

# Engineering IT Service Level Agreement

## 1. Overview

### a. Scope

This Service Level Agreement describes the services provided by Engineering IT (ENGR-IT) to the College of Engineering (ENGR).

- i. ENGR-IT the central information technology group for the College of Engineering and is part of the Dean's Office; the Executive Director of ENGR-IT reports to the Associate Dean of Engineering Operations.

- ii. Members of the College of Engineering

When referring to people, the College of Engineering is defined as

- any faculty member or instructor teaching courses in ENGR;
- any staff member employed by ENGR;
- any student enrolled in ENGR courses.

- iii. Units of the College of Engineering

When referring to groups or units of the College of Engineering, the College is defined as:

- Academic Units
  - Academic departments
  - Affiliated engineering programs
    - Biological and Agricultural Engineering (BAE)
    - Forest Biomaterials (FB)
    - Textiles Engineering (TE)
  - Site-based Programs
    - Mechanical Engineering Systems in Havelock, NC
    - Electrical Engineering Systems in Havelock, NC
    - Mechatronics Engineering in Asheville, NC
  - Graduate-only Programs (IMSEI, OR)
  - Distance Education (Engineering Online)
- Engineering Administration
  - Engineering Foundation
  - Dean's Office (Finance, HR, Research)
- Outreach
  - Industrial Expansion Solutions
  - North Carolina Clean Energy Technology Center
  - The Engineering Place (K-20 education resources)
    - Engineering Summer Camps
    - North Carolina Solar Center
    - Bit & Bytes Days
- Research Centers and Institutes

- iv. Exceptions

1. Most academic departments within ENGR have their own IT staff who directly and personally support their customers. Requests for assistance from customers in those departments are therefore routed to their local IT. This does not preclude those customers from using services that ENGR-IT provides for the College as a whole.

2. ENGR-IT receives direct funding to support these departments:
        - Biomedical Engineering at NC State (BME)
        - Civil, Construction, and Environmental Engineering (CCEE)
        - Chemical and Biomolecular Engineering (CBE)
        - Mechanical and Aerospace Engineering
        - The Golden LEAF Biomanufacturing Training and Education Center (BTEC)
      3. In certain cases, support may be limited to a subset of the College based on legal considerations (e.g., software licensed for a particular department; software used for instruction but not research; web applications used only by certain groups; etc.).
2. Equipment purchasing and consultation
  - a. Per state law and university policy, all computers must be purchased aligned with the Combined Purchasing Initiative ([go.ncsu.edu/cpi](http://go.ncsu.edu/cpi)). An exception process is available but must be specified in the purchase request. All computer purchases and exceptions made within the College are routed for approval by the ENGR-IT Executive Director to ensure compliance.
  - b. The NC State Marketplace has several vendors with CPI-compliant computers listed in their catalog.
    - i. For current information on vendors and computers, please refer to the CPI website listed above.
    - ii. No computers may be purchased through 3rd party vendors, even within Marketplace, unless an exception to the CPI has been approved.
  - c. Units supported by ENGR-IT can email [eoshelp@ncsu.edu](mailto:eoshelp@ncsu.edu) to discuss computer purchase options or to have a quote created for a computer purchase. Each department designates one or more staff members to approve and process purchases. ENGR-IT does not purchase equipment for departments directly.
  - d. No computers acquired from NC State surplus will be placed on the network unless prior approval has been given from local IT staff. Surplus-purchased computers must be fully functional as-is and not be missing essential parts. The age of machines must fall within [Endpoint Protection Standards](#) to be fully capable of running current and upcoming Operating Systems, security updates, and device drivers.
  - e. Customers are encouraged to contact their departmental support for advice when considering computer accessories and peripherals (e.g., monitors, printers, scanners).
3. Software purchasing and consultation
  - a. ENGR-IT works to acquire software used by the entire College.
  - b. For software purchased at the University level, ENGR-IT coordinates the licensing and distribution of software as appropriate.
  - c. When purchasing software, in adherence to State laws and University regulations, each software acquisition must be reviewed in regards to:
    - Legal compliance (License Agreements)
    - Financial requirements (Sole source)
    - Accessibility requirements
    - Security
  - d. The above may be evaluated based on factors such as:

- The intended users
  - Cost
  - Whether a signature is required
- e. ENGR-IT can assist and consult concerning the above processes for any faculty/staff member in ENGR interested in purchasing software independently.
4. Device configuration, software, security, and maintenance
- a. In accordance with NCSU rules for Endpoint Protection, ENGR-IT requires that all NCSU-owned computers be centrally managed. This is done to minimize security risks to University computers, and involves automatic security updates and monitoring to track compliance.
  - b. For computers where this is not possible or would interfere with the computers' purpose (e.g., computers used in the field away from networking, or dedicated computers that run instrumentation), exception requests can be made. The Office of Information Technology's Security & Compliance Unit evaluates each of these requests individually.
  - c. Commonly used software is packaged by University IT staff and can be installed automatically via the management systems. The most common software packages are installed on all computers, and more are available upon request.
  - d. Software licensing is managed by ENGR-IT.
  - e. ENGR-IT maintains the license servers for all college-wide software purchases.
  - f. ENGR-IT reviews internal software requests to ensure adherence to applicable laws and University rules and regulations before passing them to the University level.
5. Communication Standards
- a. The communication portion of this SLA outlines the terms and conditions governing the communication between clients and ENGR-IT support staff for incidents reported via email, phone, or by visiting one of our three Service Desk locations. ENGR-IT strives to handle all client support requests promptly and efficiently.
  - b. Clients can reach ENGR-IT support staff via the following channels:
    - Email: [eoshelp@ncsu.edu](mailto:eoshelp@ncsu.edu)
    - Phone: 919-515-2458
    - Visiting one of our Service Desk offices (appointments recommended):
      1. Fitts-Woolard Hall, office #3314
      2. Engineering Building 1, office #1002
      3. 111 Lampe Drive, office #456
  - c. All service requests will be tracked via the ServiceNow ticketing system. Once in the system, all ongoing communication will be managed through this system.
  - d. Service Availability  
ENGR-IT support staff will be available to respond to client support requests during regular business hours, Monday through Friday, 8:00 AM to 5:00 PM EST. Regular operational support requests received outside these hours will be addressed during the next business day.
  - e. Incident Response Time  
ENGR-IT support staff will acknowledge receipt of all support requests within 24

hours of receipt, during regular business hours. After-hours requests will be acknowledged during the next business day.

- f. System-wide maintenance and outages will be announced via the [ServiceNow status system](#). The status window is where ENGR-IT and OIT will communicate upcoming and emergency outages that may affect how customers can access the college and university systems.
  - g. In cases where another University department is responsible for resolving the ServiceNow Incident ticket, ENGR-IT Service Desk staff will advise the customer that the ticket is being transferred to the responsible team.
6. Inventory Maintenance
- a. ENGR-IT does not manage any assets (except those directly owned by ENGR-IT) concerning the university's asset management system, otherwise known as CAMS. All asset management is done by departmental personnel.
  - b. Any computers bought under the asset tag limit (currently \$5,000) should be registered in the appropriate configuration management system appropriate to its operating system.
  - c. Various departments may take additional measures to keep up with computers and Internet-connected devices.
  - d. All computing devices must be a part of the Endpoint Protection Standard identified in [RUL 08.00.18 – Endpoint Protection Standard](#).
7. Device Support (Break/Fix)
- a. The ENGR-IT Service Desk provides routine hardware support services based on ownership of the device, type of technology, and warranty coverage status, detailed below.

For all requests, ENGR-IT Service Desk staff will perform diagnostics and testing to determine the root issue. Further action will be based on warranty status as described below.

It is strongly recommended that our clients utilize a University storage service or University-provided cloud service to backup their important files in case of a total loss of their physical equipment. In cases of repair, this should be checked and completed before requesting hardware support. Service Desk staff can recommend data recovery services if necessary.

Hardware repair and support is provided as follows.

**University-owned** devices are those purchased through University funds.

**ENGR-IT-managed** devices have been configured by the Service Desk before use and exist in our administration and inventory systems.

**Student-owned** devices are those personally owned by students.

- i. University-owned and ENGR-IT-managed computers under manufacturer warranty**
  1. For **Windows and Linux OS desktops and laptops**, if repairs are covered under a service contract or accidental coverage warranty, they will contact the manufacturer for necessary repairs. Depending on the warranty, this could include arranging for on-site visits from manufacturer contractors or mailing in the device for repair.
  2. For **Apple desktops and laptops**, the ENGR-IT Service Desk staff will perform diagnostics and testing to determine the root issue. If repairs are covered under AppleCare warranty, they will recommend local repair shops for more advanced repair services or mailing in directly to Apple.
- ii. University-owned and ENGR-IT-managed computers not covered under manufacturer warranty**

Staff will recommend the next steps, including departmental purchase of replacement parts, recommendations for local repair shops, or quotes for a replacement to be purchased by the ownership department.
- iii. University-owned printers under warranty**

Staff will contact the manufacturer and coordinate repair. Depending on the complexity, they may request field-replaceable parts or dispatch of repair contractors.
- iv. University-owned printers not under warranty**

If the issue cannot be resolved via troubleshooting, staff will recommend local repair shops to contact for repair.
- v. University-owned printers covered under service contracts**

Staff will assign advanced diagnostics and repair to the contracted service contract provider.
- vi. Student-owned personal laptops and desktops**

Staff will make recommendations on next steps, including referral to the OIT Walk-In center, purchase of replacement parts, recommendations for local repair shops, and/or advice on purchasing a replacement device.

## 8. Network Support

- a. ENGR-IT does not pay for recurring networking or connection fees outside of its own staff.
- b. Wireless and wired connection support can be requested by contacting the ITECS Service Desk. Service Desk staff can assist in the following ways:
  - Registering wireless-enabled devices in the administration system to provide basic wireless functionality.
  - Assistance to clients looking to register their devices in the Eduroam wireless network.
  - Checking wall plates for wired (Ethernet) ports for basic connectivity information and troubleshooting.

- Advice for department personnel in purchasing additional wired port connections.
- Assigning ServiceNow Incident Tickets to the Network Operations Center (NOC) for complex diagnostics and troubleshooting of network connectivity issues.

#### 9. Classroom Support

- a. The ENGR-IT Service Desk will assist with basic troubleshooting in all classrooms where Engineering courses are taught.
  - i. In classrooms operated by Classtech, the computers and audiovisual equipment are owned and managed by Classtech. ENGR-IT will be limited in the ability to assist beyond basic troubleshooting. A list of those classrooms is located on the [Classtech Classrooms](#) site. Those classrooms generally have a card at the podium indicating support contacts.
  - ii. The local IT group is usually responsible for any 210 or departmental spaces.

#### 10. Computer labs

##### a. Eos labs

- i. ENGR-IT provides computer labs in various Engineering buildings intended for the use of all Engineering students. ENGR-IT owns, maintains, and supports these computers. These are mainly Windows computers, but some run Linux (see below, “Locations and number of computers”). The computers are loaded with software most commonly used by engineering students. Anyone with a valid Unity ID can log into these computers, but they are intended for the use of engineering students.
- ii. These labs may be reserved for particular purposes (e.g., camps) provided nearby labs remain available for student use. Requests are evaluated by ENGR-IT staff.
- iii. Locations of Eos labs can be found here: [Eos labs](#)

##### b. Departmental labs

- i. ENGR-IT supports the CCEE Teaching Lab in 3270 FWH. This lab is intended for instruction by CCEE faculty, who can contact the CCEE office to reserve the room for recurring use, e.g., scheduling a class in the lab for the entire semester to demonstrate and use particular software. This lab is not available to be reserved by anyone outside CCEE.

##### c. Virtual labs

- i. ENGR-IT builds and manages cloud-based services that provide access to Windows and Linux-based applications in custom environments built for the College of Engineering. These virtual environments allow students and faculty to access software applications and tools required for coursework and research anywhere they have a network connection.
- ii. The ENGR-IT Service Desk will provide technical support for the

Virtual Applications. Further systems-level support will be provided by ITECS Systems.

#### 11. General Web services

- a. Websites - ENGR-IT has an agreement to provide a WordPress environment free of charge to the College of Engineering via OIT's WordPress platform.
- b. Brand Strategy - visual identity, copy guidelines, and web assets are available at [NC State Brand](#). All web pages in the ncsu.edu domain must be brand-compliant.
- c. Accessibility - All websites hosted in the Engineering/OIT environment must be accessible. For help with digital accessibility, please visit [Accessibility](#).
- d. Content - ENGR-IT does not provide content for engineering websites. If you need help with design or communication content, please contact [University Communications and Marketing](#).
- e. Third-level and .org domain names - ENGR-IT can assist with setting up third-level domain names (<yourdomain>.ncsu.edu) off ncsu.edu or .org domain names. No .com nor any other top-level domain name is allowed on university servers. Domains ending in .org must carry the following identification in the footer of their site, "This site originates from NC State University".

#### 12. Custom web application development and support

- a. PAT v2.5.21 - Data collection for ABET and SACS reporting
- b. Engineering Online - Legacy - The current administrative portal EOL students use to request registration for classes
- c. Engineering Online - The new administrative portal EOL students use to request registration for classes and choose proctors
- d. Foundation - Pledge and donation tracking, and pledge submission form for the Engineering Foundation
- e. Engineering Ambassadors - Event sign-up
- f. Learning Styles Questionnaire - Quiz to determine your learning style
- g. Release Time - Calculates annualized percent of salaries for faculty split across multiple funds
- h. Online Police Reports - Repository for traffic accident reports that police upload for retrieval by involved parties
- i. Grants API - Supplies grant information from RADAR to WordPress Directory/People plugins
- j. EOL Notes.engineering - repository of class notes for distance education students
- k. Notes Sentinel - automated system that sets up new folders as needed on notes.engineeringonline and sets granular access control
- l. Career Fair Name Tags - name tag generator used by the Office of Professional Development
- m. LVECD - application to calculate some civil engineering stuff
- n. PHPMyAdmin - graphic representation of databases and tables.

#### 13. Server-Level Compute Services

- ENGR-IT currently supports systems for the College of Engineering. These servers are:
  - i. License
  - ii. Database servers for web applications
  - iii. Web
  - iv. Print
  - v. Application
- Servers supported by ENGR-IT  
 ENGR-IT provides support and consultation on servers for the College of Engineering. This service is provided primarily by the Systems team in ENGR-IT. The computer will be via on-premises physical servers or off-premises cloud computing resources as appropriate.
  - i. ENGR-IT will provide reliable and fast access to computing resources with minimal latency and downtime. The ENGR-IT Systems team will provide technical support for the server-level compute service during regular business hours (Monday to Friday, 8 am-5 pm). The Systems team is on-call 24-7-365 for emergencies only. Support and consultation requests must be made by [eoshelp@ncsu.edu](mailto:eoshelp@ncsu.edu) or by calling the ENGR-IT Service Desk at 919-515-2458.
  - ii. ENGR-IT will monitor all servers that fall under its responsibility.
- Servers not operated by ENGR-IT
  - i. ENGR-IT does not support physical ad-hoc systems (e.g., servers purchased by an individual or department without consulting ITECS).
  - ii. ENGR-IT will assist with consultation and migration of unsupported ad-hoc systems to supported services.
- If a server is purchased through the CPI approval system, it is up to the researcher to set up that system if ENGR-IT was not consulted before purchase.

#### 14. Storage Services

- ENGR-IT provides storage services to the College of Engineering. This includes providing storage space, backup and restore services, disaster recovery, and consultation.
  - i. ENGR-IT will provide technical support to users of supported storage services. Support will be provided through the ENGR-IT Service Desks. Support requests can be submitted via phone or email.
  - ii. ENGR-IT will provide a variety of storage options. The specific services used to provide storage may be on-premises (in ENGR-IT facilities or NCSU data centers) or cloud-based, and may vary based on the customer's needs.
  - iii. Unsupported storage services
    1. ENGR-IT does not support physical ad-hoc systems (e.g., network-attached storage (NAS) devices).
    2. ENGR-IT does not support storage provided by other units on campus.

## Appendix A – Glossary

| <b>Term</b>                                    | <b>Meaning</b>                            |
|--|---|
| API  | Application Programming Interface         |
| App, Application or Web App                    | Website, webpage                          |
| AWS  | Amazon Web Services                       |
| Computer, device, compute                      | Machine                                   |
| EOL  | Engineering Online                        |
| Faculty, staff, students, customers or clients | Users                                     |
| HPC  | High Performance Computing                |
| ITSM   | Information technology service management |
| OUC  | Organization Unit Code                    |
| PAT  | Program Access Tool                       |
| VCL  | Virtual Computing Lab                     |
| VDI  | Virtual Desktop Infrastructure            |

## Appendix B -- Version History

| Date       | Comments                   |
|------------|----------------------------|
| 05/31/2023 | Initial version published. |
| 06/29/2026 | Updated to ENGR-IT         |