to manage this type of service request.  Request for equipment must be received within 2-3 working days prior to its use.
<b>Production and Creative Services:</b> Graphic design, CD/DVD Labels, Inserts	Requests should be sent to <a href="mailto:iss-servicerequest@uwimona.edu.jm">iss-servicerequest@uwimona.edu.jm</a> The email must include the following: <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact Number/s</li> <li>• Nature of Service Request</li> <li>• Date and the period the service is required</li> </ul>	Academics and UWI entities with proper identification and legitimacy.	Contact our Service Desk at <b>977-5518</b> or <b>512-3140-2</b> , extension <b>3140-2/3272</b> - To make a comment please send it to <a href="mailto:iss-servicedesk@uwimona.edu.jm">iss-servicedesk@uwimona.edu.jm</a>	<b>UGC-Funded</b> : No charge  <b>Non-UGC Funded</b> : Quotation outlining pricing details for equipment rental	A queuing system is used to manage this type of service request.  Request for equipment must be received 5 working days prior to its use.
<b>Video Conferencing Facilities</b>	Requests should be sent to <a href="mailto:iss-servicerequest@uwimona.edu.jm">iss-servicerequest@uwimona.edu.jm</a> This email must include the following: <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact Number/s</li> <li>• Date and time the equipment is needed</li> </ul>	Academics , UWI entities and other legitimate stakeholders.	Contact our Service Desk at <b>977-5518</b> or <b>512-3140-2</b> , extension <b>3140-2/3272</b> - To make a comment please send it to <a href="mailto:iss-servicedesk@uwimona.edu.jm">iss-servicedesk@uwimona.edu.jm</a>	<b>UGC-Funded</b> : No charge  <b>Non-UGC Funded</b> : Quotation outlining pricing details for equipment rental	A queuing system is used to manage this type of service request.  Request for equipment must be received within 2 weeks prior to its use.
<b>Webcasts/UWITv &amp; Close Circuit</b>	Requests should be sent to <a href="mailto:iss-servicerequest@uwimona.edu.jm">iss-servicerequest@uwimona.edu.jm</a> This email must include the following: <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact Number/s</li> <li>• Date and time of event</li> </ul>	Academics , UWI entities and other Campus stakeholder.	Contact our Service Desk at <b>977-5518</b> or <b>512-3140-2</b> , extension <b>3140-2/3272</b> - To make a comment please send it to <a href="mailto:iss-servicedesk@uwimona.edu.jm">iss-servicedesk@uwimona.edu.jm</a>	<b>UGC-Funded</b> : No charge  <b>Non-UGC Funded</b> : Quotation outlining pricing details for equipment rental	A queuing system is used to manage this type of service request.  Request for equipment must be received within 5 working days prior to its use.

<b>Media Production:</b> Media Conversion, Media Duplication	Requests should be sent to <i>iss-servicerequest@uwimona.edu.jm</i> This email must include the following: <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact Number/s (Provide unique identifier for each tape)</li> <li>• Type of Media Devices (CD, DVD, VHS, Mini DV Tapes)</li> </ul>	Academics , UWI entities and other Campus stakeholders.	Contact our Service Desk at <b>977-5518</b> or <b>512-3140-2</b> , extension <b>3140-2/3272</b> - To make a comment please send it to <i>iss-servicedesk@uwimona.edu.jm</i>	<b>UGC-Funded :</b> No charge  <b>Non-UGC Funded :</b> Quotation outlining pricing details for equipment rental	A queuing system is used to manage this type of service request.	Request for equipment must be received within 2-3 working days prior to its use.
<b>Video/Audio Recording Services</b>	Requests should be sent to <i>iss-servicerequest@uwimona.edu.jm</i> This email must include the following: <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact Number/s</li> <li>• Date and time of event</li> </ul>	Academics , UWI entities and other Campus stakeholders. If an individual is interested in acquiring a copy of a recording that was done by MITS, they will need to make the request through the coordinator of the event as MITS does not reserve the rights to issue such content.	Contact our Service Desk at <b>977-5518</b> or <b>512-3140-2</b> , extension <b>3140-2/3272</b> - <b>To make a comment please send it to</b> <i>iss-servicedesk@uwimona.edu.jm</i>	<b>UGC-Funded :</b> No charge  <b>Non-UGC Funded :</b> Quotation outlining pricing details for equipment rental	A queuing system is used to manage this type of service request.	Request for equipment must be received within 5 working days prior to its use.
<b>Incident Management/Multimedia Teaching Space Management</b>	<b>Option A)</b> Email request is sent to <i>servicerequest@uwimona.edu.jm</i> This email must include the following: <ul style="list-style-type: none"> <li>• Name of the customer</li> <li>• Contact Number/s</li> <li>• Detail of incident</li> </ul> <b>Option B)</b> Phone the MITS Service Desk and provide the service desk representative with the following information: <ul style="list-style-type: none"> <li>• Name of the customer</li> <li>• Contact Number/s</li> <li>• Detail of incident</li> </ul>	Academics only.	Contact the OurVLE team at <i>iss-servicedesk@uwimona.edu.jm</i>	<b>UGC-Funded:</b> No charge	N/A	Within 5-15 minutes more complex support issues may take up to 24 business hours

<b>OurVLE Course Container Access Management</b>	<p>Please fill in the course container request form on the OurVLE home page (<a href="http://ourvle.mona.uwi.edu/">http://ourvle.mona.uwi.edu/</a>) and include. Provide</p> <ul style="list-style-type: none"> <li>• Course code and name of the course &amp;</li> <li>•The department to which the course belongs</li> </ul>	<p>The staff making this request must have an active contract with the University of the West Indies and should be a legitimate user of this system.</p>	<p>Contact the OurVLE team at <a href="mailto:elearning@uwimona.edu.jm">elearning@uwimona.edu.jm</a> queries can be escalated by contacting Cynthia Meggoe-Ebanks , Kirk Wilson at 7266 and 7318 respectively</p>	<p><b>UGC-Funded:</b> No charge N/A</p> <p><b>Non-UGC Funded:</b> Quotation outlining pricing details will be provided</p>	<p>Requests are fulfilled within a day for UGC-Funded customers.</p>
<b>OurVLE Training</b>	<p>Training requests should be sent to <a href="mailto:elearning@uwimona.edu.jm">elearning@uwimona.edu.jm</a> and the following information is required:</p> <ul style="list-style-type: none"> <li>•Name</li> <li>•Department</li> <li>•Number of participants</li> <li>•Potential dates and time</li> </ul>	<p>The staff making this request must have an active contract with the University of the West Indies and should be a legitimate user of this system</p>	<p>Contact the OurVLE team at <a href="mailto:elearning@uwimona.edu.jm">elearning@uwimona.edu.jm</a> queries can be escalated by contacting Chris-Ann Gayle at 7264</p>	<p><b>UGC-Funded:</b> No charge</p> <p>Non-UGC Funded: Quotation outlining pricing details OurVLE usage</p>	<p>Training sessions depends on the availability of training facilities</p> <p>At least 5 working days notice</p>
<b>ICT Training: Includes: Digital literacy &amp; the MicroSoft tools</b>	<p>Requests should be sent to <a href="mailto:elearning@uwimona.edu.jm">elearning@uwimona.edu.jm</a> This email must include the following:</p> <ul style="list-style-type: none"> <li>• Course you are interested in</li> <li>•The name of your Department</li> <li>•Number of participants</li> <li>• Potential dates and time</li> <li>•Whether the department are UGC funded or not</li> </ul>	<p>Please submit your request at least 10 business days prior to the intended date of the training.</p>	<p>Contact the OurVLE team at <a href="mailto:elearning@uwimona.edu.jm">elearning@uwimona.edu.jm</a> queries can be escalated by contacting Chris-Ann Gayle at 7264</p>	<p>UGC-Funded: No charge</p> <p>Non-UGC Funded: Quotation outlining pricing details for ICT training</p>	<p>Training sessions depends on the availability of training facilities and are prioritised on a first request first served basis.</p> <p>This is dependent on the level of training the user/s requires.</p>

<b>Procurement of Dell Computers</b>	Send requests to <a href="mailto:mitsprocure@uwimona.edu.jm">mitsprocure@uwimona.edu.jm</a> This email should include Name, Contact Number, Email address and either the specifications of the computer or budgeted amount to spend and or a description of what the computer will be used for if specification is missing.	Standard Warranty on all computers are for 1 year. Additional warranty incurs addition cost. Machines for the UWI fall in the business Class which provide a 3 year warranty.	<b>Contact :</b> 1: Marlon Christie, 2: Samantha Allerdice <a href="mailto:mitsprocure@uwimona.edu.jm">mitsprocure@uwimona.edu.jm</a>	Prices found on website does not include shipping, duty, tax, or brokerage charges. For final pricing please contact Marlon Christie at <a href="mailto:mitsprocure@uwimona.edu.jm">mitsprocure@uwimona.edu.jm</a>	<a href="mailto:mitsprocure@uwimona.edu.jm">mitsprocure@uwimona.edu.jm</a> 4-5 weeks after payment is made.
<b>Procurement Management</b> <b>The process involves:</b> • <b>Receives products from the broker</b> • <b>Inventory management</b> • <b>Configuration of devices</b> • <b>Dispatching of products:</b>	<ul style="list-style-type: none"> <li>• Broker delivers machines to MITS</li> <li>• The packaging document is delivered to procurement officers</li> <li>• Asset sheet for the configuration and setting up of computer is prepared by procurement officers and delivered to the Information Technologist/s with the responsibility of managing new computers</li> <li>• The computer is configured by Information Technologist/s</li> <li>• The customer is notified for picking up – for special arrangements the computer is delivered to the client by the Information Technologists</li> </ul>	All machines that are bought through the Dell agreement have a three (3) year warrantee for servicing and support. Additional warrantee can be purchased if required.	<b>Contact:</b> <a href="mailto:mitsprocure@uwimona.edu.jm">mitsprocure@uwimona.edu.jm</a> Escalate to: Marlon Christie & Samantha Allerdice for procurement status <b>Contact 1:</b> Garrick Blake for pick-up	Prices found on website does not include shipping, duty, tax, or brokerage charges. For final pricing please contact Marlon Christie at <a href="mailto:mitsprocure@uwimona.edu.jm">mitsprocure@uwimona.edu.jm</a>	<a href="mailto:mitsprocure@uwimona.edu.jm">mitsprocure@uwimona.edu.jm</a> 1-2 weeks after the machine is delivered by the broker.
<b>Technology Hardware Procurement</b>	The process involves: <ul style="list-style-type: none"> <li>• Generating a proformer invoices</li> <li>• Submit invoices to the customer via e-mail (copied to the procurement officer and his assistant)</li> <li>• Payment is made to MITS</li> </ul>	Acquisition of technology assets must support the UWI's core business processes.	<b>Contact:</b> 1: Marlon Christie 2: Samantha Allerdice	Pricing is dependent on the supplier.	2-4 weeks after the request is acknowledged, after the PO is generated and if the product is in the island.

**Applications Unit**

<b>E-Commerce Development and Query Management</b>	<ul style="list-style-type: none"> <li>•For approval, please contact Noel Morgan in the Bursary</li> <li>• After approval, an e-mail is sent to the Campus Webmaster outlining event name, the account the paymet should be made to and the information regarding the contact person managing the event.</li> <li>•Web team integrates the e-commerce service with existing website.</li> <li>•Web team provide online report with some event transaction details secured by a username and password</li> </ul>	Support is provided as required by the relevant stakeholders.	E-mail: <a href="mailto:webmaster@uwimona.edu.jm">webmaster@uwimona.edu.jm</a>	Free for UGC funded activities.	10 business days after approved email received.	
<b>Creation of Websites for Departments</b>	<p>A client worksheet will be sent to the customer. The customer will then:</p> <ul style="list-style-type: none"> <li>•Sign off on home page wireframe</li> <li>•Build content categories &amp; supply content</li> <li>•Design supporting pages</li> <li>•Review with department</li> <li>•Make adjustments</li> <li>•Launch website</li> </ul>	Support is provided as required by the relevant stakeholders.	E-mail: <a href="mailto:webmaster@uwimona.edu.jm">webmaster@uwimona.edu.jm</a> <b>Contact:</b> Rohan Shaw, Elizabeth Douglas, Yannick Lyn Fatt	Free for UGC funded activities.	contact web team. Email: <a href="mailto:webmaster@uwimona.edu.jm">webmaster@uwimona.edu.jm</a>	4 weeks after design approval and content received.
<b>Creation of Websites for Conferences &amp; Events</b>	<ul style="list-style-type: none"> <li>•Registration for online Conference</li> <li>•Call for Papers</li> <li>•Payment for online conference</li> </ul>	Support is provided as required by the relevant stakeholders.	E-mail: <a href="mailto:webmaster@uwimona.edu.jm">webmaster@uwimona.edu.jm</a> <b>Escalate 1:</b> Rohan Shaw <b>Escalate 2:</b> Yannick Lyn Fatt	Free for UGC funded activities.	contact web team. Email: <a href="mailto:webmaster@uwimona.edu.jm">webmaster@uwimona.edu.jm</a>	3 weeks for design and 5 weeks for content (concurrent).
<b>Drupal Training &amp; Support</b>	<p>Requests should be sent to <a href="mailto:webmaster@uwimona.edu.jm">webmaster@uwimona.edu.jm</a> This email must include the following:</p> <ul style="list-style-type: none"> <li>•The name of your Department</li> <li>•Number of participants</li> <li>• Potential dates and time</li> <li>•Whether the department are UGC funded or not</li> </ul>	Training is done twice per month. On the second Wednesday & fourth Thursday of the month.	<b>Contact:</b> Elizabeth Douglas, Yannick Lyn Fatt <b>Escalate 1:</b> Rohan Shaw <b>Escalate 2:</b> Doreen Mallett	Free for UGC funded activities.	contact web team. Email: <a href="mailto:webmaster@uwimona.edu.jm">webmaster@uwimona.edu.jm</a>	Within 8 business hours.

<b>E-News, Announcement or Content for the Mona Campus home page</b>	<ul style="list-style-type: none"> <li>• Contact Marketing &amp; Communications formally, Public Relations Office</li> <li>• Marketing &amp; Communications will review content and artwork.</li> <li>• The Web team then reviews dimensions and colour and provides suggestions if necessary</li> </ul>	Critical and unpredictable news bulletin may cause the delivery of other news requests to be delayed.	<b>Contact :</b> The Marketing & Communications Office, Patricia Valentine <b>Escalate :</b> Carroll Edwards	N/A	Contact Marketing (1876) 977-9274. Email: <a href="mailto:proffice@uwimona.edu.jm">proffice@uwimona.edu.jm</a>	Within 16 business hours.
<b>Kayako Helpdesk Training &amp; Support</b>	<ul style="list-style-type: none"> <li>• Contact the MITS Web team</li> <li>• The Web team contacts Kayako Support and logs ticket</li> <li>• Verify if solution is viable</li> <li>• Implement if viable, otherwise seek 3rd party support</li> </ul>	Technical Support offered by Vendor and third party	<b>Contact:</b> Yannick Lyn Fatt <b>Escalate 1:</b> Rohan Shaw	Free for UGC funded departments	contact web team. Email: <a href="mailto:webmaster@uwimona.edu.jm">webmaster@uwimona.edu.jm</a>	5-7 business days.
<b>PeopleSoft Human Capital, Payroll &amp; Benefits Management</b>	Customer communicates the problem (Problem definition is required) , Key data ID (employee ID), Outline steps taken to generate the problem to the Help Desk, Helpdesk logs case, Systems analyst is contacted, System analyst contacts the customer, Troubleshooting is done, Problem is solved then case is closed. <b><i>In the case of E-mail communications correspondences is only supported via the UWI email addresses</i></b>	Legitimate employees with authorized access to problem areas.	Contact the Helpdesk ((1876) 927-2148) for Job Logging & Request Management. Escalate 1. Allison Dundas-Campbell	N/A	N/A	Response time ( <b>time required to acknowledge request</b> ) is 1-2 days. Problem resolution is dependent on the complexity of the problem and available resources.
<b>PeopleSoft Development Projects</b>	The HOD (or person authorized by the HOD) fills out a MITS service request form and have it delivered to the Systems Analyst: <ul style="list-style-type: none"> <li>•Project is prioritized &amp; Feasibility Study conducted</li> <li>•Project initialized and defined</li> <li>•Project developed</li> <li>•Project tested</li> <li>•Project deployed</li> <li>•Customer sign off</li> </ul>	Request must be submitted from an HOD or authorized designate	<b>Contact:</b> Allison Dundas-Campbell	N/A	N/A	Response time ( <b>time required to acknowledge request</b> ) is 1-2 days. Depending on project scope, projects may take one week to several months to complete.

<b>PeopleSoft Complex Reports</b>	<p>Customer are encouraged to use PeopleSoft Delivered Query Tool for simple reports. For complex reports, the HOD fills out a MITS service request form and have it delivered to the MITS Systems Analyst:</p> <ul style="list-style-type: none"> <li>•Report is prioritized &amp; Feasibility Study conducted</li> <li>•Report initialized and defined</li> <li>•Report developed</li> <li>•Report tested</li> <li>•Report deployed</li> <li>•Customer sign off</li> </ul>	Request must be submitted from an HOD or authorized designate	<b>Contact:</b> Allison Dundas-Campbell	N/A	N/A	Response time ( <b>time required to acknowledge request</b> ) is 1-2 days. Report creation is dependent on the complexity of the problem and available resources.
<b>PeopleSoft Support for Internal &amp; External Auditing</b>	<p>The auditor is required to fill out a MITS service request form signed off by HOD and have it delivered to the Systems Analyst:</p> <ul style="list-style-type: none"> <li>• Request is prioritised &amp; Feasibility Study conducted</li> <li>• Request defined</li> <li>• Request implemented</li> <li>• Results tested</li> <li>• Customer Signed off</li> </ul>	Request must be submitted from authorised auditor signed off by HOD	<b>Contact:</b> Allison Dundas-Campbell	N/A	N/A	Response time ( <b>time required to acknowledge request</b> ) is 1-2 days. Resolution is dependent on the complexity of the request and available resources.
<b>PeopleSoft Mass Data Loading</b>	<p>HOD fills out a MITS service request form and have it delivered to the MITS Systems Analyst:</p> <ul style="list-style-type: none"> <li>• Request is prioritized &amp; Feasibility Study conducted</li> <li>•Request initialized and defined</li> <li>•Code for data load developed</li> <li>•Results tested</li> <li>•Code applied to Production</li> <li>•Customer sign off</li> </ul>	Request must be submitted from an HOD or authorized designate	<b>Contact</b> Allison Dundas-Campbell	N/A	N/A	Response time ( <b>time required to acknowledge request</b> ) is 1-2 days. Report creation time is dependent on the complexity of the request and available resources.
<b>PeopleSoft Security Access</b>	<p>An email is sent to <a href="mailto:deborah.dixon@uwimona.edu.jm">deborah.dixon@uwimona.edu.jm</a> (copied to Gary Stines and Doreen Mallett) by the authorized persons requesting access for specific persons in specific departments followed by the granting of access.</p>	Upon request, checks are made to ascertain the status of the user's profile in case there is an access issue. Thereafter, user name and ID Number are required to ensure that the user is a legitimate user of the system.	<b>Contact:</b> 1. Deborah Dixon 2. Elizabeth Douglas	N/A	N/A	Response time ( <b>time required to acknowledge request</b> ) 5-10 minutes.



<b>Pharmacy Inventory Physician Point of Sale System/PIPPS</b>	<p>An email is sent to: <a href="mailto:deborah.dixon@uwimona.edu.jm">deborah.dixon@uwimona.edu.jm</a> copied to <a href="mailto:carl.duncan@uwimona.edu.jm">carl.duncan@uwimona.edu.jm</a> by the authorized person/s regarding issues relating to PIPPS. Communications via email should provide details of the problem:</p> <ul style="list-style-type: none"> <li>•Initial setup of machines to facilitate access to PIPPS by a Network Administrator</li> <li>•Trouble shooting is done to determine the nature of the problem</li> <li>•Depending on the nature of the problem, resolution is done immediately or is passed on to network support person, if the problem is detected to be network related.</li> </ul>	<p>Persons within this specific operational group will be assisted with issues relating to PIPPS network connectivity &amp; electronic claims submission.</p>	<p><b>Contact</b>  1. Deborah Dixon  2. Carl Duncan  <b>Escalate:</b> Doreen Mallett</p>	<p>N/A</p>	<p>N/A</p>	<p>1-3 business days for initial setup other software issues may take 30 minutes - 2 hours for resolution.</p>
<b>Bursary Management Information System/BMIS</b>	<p>An email is sent to - <a href="mailto:deborah.dixon@uwimona.edu.jm">deborah.dixon@uwimona.edu.jm</a> copied to <a href="mailto:kirk.mullings@uwimona.edu.jm">kirk.mullings@uwimona.edu.jm</a> outlining request or detailing errors -Specific configuration needs to be done to facilitate access to BMIS</p>	<p>Issues relating to forms used and Reports generated via BMIS are supported upon request</p>	<p><b>Contact 1</b> . Deborah Dixon  <b>Contact 2.</b> Kirk Mullings</p>	<p>N/A</p>	<p>N/A</p>	<p>1-24 business hours to find solutions.</p>
<b>Student Information System/SIS</b>	<p>An email is sent to: <a href="mailto:deborah.dixon@uwimona.edu.jm">deborah.dixon@uwimona.edu.jm</a> copied to: <a href="mailto:kirk.mullings@uwimona.edu.jm">kirk.mullings@uwimona.edu.jm</a> outlining:</p> <ul style="list-style-type: none"> <li>•request or detailing errors &amp;</li> <li>•Specific configuration needs to be done to facilitate access to SIS</li> </ul>	<p>Issues relating to forms used and Reports generated via SIS are supported upon request</p>	<p><b>Contact:</b>  1 . Deborah Dixon  2. Kirk Mullings</p>	<p>N/A</p>	<p>N/A</p>	<p>1-24 business hours to find solutions.</p>

<b>Banner Technical Support</b>	<p>Initial setup of machines to facilitate Banner must be logged at the Helpdesk: customer is then contacted and setup is done remotely via the phone</p> <p>Providing the user has administrative access to the machine</p> <ul style="list-style-type: none"> <li>•Otherwise this involves a visit to the customer to run the setup</li> </ul>	<p>Support requests are logged at the Helpdesk - Request must include</p> <ul style="list-style-type: none"> <li>•The errors generated during access trial.</li> </ul>	<p><b>Contact:</b></p> <ol style="list-style-type: none"> <li>1. Deborah Dixon</li> <li>2. Gary Stines</li> <li>3. Carl Duncan</li> </ol>	N/A	N/A	10 minutes - 2 hours.
<b>Banner Security Access</b>	<p>Requirements: Banner user name and database</p>	Authorized banner users	<p><b>Contact:</b></p> <ol style="list-style-type: none"> <li>1. Deborah Dixon</li> <li>Kirk Mullings</li> </ol>	N/A 2.	N/A	10 minutes - 2 hours.
<b>Banner Student Report</b>	<p>An email is sent to: <a href="mailto:deborah.dixon@uwimona.edu.jm">deborah.dixon@uwimona.edu.jm</a> or to <a href="mailto:garvin.gordon@uwimona.edu.jm">garvin.gordon@uwimona.edu.jm</a> and copied to <a href="mailto:doreen.mallett@uwimona.edu.jm">doreen.mallett@uwimona.edu.jm</a></p> <ul style="list-style-type: none"> <li>•Provide details for reports to be generated</li> <li>•Timeframe for reports requested should be stated</li> </ul>	<p>Reports are generated for persons within the specific functional areas of Banner Student.</p>	<p><b>Contact:</b></p> <ol style="list-style-type: none"> <li>Garvin Gordon</li> <li>Deborah Dixon</li> </ol>	1 N/A	N/A	2 -7 working days for completion of requests.
<b>PeopleSoft Database Management-Testing &amp; Development</b>	<p>Database Management involves:</p> <ul style="list-style-type: none"> <li>•The creation and maintenance of the database</li> <li>•Production</li> <li>•Development and Test Environment Maintenance</li> </ul> <p>includes: Tuning (monitoring database performance)</p> <ul style="list-style-type: none"> <li>•Making changes to improve and correct issues as they arise - Applying patches &amp; upgrades to the Oracle Software (database software) &amp; the application software</li> </ul>	<p>Support involves:</p> <ul style="list-style-type: none"> <li>•Configuring and Maintaining Web and Application Servers</li> <li>•Resolving issues reported by users</li> <li>•Maintaining and Upgrading the Oracle Software as well as the maintenance and upgrade of PeopleSoft</li> </ul>	<p><b>Contact :</b></p> <ol style="list-style-type: none"> <li>1. Carl Duncan</li> <li>2. Gary Stines</li> </ol>	N/A	N/A	Daily activity.

<b>Banner Database Management-Testing &amp; Development (Banner Mona, Banner Centre, Banner MSB)</b>	Database Management involves: <ul style="list-style-type: none"> <li>•The creation and maintenance of the database</li> <li>•Production</li> <li>•Development and Test Environment Maintenance</li> </ul> includes: Tuning (monitoring database performance) <ul style="list-style-type: none"> <li>•Making changes to improve and correct issues as they arise</li> <li>-Applying patches &amp; upgrades to the Oracle Software (database software) &amp; the application software</li> </ul>	Support involves: <ul style="list-style-type: none"> <li>•Configuring and Maintaining Web and Application Servers</li> <li>• Resolving issues reported by users</li> <li>•Maintaining and Upgrading the Oracle Software as well as the maintenance and upgrade of Banner</li> </ul>	<b>Contact :</b> Carl Duncan & Gary Stines	N/A	N/A	Daily activity
<b>TMA Database Management-Testing &amp; Development</b>	Database Management involves: <ul style="list-style-type: none"> <li>•The creation and maintenance of the database</li> <li>•Production</li> <li>•Development and Test Environment Maintenance</li> </ul> includes: Tuning (monitoring database performance) <ul style="list-style-type: none"> <li>•Making changes to improve and correct issues as they arise</li> <li>- Applying patches &amp; upgrades to the Oracle Software (database software) &amp; the application software</li> </ul>	Support involves: <ul style="list-style-type: none"> <li>•Configuring and Maintaining the Application Server</li> <li>•Resolving issues reported by users</li> <li>•Maintaining and Upgrading the Oracle Software as well as the maintenance and upgrade of TMA</li> </ul>	<b>Contact :</b> 1. Carl Duncan 2. Gary Stines	1. N/A	N/A	Daily activity.
<b>ALEPH Library Database Management</b>	The DBAs are responsible for the management of the Library Database only ( <i>not the software</i> ). Tuning (monitoring database performance) <ul style="list-style-type: none"> <li>•Making changes to improve and correct issues as they arise</li> <li>•Applying patches &amp; upgrades to the Oracle Software (database software) &amp; the application software</li> </ul>	<b>Contact:</b> 1 Janet McCallum <a href="mailto:janet.mccallum@uwimona.edu.jm">janet.mccallum@uwimona.edu.jm</a>	<b>Contact:</b> 1 Janet McCallum <a href="mailto:janet.mccallum@uwimona.edu.jm">janet.mccallum@uwimona.edu.jm</a>	N/A	N/A	Daily activity.

<b>EMQs (Exam Mark-up Questions) &amp; MCQ (Multiple Choice Questions) Marking &amp; Statistics</b>	<p>Special electronic readable cards are used for Multiple Choice Examination:</p> <ul style="list-style-type: none"> <li>•The cards are delivered (the envelope should have the course code the date of the exam, the number of cards, the name of the lecturer)</li> </ul> <p>The exams must be logged in a log book provided upon delivery</p> <ul style="list-style-type: none"> <li>• Analysis is proformed and statistical reports generated</li> <li>•Picking up of results must also be logged in the log book provided</li> </ul>	<p>A master card (answer sheet) must be delivered with each exam and all cards must be of the same quality.</p>	<b>Contact:</b> 1. Joan Leitch	Free for UGC funded N/A departments	Data analysis normally takes approximately 2 days. At the peak of examination period the processing may take up to 10 working days.	
<b>Data Analysis for Staff &amp; Students</b>	<p>Students provide the data in digital format after consulting their research supervisor:</p> <ul style="list-style-type: none"> <li>• Variables requested must be outlined along with functions that will operate on those variables</li> <li>•Verification is done at this level (with the student and the Analyst)</li> <li>•The student may have to be directed back to his/her supervisor for clarification</li> <li>•If the request is clear and precise the data is then analysed</li> <li>•Statistical Report is then generated based on request</li> <li>•An invoice is produced for payment for the service</li> </ul>	<p>In order to ensure that the report is within the scope recommended by the researcher/student and the researcher's supervisor, additional information is sometimes required after the first report is generated.</p>	<b>Contact:</b> 1. Joan Leitch	The cost is dependent on the scope of the research and whether the user is an under or post graduate.	The customer will be 3-10 working days depending on guided by the complexities involved. Analyst.	
<b>Health Centre Online Scheduling (HALO)</b>	<p>Users make request via email (joan.leitch@uwimona.edu.jm) or telephone ((1876) 927-2148) Analysis of the request is done followed by resolution</p>	<p>Changes and updates are done based on support request - Users are then asked to confirm resolution</p>	<b>Contact:</b> 1. Joan Leitch	N/A	N/A	Approximately 48 hours.
<b>Thesis Tracking for Postgraduate Students</b>	<p>Users make request via email (joan.leitch@uwimona.edu.jm) or telephone ((1876) 927-2148) Analysis of the request is done followed by resolution</p>	<p>Changes and updates are done based on support request - Users are then asked to confirm resolution</p>	<b>Contact:</b> 1. Joan Leitch	N/A	N/A	Approximately 48 hours.

<b>Technical Management of MORD (Mona Online Research Database)</b>	Users make request via email (joan.leitch@uwimona.edu.jm) or telephone ((1876) 927-2148) Analysis of the request is done followed by resolution	Changes and updates are done based on support request - Users are then asked to confirm resolution	<b>Contact:</b> 1. Joan Leitch	N/A	N/A	Approximately 48 hours.
<b>Student Assessment of Courses and Lecturers</b>	The authorized persons provide us with a list of the courses/lecturers for the current semester: <ul style="list-style-type: none"> <li>•Labels are generated and disseminated along with the standardized questionnaires that are filled out by students at the end of the semester</li> <li>•Questionnaires are then submitted for analysis</li> <li>•Statistical Reports are then generated and sent to the relevant office</li> </ul>	Adjustment are made to the original list for data correction then analysis is reprocessed	<b>Contact:</b> Joan Leitch 2. Laurie Leitch	1. N/A	N/A	On-going throughout the semester.
<b>Implementing New Modules in TMA</b>	Matching the functionality of the Enterprise System (TMA) with the Relevant Business Processes in order to enhance the development of the Estate Management Department	Persons within the specific functional areas will be supported.	<b>Contact :</b> Bruce McDonald	N/A	N/A	On-going activity.
<b>TMA Maintenance &amp; Support</b>	<ul style="list-style-type: none"> <li>•Troubleshooting problems in the Application</li> <li>•Managing users' requests</li> <li>•General administration of the system</li> </ul>	Persons within the specific functional areas will be supported.	Contact: Bruce McDonald	N/A	N/A	On-going activity.
<b>Interfacing TMA with Banner Finance</b>	Build custom interface between Banner and TMA to allow smooth communication between the two systems on financial matters	Persons within the specific functional areas will be supported.	<b>Contact :</b> 1.Bruce McDonald 2. Kirk Mullings	N/A	N/A	On-going activity.
<b>Developing Adhoc Reports from TMA</b>	Developing additional reports which were not packaged in TMA.	Persons within the specific functional areas will be supported.	<b>Contact :</b> Bruce McDonald	N/A	N/A	On-going activity.
<b>Interfacing Banner Student with External Stakeholders</b>	<b>Interacting with end-users to provide the necessary service.</b>	Persons within the specific functional areas will be supported.	<b>Contact :</b> Bruce McDonald	N/A	N/A	On-going activity.

<b>Software Request</b>	Please complete the software request form by visiting <a href="http://myspot.mona.uwi.edu/mits">http://myspot.mona.uwi.edu/mits</a> and select Software Requisition at the bottom of the webpage below <b>Forms</b> . The form must be approved by the HOD of the person making the request.	Support is based on the licencing agreement.	<b>Contact</b> : Deborah Dixon	Pricing is based on whether the department is UGC funded or not funded. Pricing is also dependent on the product or the package.	Contact the Helpdesk for detail	Within 24 business hours if the product is available.
<b>Software Administration</b>	Interact with end-users, resellers, distributors and vendors - request quotes and invoices from the various parties - request invoices for various products - select the most appropriate prices and service -		<b>Contact:</b> Deborah Dixon	Pricing is based on the product or the package.	Seek approval from CIO for Quotes & Invoices for payment - Generate PR/PO in Banner - Emailed to supplier - Track order for delivery of software - After payment distribution is done this is guided by the licences agreements. Files are updated online and manual files	On-going activity.
<b>Tape Back-up &amp; Rotation</b>	As part of data management and storage, data is backed up daily, weekly, monthly and quarterly. Full backup (Quarterly are stored on site) Weekly & monthly backup are stored off site as well as onsite. Whenever the external auditors are assessing various functionality of MITS they are provided with details regarding the rotation of the tapes	The support and maintenance of the UWI's core business products is manadatory and is done on a regular basis.	Contact : 1: Garrick Blake 2: Orville Simms Alrick Brown	N/A  3:	N/A	Receive backup weekly and monthly.
<b>Creating Banner Reports</b>	To log the request please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	Authorized Staff working with banner and require such data	<b>Main Contact</b> : Kirk Mullings	N/A	N/A	Reports may take 5 -10 working days depending on the nature of the tasks.
<b>Banner Reports Modification</b>	To log the request please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	Authorized Staff working with banner and require such data	<b>Main Contact:</b> Kirk Mullings	N/A	N/A	Testing time 16 business hours depending of complexity.

<b>Interfacing Issues in Banner:</b> TMA Payment interface, Book grant, Journal, SLB, Payroll interfacing	To log the request please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	Authorized Staff working with banner and require such data	<b>Main Contact :</b> Kirk Mullings	N/A	N/A	Troubleshooting take approximately 8 business hours.
<b>Managing Cheque Printing Issues in Banner</b>	To log the request please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	Authorized Staff working with banner and require such data	<b>Main Contact:</b> Kirk Mullings	N/A	N/A	3-8 business hours.
<b>Managing Purchase Order Issues in Banner</b>	To log the request please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	Authorized staff working with banner and require such support	<b>Main Contact :</b> Kirk Mullings	N/A	N/A	3-8 business hours.
<b>Managing Requisition, Payment &amp; Cashiering Banner Issues</b>	To log the request please contact the Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm	Authorized staff working with banner and require such support	<b>Main Contact:</b> Kirk Mullings	N/A	N/A	3-8 business hours.
<b>Admissions:</b> Supporting the processes •Assisting in defining and streamline the processes • Develop, Maintain and Customize applications & software to support the processes and supporting reporting needs	Please direct e-mail to the Helpdesk at <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a>	Persons in the respective functional areas are assisted. clarification is sought from the official/authorized source to ensure that the correct business processes are followed.	<b>Main Contact:</b> <b>1:</b> Garvin Gordon <b>2:</b> Ian Sutherland (secondary support)	N/A	N/A	Specific request may take 3- 8 business hours - Complex request/projects may take weeks and months depending on complexities.
<b>Registration:</b> •Supporting the processes •Assisting in defining and streamline the processes • Develop, Maintain and Customize applications & software to support the processes and supporting reporting needs	Please direct e-mail to the Helpdesk at <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a>	Persons in the respective functional areas are assisted. clarification is sought from the official/authorized source to ensure that the correct business processes are followed.	<b>Main Contact:</b> <b>1:</b> Garvin Gordon <b>2:</b> Ian Sutherland (as secondary support)	N/A	N/A	Specific request may take 3- 8 business hours - Complex request/projects may take weeks and months depending on complexities.
<b>Examination:</b> •Supporting the processes • Assisting in defining and streamline the processes •Develop, Maintain and Customize applications & software to support the processes and supporting reporting needs	Please direct e-mail to the Helpdesk at <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a>	Persons in the respective functional areas are assisted. clarification is sought from the official/authorized source to ensure that the correct business processes are followed.	<b>Main Contact:</b> Garvin Gordon	N/A	N/A	Specific request may take 3- 8 business hours - Complex request/projects may take weeks and months depending on complexities

<p><b>Graduation:</b></p> <ul style="list-style-type: none"> <li>• Supporting the processes</li> <li>• Assisting in defining and streamline the processes</li> <li>• Develop, Maintain and Customize applications &amp; software to support the processes and supporting reporting needs</li> </ul>	<p>Please direct e-mail to the Helpdesk at <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a></p>	<p>Persons in the respective functional areas are assisted. Clarification is sought from the official/authorized source to ensure that the correct business processes are followed.</p>	<p><b>Main Contact:</b> Garvin Gordon N/A</p>	<p>N/A</p>	<p>Specific request may take 3- 8 business hours - Complex request/projects may take weeks and months depending on complexities.</p>
<p><b>Admissions - Postgraduate/Registry:</b></p> <p>Development &amp; Maintenance of online admissions application system relating to postgraduate admission</p>	<p>Please direct an e-mail to the Helpdesk outlining the description of the request.</p>	<p>Persons in the respective functional areas are assisted. Clarification is sought from the official/authorized source to ensure that the correct business processes are followed.</p>	<p><b>Main Contact:</b>  <b>1:</b> Vernon Rowe  <b>2:</b> Ian Sutherland (secondary support)</p>	<p>N/A</p>	<p>Within 8 business hours after the request is acknowledged.</p>
<p><b>Generate Reports regarding Applicants &amp; Offers</b></p>	<p>Please direct an e-mail to the Helpdesk outlining the description of the request.</p>	<p>Persons in the respective functional areas are assisted. Clarification is sought from the official/authorized source to ensure that the correct business processes are followed.</p>	<p><b>Main contact:</b>  Vernon Rowe  Garvin Gordon  Ian Sutherland</p>	<p>N/A</p>	<p>Within 8 business hours after the request is acknowledged.</p>
<p><b>Generate Reports regarding courses offering, Registration &amp; Scheduling for SRU &amp; Principal's office</b></p>	<p>Please direct an e-mail to the Helpdesk outlining the description of the request.</p>	<p>Persons in the respective functional areas are assisted. Clarification is sought from the official/authorized source to ensure that the correct business processes are followed.</p>	<p><b>Main support:</b> Vernon Rowe</p>	<p>N/A</p>	<p>Within 8 business hours after the request is acknowledged.</p>
<p><b>Develop, Maintain &amp; Manage Applications for Hall Residence</b></p>	<p>Please direct an e-mail to the Helpdesk outlining the description of the request.</p>	<p>Persons in the respective functional areas are assisted. Clarification is sought from the official/authorized source to ensure that the correct business processes are followed.</p>	<p><b>Main support :</b> Vernon Rowe</p>	<p>N/A</p>	<p>Within 8 business hours after the request is acknowledged.</p>
<p><b>SLB:</b> Develop &amp; Maintain the program that interfaces with SLB web service to upload data for loan applications and disbursement</p>	<p>Please direct an e-mail to the Helpdesk outlining the description of the request.</p>	<p>Persons in the respective functional areas are assisted. Clarification is sought from the official/authorized source to ensure that the correct business processes are followed.</p>	<p><b>Main support:</b> Vernon Rowe</p>	<p>N/A</p>	<p>Within 8 business hours after the request is acknowledged.</p>



<b>CELCAT:</b> Maintain the CELCAT installation and provide support to users	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons in the respective functional areas are assisted. Clarification is sought from the official/authorized source to ensure that the correct business processes are followed.	<b>Main support :</b> Vernon Rowe	N/A	N/A	Within 8 business hours after the request is acknowledged.
<b>LDAP:</b> Maintaining the LDAP authentication setup for SAS	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons in the respective functional areas are assisted. Clarification is sought from the official/authorized source to ensure that the correct business processes are followed.	<b>Main support :</b> Vernon Rowe	N/A	N/A	Within 8 business hours after the request is acknowledged.
<b>Develop and Maintain Upload of SLB data to Banner Finance</b>	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons who are authorized to work with these systems are supported accordingly.	<b>Main support :</b> Ian Sutherland	N/A	N/A	Within 8 business hours after the request is acknowledged.
<b>Electronic Transfer and processing of fees: NCB, Paymaster, BillExpress</b>	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons who are authorized to work with these systems are supported accordingly.	Support team: Ian Sutherland Mullings	N/A	N/A	Within 8 business hours after the request is acknowledged.
<b>Banner Add-ons for Students Administrations</b>	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons who are authorized to work with these systems are supported accordingly.	<b>Main support :</b> Ian Sutherland	N/A	N/A	Within 8 business hours after the request is acknowledged.
<b>Develop &amp; Maintain Library System (EXLIBRIS) interface with Banner and PeopleSoft</b>	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons who are authorized to work with these systems are supported accordingly.	<b>Main support :</b> Ian Sutherland	N/A	N/A	Within 8 business hours after the request is acknowledged.
<b>Develop &amp; Maintain Banner students data objects for Executive Decision reporting in the UWI Centre (business objects)</b>	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons who are authorized to work with these systems are supported accordingly.	<b>Main support :</b> Ian Sutherland	N/A	N/A	Within 8 business hours after the request is acknowledged.
<b>Develop and maintain procedures for uploading ELPT results</b>	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons who are authorized to work with these systems are supported accordingly.	<b>Main support:</b> Ian Sutherland	N/A	N/A	Within 8 business hours after the request is acknowledged.
<b>Develop and maintain tuition fee exemption process</b>	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons who are authorized to work with these systems are supported accordingly.	<b>Support team :</b> 1. Ian Sutherland 2. Kirk Mullings	N/A	N/A	Within 8 business hours after the request is acknowledged.
<b>Develop and maintain internal telephone directory</b>	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons who are authorized to work with these systems are supported accordingly.	<b>Main support :</b> Ian Sutherland	N/A	N/A	Within 8 business hours after the request is acknowledged.

<b>Students &amp; Staff ID Cards: Create and maintain data objects for badging system</b>	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons who are authorized to work with these systems are supported accordingly.	<b>Main support</b> : Ian Sutherland	N/A	N/A	Within 8 business hours after the request is acknowledged.
<b>Student Deregistration: Produce reports</b>	Please direct an e-mail to the Helpdesk outlining the description of the request.	Persons who are authorized to work with these systems are supported accordingly.	<b>Main support</b> : Ian Sutherland	N/A	N/A	Within 8 business hours after the request is acknowledged.

### Infrastructure Unit

<b>UPS Systems Installation &amp; Maintenance</b>	This problems can be resolved remotely after the request is acknowledged. The process includes: <ul style="list-style-type: none"> <li>•Procuring &amp; commissioning</li> <li>•Maintenance &amp; support</li> <li>•Policy document preparation</li> </ul>	Support is given to staff members in specific functional areas.	Contact: Helpdesk at (1876) 927-2148 or helpdesk@uwimona.edu.jm Contact: 1. Owen Ferguson 2. Gary Malcolm 3. Alrick Brown	Quotation reflecting prices obtained from supplier via email and submitted to client.	Interfacing with approved suppliers & recommending configuration <ul style="list-style-type: none"> <li>• Quotation is received via email</li> <li>• Quotation is submitted to requesting client for processing to Purchasing Order status</li> <li>• Supplier provides invoice on delivery/ completion of service</li> <li>• The Invoice is submitted to Bursary for cheque preparation and payment</li> </ul>	1-2 weeks for stocked items, 4-6 weeks for overseas orders.
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<b>Electronic Access Control: Design, Installation and Maintenance</b>	<ul style="list-style-type: none"> <li>• Site Plan Drawing for new building constructions should be provided to the MITS Access Control Officer (ACO)</li> <li>• Site visit/s and consultation and recommendations with end-users for existing buildings are required. This involves installation (procurement &amp; commissioning, testing &amp; final sign-off by supplier).</li> </ul> <p>Other procedures:</p> <ul style="list-style-type: none"> <li>• Configuration</li> <li>• Maintenance &amp; support</li> <li>• Access rights assignment</li> </ul>	Provide the Helpdesk with the detail of the problem for access related problem. Most problems can be resolved remotely. Access problems are managed only after referral is made by specific functional staff members.	Contact our Helpdesk at (1876) 927-2148 or <a href="mailto:helpdesk@uwimona.edu.jm">helpdesk@uwimona.edu.jm</a> Contact 1. Owen Ferguson alternate contact Christopher Muir Escalate Jeremy Whyte	Quotation reflecting prices obtained from supplier via email and submitted to client.	<ul style="list-style-type: none"> <li>• Quotation is received via email</li> <li>• Quotation is submitted to requesting client for processing to Purchasing Order status</li> <li>• Supplier provides invoice on delivery/ completion of service</li> <li>• The Invoice is submitted to Bursary for cheque preparation and payment</li> </ul>	1-2 weeks for stocked items, 4-6 weeks for overseas orders.
Surveillance Design	Client should: meet with the Director of Security (DS) - <b>Security Surveillance Officers (SSO)</b> visit site to develop the initial design for the surveillance system - SSO submits the design to the DS for approval then the costing is sought through a tender process - The SSO makes the vendor selection based on the option that matches the design and at the lowest cost - the selection is then sent to the customer for PO generation	Customer contacts the office of DS - DS office contacts the Helpdesk to respond to the request for service	<a href="mailto:keith.gardener02@uwimona.edu.jm">keith.gardener02@uwimona.edu.jm</a>	Pricing is determined by the scope of the project and urgency	This procedure will be provided upon request.	16 business hours to create the design - 3-4 weeks for approval - 3 weeks after the request for proposal (RFP) is sent to the vendors - 5 business days to evaluate the responses from the vendors - 10 business days for PO generation.
Surveillance Installation	The SSO engages the vendor and oversees the implementation as per the approve design	Vendor liaise with MITS/SSO	<a href="mailto:securitysystems@uwimona.edu.jm">securitysystems@uwimona.edu.jm</a>	N/A	N/A	1-4 weeks.
Surveillance Maintenance	SSO visits the site first line repairs is done if the problem need intervention from a vendor SSO determines if the defects is covered by warranty or contract for services needs to be initiated if so the customer will generate a PO for the contract sum	Customer contacts the office of DS - DS office contacts the Helpdesk to respond to the request for service	<a href="mailto:securitysystems@uwimona.edu.jm">securitysystems@uwimona.edu.jm</a>	Pricing is determined by the scope of the project and urgency	N/A	5 business days if there are no complications.

Intrusion Detection Design	Client should meet with the <b>Director of Security (DS)</b> - Security Surveillance Officers (SSO) visit site to develop the initial design for the surveillance system - SSO submits the design to the DS for approval then the costing is sought through a tender process - The SSO makes the vendor selection based on the option that matches the design and at the lowest cost - the selection is then sent to the customer for PO generation	Customer contacts the office of DS - DS office contacts the Helpdesk to respond to the request for service	<b>Primary contact :</b> 1. Kevin Duncan 2. Owen Ferguson	Pricing is determined by the scope of the project and urgency	N/A	5 business days if there are no complications.
Intrusion Detection Installation	Client should meet with the Director of Security (DS) - Security Surveillance Officers (SSO) visit site to develop the initial design for the surveillance system - SSO submits the design to the DS for approval then the costing is sought through a tender process - The SSO makes the vendor selection based on the option that matches the design and at the lowest cost - the selection is then sent to the customer for PO generation	Customer contacts the office of DS - DS office contacts the Helpdesk to respond to the request for service	<b>Primary contact :</b> 1: Kevin Duncan 2: Owen Ferguson	Pricing is determined by the scope of the project and urgency	N/A	Depending on the scope of the project.
Intrusion Detection Maintenance	Client should meet with the Director of Security (DS) - Security Surveillance Officers (SSO) visit site to develop the initial design for the surveillance system - SSO submits the design to the DS for approval then the costing is sought through a tender process - The SSO makes the vendor selection based on the option that matches the design and at the lowest cost - the selection is then sent to the customer for PO generation	Customer contacts the office of DS - DS office contacts the Helpdesk to respond to the request for service	1: Kevin Duncan 2: Owen Ferguson	Pricing is determined by the scope of the project and urgency	N/A	Depending on the nature of the issues highlighted.
Network Installation	Vendor installed equipment under the supervision of MITS Network team	Testing is done after installation is approved and signed off.	<b>Contact</b> 1. Andrea Saunders 2. Aleathia Afflick-Mitchell	The costing is done during the design stage	N/A	Dependent on nature of project.

Network Upgrading

Changing network cabling to a higher quality Replacing cables that are defected or out of warranty cable replacing old out of warranty devices/equipment adding equipment

Recommendation from MITS or end user request the backbone equipment based on load, age or defective change, replace or upgrade

**Contact**

1. Andrea Saunders
2. Aleathia Afflick-Mitchell

Competitive quotes N/A approved by the principal

Dependent on the scope of work.