

# ***ITS Core Services Catalog***

*Effective March 1, 2017*

## **Purpose:**

This catalog is a description of services available to Moody Global Ministries (MBI) by its internal technology provider, Information Technology Services (ITS), and constitutes the base service level agreement between the MBI community and ITS. ITS provides delivery and support of these services through specialist support teams and a central point of contact, the ITS Support Center.

## **System Availability:**

Unless otherwise noted, Moody's system availability is 24/7 with the exception of ~~the~~ our two weekly maintenance windows <sup>1</sup>:

***Mondays – Between 12am and 6:00am Central Standard Time***

***Saturdays – Between 4am and 10am Central Standard Time***

*There WILL be times that we will be required to perform emergency maintenance outside of these two maintenance windows. Timely communications of these occurrences will be made as our team is able to do so, with priority given to restoring service.*

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<sup>1</sup> ITS is required to update and maintain the technical infrastructure on a regular basis. From time to time, critical maintenance, such as urgent security patches may need to be performed within business hours which may impact service availability. In such situations, all attempts will be made to minimize the business impact.

# 1 Support Center

The ITS Support Center is the central point of contact for anything regarding Information Technology Services and the services listed in this catalog.

## 1.1 Incidents and Support Requests

All incidents and support requests should be directed to the Information Technology Services (ITS) Support Center, with service desks located on Sweeting 1 and Crowell 3 on the Chicago Campus and a service desk located in the West Wing of the Biblical Studies Campus in Spokane. The ITS Support Center can be contacted by phone at 312-329-4067 or by e-mail to [ITS@moody.edu](mailto:ITS@moody.edu).

The ITS Support Center technicians will make every effort to resolve your call upon the first point of contact, with an immediate answer by phone or email to questions regarding ITS services. If immediate resolution to the request is not possible, the support ticket that is generated from your initial call will be entered into a queue according to the ITS Support Prioritization Matrix.

### *ITS Support Prioritization Matrix and Resolution Times*

Unless otherwise noted in this catalog for specific types of support, support requests that cannot be completed or an incident that cannot be resolved at the first point of contact with the Support Center are prioritized as follows:

		Severity	
		High 20+ Users	Low 1-19 Users
Urgency	High <i>Service stopped, No workaround</i>	Emergency	High
	Medium <i>Service stopped, workaround found</i>	High	Normal
	Low <i>Inconvenience, but no service stopped</i>	Normal	Low

As indicated by the matrix above, requests are prioritized based on urgency (the desired duration between reporting an incident and the restoration of service) and severity (the scope or impact of an incident). The priority may change throughout the duration of the incident. Priorities are defined as follows:

- **Emergency**
  - First Technician Response: Immediate
  - Second Response (workaround proposed): 1 hour
  - Resolution: As soon as possible
- **High**
  - First Technician Response: Same business day
  - Resolution: Next business day or agreed upon time frame

- **Normal**
  - Service ticket created and notification email sent: 1 business day
  - Resolution: 9 business days or agreed upon time frame
- **Low**
  - Service ticket created and notification email sent: 1 business day
  - Resolution: 3 weeks or agreed upon time frame

#### *Support Center Hours*

In addition to the walk-in hours listed below, support requests may be submitted 24/7 via e-mail to [ITS@moody.edu](mailto:ITS@moody.edu) or by leaving a message at 312-329-4067. Requests submitted after hours will not be assigned until ITS opens.

Academic Year Core Hours (excluding Institute holidays):

Sweeting 1 Service Desk

- 7:30am- 8:00pm Monday to Thursday
- 7:30am- 6:00pm Friday
- 9:00am- 12:00 pm; 1:00pm – 3:00pm Saturday

Crowell 3 Service Desk

- 7:00am- 6:00pm Monday to Friday

Summer and Break Core Hours (excluding Institute holidays):

Sweeting 1 Service Desk

- 8:00am- 4:30pm Monday to Friday
- Extended hours on days with scheduled classes
  - Open 30 minutes before a morning class session begins
  - Close 30 minutes after an evening class session begins

Crowell 3 Service Desk

- 7:00am- 6:00 pm Monday to Friday

## **1.2 Consultation**

ITS is available for consultation on matters concerning technology and its application in MBI's learning and business environments; several staff members are dedicated to this purpose. Requests for consultation should be made via the ITS Support Center as outlined in section.

## **1.3 Sales**

ITS offers several basic media supplies in support of the teaching learning environment. An item/price list for these supplies is available at the ITS Sweeting service desk, where these supplies can be purchased on a walk-in basis.

## **1.4 Project Management**

ITS may be able to provide additional services beyond what is documented in this catalog or the customer's Service Level Agreement, with the approval of requests for the implementation of a new service or for the upgrade to an existing service subject to ITS available labor and priorities.

If a request requires multiple tasks to be completed, or requires multiple people, or involves multiple departments, the customer will be given a *Project Request Form* (which can also be found at *ITS.moody.edu*) to complete, sign, and electronically submit to ITS. ITS will then review the request and if it is approved, will start the ITS project process, which will guide the project from initiation, through to implementation and project closure. This includes:

- Scheduling a meeting with the customer to ensure that the project purpose, scope, and deliverables are clearly defined and understood
- Outlining the responsibilities of ITS and of the customer, based on the complexity of the project
- Determining the priority of the project
- Providing estimated labor, purchasing, and operation costs, if applicable
- Managing project milestones and resources, as well as controlling issues, risk, and quality while
- Ensuring successful transition of projects to production

## 2 Enterprise Applications Development and Support

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Information Technology Services is responsible for the development and maintenance of administrative and “mission critical” information service applications that are used on a campus/enterprise-wide basis. Working alongside MBI departments, these applications include Astra room scheduling, Blackboard, Oracle E-Business suite for financial functions, Human Capital Management (HCM/HR), and the PeopleSoft suite of applications that include Contributor Relations, Customer Relation Management (CRM), and Interaction Hub (Portal).

ITS support of enterprise applications further incorporates:

- Credit card processing and custom business specific software, including third party systems such as RMS (housing) and CORE (cash management)
- Development, business analysis, reporting, and database administration support for all MBI administrative functions (such as registration, admissions, grade entry), Finance, Human Resources and Payroll
- Maintenance, testing and troubleshooting, customer outreach, creating and updating technical documentation, training, vendor relations and assessment of services

For questions regarding the functionality of any of these applications, contact the ITS Support Center by email at *ITS.moody.edu*.

### 2.1 Campus Solutions

Campus Solutions (CS) is MBI’s enterprise-level student records database used by all departments and venues to track and manage academic data. In cooperation with many other service groups across campus, ITS plays several specific roles in the support of this system. These roles are defined below. Students and faculty with questions about these aspects of the system should contact the ITS Support Center as outlined in section 1.1.

#### 2.1.1 Training

ITS no longer coordinates general CS training for the Education branch of MBI. General training is covered by the individual departments. ITS is able to provide specialized training on advanced functionality by request of the manager.

#### 2.1.2 Student Support

While ITS fully supports faculty and TAs in the Faculty Service Center of Campus Solutions, student support is provided through Moody Central at 312-329-2020.

#### 2.1.3 Administrative Support

ITS provides CS support for all MBI staff and faculty. However, for in-depth or specialized areas of CS, ITS may be unable to fully answer the customer’s question—especially when it involves business processes that dictate how the system should be used. In these cases, the customer will be referred to the department responsible for oversight of that particular area of CS.

#### *2.1.4 Reports*

ITS coordinates the creation and revision of reports from Campus Solutions. Any request should be made via the Support Request process outlined in section 1.1.

## **2.2 Astra**

Astra is a room scheduling system for many rooms on the Chicago campus. Administration of Astra is distributed among three different groups: Regional Administrators, Information Technology Services (ITS), and the Academic Records. The role of each group is defined as follows.

#### *2.2.1 Regional Administrators*

Each department that manages its rooms through Astra designates one or more Regional Administrators. These Regional Administrators are responsible for approving, denying, and updating reservation requests that are submitted for their department's rooms. They are also responsible for defining and publicizing room usage policies for their rooms and for working with ITS to set appropriate controls on when and by whom their rooms can be requested.

#### *2.2.2 Information Technology Services*

ITS supports Regional Administrators and end users in all event scheduling tasks. This support includes the following responsibilities.

- Adding new rooms to the system
- Changing room configurations and controls
- Adding customer contacts to the system
- Setting user permissions
- Configuring system reports
- Training room managers and end users
- Maintaining the Astra interface at *rooms.moody.edu*
- Troubleshooting problems with the Astra system and interfacing with the Astra Company to implement solutions
- Section import/export

## **2.3 Learning Management System Support / Blackboard**

ITS offers a learning management system (LMS) as a tool to enhance the teaching and learning experience in the classroom. Due to licensing restrictions with Blackboard Inc., the LMS is available for educational use only.

#### *2.3.1 Training*

All new instructors and administrative staff must schedule a training session with ITS prior to first using the LMS to ensure effective use of the LMS. The training session ensures that the user is able to use the LMS effectively and also provide the opportunity for the user to receive training for any special use cases. Requests for LMS training should be made via the Support Request process outlined in section 1.1.

All teacher assistants must complete an online training program as coordinated by the respective schools.

### *2.3.2 Course Setup and Maintenance*

The following policies dictate the creation of all LMS course shells on a semester-by-semester basis:

- Course shells are created at the point when the course information is entered into Campus Solutions, which is the official source of academic information.
- Course shells are set as unavailable to students when they are created
- Instructors are required to populate their own course shells with content each semester, whether this is through uploading new materials or copying it from a previous semester's course site.
- If the instructor needs to copy course material from a site not in their Blackboard course list, the course archive can be requested from ITS.
- Students will be enrolled in course sites at the point when they register for a class, based upon course registration in Campus Solutions.
- The instructor or administrative staff is responsible to use the "Blackboard Enrollment Manager" tool to facilitate enrollments in sites not connected to an official course in Campus Solutions (see 2.3.4).
- Upon the completion of the online TA training course, the TA coordinator will add the TA to the course in Campus Solutions. The Blackboard Administrator will be responsible for adding the TAs to their respective courses per Campus Solutions data.
- Students who drop a course via Campus Solutions will be set to "unavailable" in the corresponding Blackboard course site.

- The instructor or administrative staff is responsible for removing students from their classes after the student has dropped the course and become unavailable. ITS will not remove students from courses.
- ITS will not remove TAs from class sites at any time. If the TA does not want to see his/her past “TAed” courses in the “My Courses” list, the TA should follow the Blackboard process to hide them from view.
- The instructor or administrative staff will be responsible for all administrative functions within the LMS as they relate to course management (i.e., posting documents, creating/resetting/grading quizzes).
- The customer recognizes that the availability of course materials is not guaranteed at any particular time due to potential equipment failure or software malfunction.

### *2.3.3 Course Shells not Created in Blackboard*

Some courses listed in Campus Solutions do not require a Blackboard site. Course shells for these courses will not be created in the automated process that is listed above. Campus Solutions course prefixes that will not have Blackboard course shells created are: ISP, ML, PCM, and SBK. Due to technical considerations, when a course is created manually instead of in the automatic course shell creation process, students must be enrolled by the course administrator or instructor using the Blackboard Enrollment Manager tool (found in the course Control Panel in the “Course Tools” section).

### *2.3.4 Non-Academic Blackboard Sites / Organizations*

Blackboard sites that aren’t related to a specific Campus Solutions course are created as “organizations”. Most organization sites are permanent and do not need to be recreated each semester. The following applies to the creation of organizations:

- Any student or faculty group may request to have an organization created; student groups must have a faculty or staff sponsor.
- Any users should be added by the administrator of the specific site using the Blackboard Enrollment Manager tool, which is located in each organization Control Panel in the “Organization Tools” section.

### *2.3.5 Course Material*

It is the instructor’s responsibility to ensure that courses do not contain copyrighted material or media that falls outside the boundaries of the TEACH Act or the principles of Fair Use. ITS will work with instructors to place audio and video files on the streaming server. ITS will archive all course data before removing them from the production server to ensure future availability. ITS will notify users if their courses are oversized and discuss an archive strategy with them.

### *2.3.6 Technical Support / Application Maintenance*

- ITS will provide technical support and training for faculty having problems uploading course content, with the understanding that the upload is ultimately the faculty member's responsibility.
- ITS will manage the LMS user database and create user accounts for registered students.
- ITS will adjust name changes to match Campus Solutions upon request
- ITS will assist customers with resetting their passwords in the event that they cannot log in to the LMS.

### *2.3.7 LMS Outages*

The LMS is unavailable from 5:00-6:00 am every Monday for routine system maintenance. Should it be necessary to take the LMS offline for any reason outside this standard maintenance window, ITS will notify all students and employees as soon as the outage is planned. This notification will be sent via e-mail to all students' moody.edu e-mail accounts. It will also be posted as a system announcement on the Blackboard log in page. Individual e-mail announcements will also be sent to undergraduate and graduate administration in Chicago, Spokane, Michigan, and MDL.

In the event of an unplanned LMS outage, and the LMS will be offline for one hour or more, ITS will notify users according to the same procedures as a planned outage (as outlined above). Additionally, when the LMS is brought back online, ITS will send another notification to the same users. The notice will include the time frame of the outage and the services affected, and will be sent regardless of the duration of the outage. If the outage occurred after normal business hours, this notice will be sent on the next business day.

Unplanned LMS outages can be reported to ITS at any time by calling 312-329-4067 and pressing option 2 at the voicemail prompt. This will trigger a page to ITS technicians, who will respond immediately to bring the system back online.

## **2.4 Website Support**

ITS provides website content support to the Integrated Marketing Department at MBI, who oversees all websites. All requests concerning websites should be directed to Integrated Marketing.

## 3 Enterprise Infrastructure Services

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ITS develops, deploys and manages the technical enterprise-level infrastructure of Moody Bible Institute. This includes the data center, hardware and software maintenance for servers and networking equipment as well as software middleware services. For questions regarding any of these services, contact the ITS Support Center as outlined in section 1.1.

### 3.1 Server Environment

ITS oversees all the data center operations at MBI including servers, storage, rack space and backup power. Within this oversight, ITS's hosting of servers, both physical and virtual, enable its customers (departments) to deploy applications to the constituents of the Institute. Preferred platforms include Red Hat Enterprise Linux, Oracle Unbreakable Linux and Microsoft Windows Server.

### 3.2 Storage and Server Backups

ITS provides enterprise class storage services to its customers in three main areas:

- Storage is provided within the virtual server and desktop environments
- All user's "My Documents" directories are synchronized with ITS storage so that in the event of a hard drive failure, recovery of documents is quick and painless
- Departments are provided network storage in the form of shared or network folders which grants multiple users or groups of users the opportunity to share files within a department or with multiple workgroups

ITS backs up on a nightly basis any data that is changed throughout the day. These backups are retained for five weeks. Note that only data in the "My Documents" and desktop folder will be backed up.

### 3.3 Enterprise Network

ITS is responsible for the enterprise/nationwide network infrastructure for the Moody Bible Institute, maintaining network access between Chicago and all remote campuses/offices. All buildings on the Chicago campus are connected by fiber optic cabling giving complete connectivity to all users while on campus. Trouble with the network should be reported to the ITS Support Center. All network-related service requests will be fulfilled according to the procedures outlined in section 1.1.

#### 3.3.1 Account Creation

When new employees are hired or when existing employees transfer to new positions, their computer accounts must be requested from the ITS department via the *Employee Account Request Form*, which is available at [www.ITS.moody.edu](http://www.ITS.moody.edu). In order to ensure that the accounts are ready for the employee on time, they should be requested no later than five business days prior to the employee's start date.

Account requests for non-employees should be coordinated through the Support Request process as outlined in section 1.1.

### *3.3.2 Shared Network Drives*

ITS manages the file and permission structures on the \\education file server and on the \\mbistore server. If employees require new permissions to a file or folder, the manager responsible for that folder must request that access. It is the customer's responsibility to maintain and archive individual files on these shared drives as necessary. In the event that a drive becomes full, ITS can assist the customer in identifying files that can or should be archived and removed from the share. If necessary, ITS can also allocate more space to an individual share. Requests should be submitted as outlined in section 1.1.

### *3.3.3 Port Activation and Deactivation*

ITS manages the activation and deactivation of all network ports. Requests for activation and deactivation should be submitted as outlined in section 1.1.

### *3.3.4 Exchange (Outlook) Accounts*

ITS arranges for the creation and management of *Exchange* calendars and mailboxes. This includes personal accounts as well as public folders. *Outlook* is the official mail client for all business use, and all full-time employees receive these accounts by default. Accounts are also available to part-time employees if requested by their supervisors via the *Employee Account Request Form* (see section 3.3.1).

### *3.3.5 Outbound E-mail Aliases*

ITS assists customers with the creation of outbound e-mail aliases to facilitate sending e-mail to large lists of people. These email aliases are required for lists of over 100 addresses. For fewer than 100 addresses, customers have the option to manage the lists manually using distribution groups in the e-mail client or mail-merge from an *Excel* spreadsheet (ITS will provide training on these features if necessary).

Requests for new outbound aliases should be made as outlined in section 1.1. A list of e-mail addresses should accompany the request. A similar complete list of e-mail addresses will be required whenever the alias needs to be updated with new addresses.

## **3.4 Internet Connectivity**

ITS provides and manages all campus and remote access to the Internet, including firewall and web filtering services.

### *3.4.1 LAN*

ITS manages and maintains all local area network switches, routers and data center connections, providing access to users in their offices and residence hall rooms. Wireless access is also available across the campus providing 802.11b/g/n/a capabilities to our users. Visitors to the Chicago, Spokane, and Michigan campuses have Internet access via the wireless system.

### *3.4.2 WAN*

ITS provides data services from Chicago to all remote campuses and offices via point to point network connections or IP Sec VPN connections.

### **3.5 Middleware**

ITS maintains the middleware programs that allow other applications to communicate with each other. These middleware components fall within the categories of directory services, identity management, messaging systems and groupware services.

#### *3.5.1 Directory Services*

ITS manages the directory services running the infrastructure, which contain a collection of metadata necessary to provide users access to systems and services. Active Directory and OpenLDAP are the two main directories used on campus.

#### *3.5.2 Identity Management*

Identity Management (IdM) is the process and procedures for creating, modifying, and removing account IDs, managing and maintaining the synchronization of passwords, and account record maintenance activities. IdM sits on top of the Directory Services and uses a combination of custom scripts and Forefront Identity Manager to manipulate the data in the directories. These identity management systems allow MBI to identify individuals, linking these identities with roles, responsibilities, and associations, and then assign access and privileges accordingly.

#### *3.5.3 Messaging Systems / E-mail*

Information Technology Services provides all MBI students, faculty, and staff with an *@moody.edu* e-mail account when they arrive on campus or begin employment. The e-mail service through which individuals access their e-mail depends on their stated role at the school. Faculty and staff are given Exchange accounts and use Microsoft Outlook to manage their e-mail. Students currently are given a Sun Messenger account. Students who are working part time for the Institute may be migrated to an Exchange account in order to provide better synergy with those that they are working with.

ITS uses Microsoft Exchange Online Protection to mitigate SPAM, viruses and malware from entering the Institute via e-mail.

#### *3.5.4 Groupware*

ITS provides Microsoft Sharepoint services to the Institute's departments and users. This collaboration tool can be used to house departmental information and documents, or can be used as an inter-department tool on projects that require a higher level of collaboration.

## 4 Computer Support

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Information Technology Services is solely responsible for acquiring and the deployment, maintenance and support of desktop computers, laptops, peripheral devices and software issued by Moody Bible Institute. This process ensures that any equipment purchased will be compatible with existing equipment and is able to be supported on the MBI network.

### 4.1 Computer Hardware

In order for MBI employees to fulfill their job responsibilities, ITS provides a baseline desktop that is utilized as the default setup for desktop users. In Chicago, the default setup is a virtual desktop (VDI), or Thin client. Standard desktop configurations include a monitor, keyboard and mouse, along with standard software installed (see section 4.2) that may be adjusted on the employee's job. Users do not have administrative rights in VDI to install or run updates on programs. Any changes to the default desktop setup must be requested through the procedure outlined in section 1.1.

If the baseline desktop or VDI does not meet the needs of the position, the department manager should contact the ITS Support Center by email at *ITS.moody.edu*, stating their requirements. ITS will then evaluate the request (including if the position requires software that will run on only one type of operating system), and if after consulting with the department manager the request is approved, will provide either a PC or Mac desktop, or a laptop if the position requires frequent mobility.

*In order to make certain that quality is maintained at a responsible cost, all desktop, laptop and VDI computers are purchased using Information Technology Services budget funds and then charged back to a department's cost center over a set period of time.*

#### *4.1.1 Equipment Service and Repair*

Requests for equipment support and maintenance should be made according to the procedures outlined in section 1.1. If a major repair is required, the equipment will be brought to ITS, and the customer will be given an estimated completion date. Major repairs may also incur additional cost, which will be quoted before the repair is begun.

#### *4.1.2 Desktop/Laptop Computer Refreshment*

To help maintain maximum computing efficiency and productivity, all Moody Bible Institute computers are on a regular replacement cycle of approximately four years, and will be refreshed within the fiscal year that they are determined to be end of life. Replacement may come earlier if device failure occurs before four years or be extended beyond four years if the computer is still meeting performance standards for the position. When equipment is eligible for replacement, ITS will contact the individual to make arrangements for the refresh. Individuals will be able to choose from a PC or Mac desktop, or a PC or Mac laptop if their position requires frequent mobility. Users choosing a Mac must have demonstrated proficiency with Mac systems. System choice may also be limited by the software applications required to be used in a position or department.

The final determination regarding device selection and model specification will be made by the department manager in collaboration with ITS. A computer will be refreshed on a one-to-one basis only, with the original system required to be returned to ITS (see section 4.1.4).

#### *4.1.3 Computer Peripheral Acquisition*

If a department requires a new computer peripheral, including but not limited to monitors, keyboards, printers and external hard drives, an *ITS Technology Purchase Request Form* must be submitted according to the procedures outlined in section 1.1. This form is located at *ITS.moody.edu*, and is required to be filled out in its entirety before any action is taken. ITS will evaluate the need and determine the best piece of equipment for the task at hand, with funding for the equipment provided by the respective department. Once a purchase request is approved, ITS will strive to acquire the equipment within two weeks (pending availability from the vendor). If the acquisition will require more than two weeks to complete, the customer will be notified. Faster delivery may be available for increased shipping costs.

#### *4.1.4 Equipment Moves*

If a customer needs to relocate or remove a certain piece of equipment, they should contact the ITS Support Center as directed in section 1.1.

- If the equipment is being moved to a new location or a new office, a technician will perform the move and update ITS records.
- If the equipment is no longer needed, a technician will pick it up and place it in storage. That equipment will then be considered available for reassignment to another department should the need arise.
- If the equipment is determined obsolete, a technician will decommission and dispose of it using appropriate, environmentally-safe methods. Computer hard drives will be destroyed according to industry standards to prevent unauthorized data access.

#### *4.1.5 Personal Equipment*

ITS support does not cover customers' personal equipment or equipment that was not purchased through ITS. Customers may request that ITS service this equipment as time permits for the standard hourly labor rate (calculated each budget year), plus the cost of materials. The minimum charge for any such service is one hour's worth of labor.

#### *4.1.6 Personal Device Support*

ITS support of known personal devices is limited to the following:

- Assistance in accessing Exchange e-mail and calendars
- Assistance in installing the Blackboard Mobile Learn app on Blackboard certified devices
- Assistance in installing the VDI View Client

## 4.2 Computer Software

Computers issued by ITS have MS Windows and MS Office installed as standard software. All additional computer software is funded by the respective department but is acquired, managed, and supported by ITS. When new computer software is required, the department manager (or a delegated budget manager) should submit a *New Technology Purchase Request Form* (located at *ITS.moody.edu*) to the ITS Sweeting Service Desk. Departments or employees should not purchase software for business use on their own. Once a purchase is approved, ITS will strive to acquire the software within two weeks (pending availability from the vendor). If the acquisition will require more than two weeks to complete the customer will be notified. Faster delivery may be available for increased shipping costs.

### 4.2.1 Universal Support

These applications are fully supported by the ITS department. This includes installation, basic training, and troubleshooting as needed. Where possible, training will be coordinated with the ITS Training Department (see section 8).

#### Windows

- *Astra Schedule* (Web)
- *Deep Freeze*
- *Finale 2009+*
- *Firefox 3+*
- *MS Win7/Win8/Win8.1* (including bundled apps)
- *MS Office 2010+* (*Excel, Outlook, PowerPoint, Word*)
- *Respondus*
- *Skype*
- *Trend Micro Antivirus*

#### Mac

- Apple *OS X 10.5.8+* (including bundled apps)
- *Deep Freeze*
- *Firefox 3+*
- *MS Office Standard 2011+* (*Outlook, Excel, PowerPoint, Word*)
- *Skype*
- *Trend Micro Antivirus*

### 4.2.2 Limited Support

ITS will assist with installation and ensure basic functionality of these applications, but cannot provide training or in-depth troubleshooting. Where applicable, ITS will interface with other departments to resolve issues with these systems. Training for these applications is to be performed by others in the customer's department or acquired through outside training materials and websites. ITS will recommend appropriate training materials upon request.

- *Adobe Creative Suite 5+*
- *Apple iLife*
- *Apple iWork*
- *Dragon Speech Recognition*
- *Ektron*
- *Final Cut Suite*
- *Libronix Digital Library System (Logos)*

- *MS Access*
- *MS Project 2013*
- *MS Publisher*
- *MS Visio*
- *oXygen XML editor*
- Software custom-ordered for individual users

#### *4.2.3 Fonts*

ITS does not purchase individual fonts. Only the fonts that are bundled with individual software programs are installed. If those same fonts are required on another computer, an additional license of the software program must be purchased so that it can be installed on that computer. Open source and freeware fonts are excluded from this requirement.

Customers needing to use non-Latin scripts (e.g., Greek, Hebrew, or IPA) are encouraged to use Unicode-compatible fonts that are built-in to modern operating systems and freely available for download from organizations such as SIL or SBL. ITS does not support non-Unicode compatible fonts. Assistance in setting up and using these capabilities is available from the ITS Support Desk.

#### *4.2.4 Personal Software*

ITS does not guarantee the functionality of non-Moody owned software downloads or purchases on MBI computers. Examples would include browser plug-ins, *Outlook* add-ins, or games. However, limited help with installation may be available as time permits. Due to license management concerns, MBI-owned software may not be installed on non-MBI-owned computers.

### **4.3 Backup and Restoration**

Should a customer's computer software become problematic or corrupt beyond repair, ITS will reimage the computer with a base-load and strive to restore all documents, MBI-owned software, and customized settings. We cannot restore personal software and settings. If the customer disables, suspends, or ignores the backup solutions provided below, recovery will not be possible.

#### *4.3.1 Windows Backups*

By default, Windows users' "Desktop" and "My Documents" folders are redirected to a specified location on the Moody network and are then backed up to a server in Crowell. Windows users are responsible to save all files requiring backup to one of these two folders. All non-work related music, photo, and video files should be saved outside of these two folders. Users should verify the sync process runs without error. When working off-campus for extended periods of time, the user should connect to MBI's network via VPN to ensure regular backups. ITS is not responsible for the backup of any files outside of the "Desktop" and "My Documents" folders.

#### *4.3.2 Mac Backups*

All Mac users are set up to use the Home Sync utility (Apple's "Mobile Accounts"), which searches for updated files in the user's "Desktop" and "Home Sync" folders while the user is connected to the Moody network (either via VPN or on-campus), and if any updated files are found, copies them to the appropriate location on the network. Mac users are responsible to save all files requiring backup to one of these two folders. All non-work related music, photo, and video files should be saved outside of these two folders. ITS is not responsible for the backup of any files outside of the "Desktop" and "Home Sync" folders.

Mac users may choose to opt out of this backup service by signing a form provided by ITS stating that the user will accept all responsibility for any lost data. ITS will not attempt any file recovery at this point.

#### *4.3.3 Remote Backups*

Some employees working in off-site locations are unable to use the network-based backup solutions outlined above. In these cases, the customer will be given an external hard drive and the necessary instructions to perform manual backups. These customers are responsible to connect the external drive and backup their files on a regular basis, and to store the hard drive in a secure location when not in use.

### **4.4 Network Printers**

All network printers are acquired through Procurement Services. Chicago campus consumables and supplies (with the exception of staples) are kept on hand at CPO. Service, support, and moves are performed by the Chicago Office Technology Group (COTG) on a daily basis. Service requests should be submitted as outlined in section 1.1, and COTG will be dispatched for repair.

*Note: Network printers in outlying locations such as branch campuses are serviced by other repair companies; however they will still need to contact the ITS Support Center for service.*

#### *4.4.1 Printing Functionality*

ITS supports printing functionality (i.e., sending print jobs to the machines from computers) on the network. This is because printing is primarily a computer function not having to do with the actual functionality of the network. Upon request, ITS can provide reports detailing specific print history information such as how many pages individual users have printed.

#### *4.4.2 Access Codes*

ITS supports the configuration of access codes on the network printers, which can be set for departments or individual users to monitor copy activity and prevent unauthorized users from making copies. ITS is able to refresh these access codes, or provide a report detailing copy history, upon the request of an MBI Department Manager, or the Office Administrator from either the Undergraduate School or Moody Theological Seminary. Requests are made via the Support Request process outlined in Section 1.1.

## 5 Rentals and Productions

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ITS provides equipment rentals, technician labor for events, and audio/video production services in support of the teaching learning environment and to all other departments across campus. These services are billed according to hourly labor charges, or are covered by class fees, and are available to all students, faculty and staff of MBI.

### 5.1 Walk-In Equipment

The following equipment is available for checkout from the ITS Sweeting Service Desk on a walk-in basis, pending availability. Reservations are not available for this equipment, and rental costs do not apply.

- Digital still cameras
- External media card readers
- Firewire/USB cables
- Headphones
- Mac VGA display adapter dongles (*checkout is for only four hours at a time*)
- Notebook computers (*checkout is for only four hours at a time*)
- PowerPoint remotes (*checkout is for only four hours at a time*)

### 5.2 Reservable Equipment

With the exception of what is listed in section 5.1, all equipment must be reserved in advance using the *Audio-Visual Request Form*, which is available on the ITS website (see section 1.1.1) or on the MBI portal. The ITS website also includes a list of the items available for reservation and the cost for consumables (if applicable). The equipment itself is free for MBI business and student use but is not available for employee personal (home or ministry) use.

#### *5.2.1 Customer Responsibilities*

- An *Audio-Visual Request Form* must be submitted by 3PM the business day prior to pick-up (material is available on a first-come, first-served basis).
- Requests submitted after 3PM the business day prior to pickup are considered late and will be subject to equipment and personnel availability.
- The customer assumes full responsibility for all rental equipment from check-out to check-in. If the equipment is damaged due to negligence during this period, the customer will be responsible for any repair or replacement costs.

#### *5.2.2 ITS Responsibilities*

ITS will review all Audio-Visual Requests within one business day of the checkout date and will approve or decline each one based on equipment and staff availability. The customer can receive confirmation of availability by contacting the ITS Support Center by phone at 312-329-4067 or 312-329-4001.

ITS will ensure that the equipment is in working order upon pickup. If the customer encounters any problems due to equipment malfunction or breakdown during Service Desk hours, ITS will waive any consumable costs. ITS will also provide immediate service to repair or replace the equipment (pending equipment availability). If the breakdown occurs off campus or outside Service Desk hours the consumable costs will be waived, but immediate support will not be available.

### **5.3 Equipment Setups**

For an additional labor charge, customers may request that their equipment be set up by an ITS technician prior to on-campus use. A quote will be given based on the amount of time the setup will require. The customer must submit an *Audio-Visual Request Form*, following the procedure outlined in section 5.2.1, at least three business days prior to the setup.

Expedited processing for requests submitted within three business days of setup is an option for an additional \$50 charge, pending equipment and labor availability. *To request expedited processing, the customer must contact the ITS Support Center directly via phone or in person at the ITS Sweeting Service Desk in addition to submitting an Audio-Visual Request Form.*

### **5.4 Event Planning**

Any gathering that meets the following criteria is considered an event:

- Requires an ITS technician to run audio or video systems for the duration of the meeting
- Requires ITS production services such as video editing or graphics preparation
- Consists of multiple meetings occurring at different times or in different rooms across campus

For all events requiring ITS involvement, the equipment reservation procedure outlined in section 5.2 is insufficient. The sponsoring department of the event must meet with ITS staff at least three weeks prior to the event in order to ensure appropriate preparation and planning in terms of labor, equipment availability, and production needs. During this meeting, any necessary cost estimates will be given. Specific details about the event are not needed at this point, but it is important to establish the big picture (e.g., scope, meeting times, general equipment, or production needs). Based on the nature of the event, ITS may escalate the request to MBI's Events and Guest Services Department to ensure the necessary level of cooperation between all departments involved.

### **5.5 TV Studio**

ITS manages the TV Studio, prop room, and related equipment on Sweeting 4. The studio is available to the MBI community on a reservation/rental basis and is free for classroom-related use. Guests of MBI and MBI employees working on non-MBI projects must reserve these facilities through the Events and Guest Services Department (EGS) according to the event planning procedures outlined in section 5.4. Room rental and ITS technician labor fees, as summarized by the following chart, contribute to the cost required to maintain the studio and its equipment.

<b>Customer Category</b>	<b>Reservations / Room Fee</b>	<b>Studio Equipment Use / Labor Fee</b>
Communication Students (w/ approved class)	Reserved through Astra / \$0	\$0 (included in class fee)
Student Group (w/ ITS approval)	Reserved through Astra / \$0	ITS technician required / \$38 hour
MBI Department / Employee (w/ ITS approval)	Reserved through Astra / \$0	ITS technician required / \$38 hour
MBI Employee (non-MBI project)	Reserved through EGS / Room rental rate set by EGS	ITS technician required and must be present for entire length of the reservation / \$38 hour
Guest of MBI	Reserved through EGS / Room rental rate set by EGS	ITS technician required and must be present for entire length of the reservation / \$50 hour

**5.5.1Reservations**

Reservations are required and must be made through either the Astra room-scheduling system (*rooms.moody.edu*) or EGS, depending on the customer’s category. The studio is divided into two halves, each of which may be reserved separately. If an event will require the use of the entire studio, both halves must be reserved. Reservations are accepted on a first-come, first-served basis. The customer is responsible to reserve the studio each time it will be used. This includes setup and prop construction time, as well as individual reservations for each performance. If sets are to be left in place between performances, the studio must be reserved for the entire duration of the production.

**5.5.2Studio Equipment**

Studio reservations are for the room only, and do not give the customer permission to use any system in the studio, except the overhead work lights. The availability and use of any control room and studio equipment is based on the customer’s category, and requires ITS approval prior to operating this equipment. Equipment includes, but is not limited to cameras, control room consoles, and lighting. The customer assumes full responsibility for all equipment for the duration of the studio reservation. Should the equipment be damaged during this period, the customer will be responsible for any repair or replacement costs. If additional equipment is needed beyond what is already available in the studio, it must be acquired from ITS according to the rental equipment procedures outlined in section 5.2.

### *5.5.3 Props and Sets*

The customer is responsible to provide any props or sets as necessary. ITS does not provide props, sets, construction tools, or storage. If multiple performances are scheduled, prior approval from ITS is required for props or sets to be temporarily stored in the prop room for the duration of the customer's production, and must be removed immediately at the end of the last studio reservation. Props and sets may only be constructed or assembled in the prop room.

### *5.5.4 Cleanup and Teardown*

The customer is responsible to remove all sets, props, and personal equipment at the end of each reservation. Setup and tear down time must be included in the studio reservation. All studio equipment must be returned to the configuration and location in which it was found. If the studio is not clean following the customer's reservation, ITS will dispose of all props and sets and bill the customer for the cleanup costs.

### *5.5.5 ITS Responsibilities*

ITS guarantees that the studio will be clean and ready for use at the customer's reservation time. All control room and studio equipment will be operational, unless otherwise noted at the time of reservation approval. The ITS Sweetening Service Desk will provide the studio keys at the beginning of the reservation time and receive them from the customer at the end of the reservation time. If the studio will be used outside of the ITS Sweetening Service Desk operating hours (see section 1.1.1) keys must be picked up before ITS closes and returned the next morning when ITS opens.

## **5.6 Media Production**

ITS's multimedia production services are available to all departments at MBI and its Ministry Partners. These services involve the creation of a program from conception to completion and include definition of objectives and needs, creation of the program and its elements, and the delivery of the program to the client in an appropriate format. An *ITS Media Production Request Form*, available at [ITS.moody.edu](http://ITS.moody.edu), is required for each program that is to be produced. The request will be handled according to the project procedure outlined in section 1.5.

## **5.7 Archiving**

Program archival is determined by project type. Programs may be archived in DVD or hard drive format for future use. If a program is not archived by ITS, future modifications may not be possible.

### *5.7.1 ITS Produced Projects*

- The Master ("outcome") of a project will be archived indefinitely
- Project files will be archived for a period of two years, except in cases where an extension request has been made to ITS and the extension is confirmed
- B-roll material will be archived at the discretion of ITS

### 5.7.2 Outside (non-ITS) Produced Projects

- The Master (“outcome”) of a project will be archived indefinitely upon customer request
- Project files will be archived on a case-by-case basis after consultation between the client and ITS
- B-roll material will be archived on a case-by-case basis after consultation between the client and ITS

## 5.8 Video Streaming

ITS, in cooperation with the Integrated Marketing Communications Department, is able to provide video streaming for live events. Unless video streaming is part of a department’s SLA, all requests regarding video streaming will require a *Project Request Form* be filled out and submitted, following the procedure outlined in section 1.5.

## 6 Computer Labs

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ITS manages computer labs for use by members of the MBI community across campus. Hours and services available are listed in section 6.2.

### 6.1 Lab Policies

These policies have been established to help provide a quality educational environment and to promote student learning and success. Customers who do not abide by these policies may be denied access and/or use of the computer labs.

- The computer labs are provided as a service for students, faculty, and employees of MBI and are not open to the general public. The labs are provided first and foremost as an educational resource and exist to support the teaching learning environment of each campus. Anyone who is not a student or employee of MBI and wants to use a computer must use one of the two public computers on the upper level of the Crowell Library.
- Computers left unattended for a period of ten minutes or more, as monitored by lab employees, may be cleared and made available to other students in need of a machine.
- Customers are responsible for any items they bring into the labs. Items left in the labs will be placed in Lost and Found, located at the ITS Sweeting Service Desk, and then moved to the Central Post Office lost and found at the end of each semester.
- Lab computers are not licensed for commercial usage and, therefore, should not be used for commercial profit.
- ITS is not responsible for data saved to the computer's hard drives. Personal data on the hard drives is erased every time the computers are restarted.
- ITS reserves the right to monitor lab activity using remote-control software and surveillance cameras.
- No food is allowed in the labs. Drinks are permitted in sealed, spill-proof containers.
- ITS technicians are available during regular ITS Service Desk hours to provide support for lab software and hardware. If there are any problems with computer lab machines, report them to the ITS Support Center immediately, as outlined in section 1.1.

### 6.2 Lab Locations

#### 6.2.1 Dorm Labs

Purpose:	Basic word processing and Web browsing
Location:	Dryer Hall Lobby (four computers) Houghton Hall Lobby (five computers) Jenkins Hall Lobby (three computers) Culbertson 1 (three computers) Smith 2 (two computers)
Availability:	24/7 (except Smith 2 lab, which is determined by ASC operating hours)
Services:	MS Office 2013 Enterprise Web access Black- and-white printing (except Smith 2 Lab)

### 6.2.2 Multimedia Lab

Purpose: Multimedia production, word processing, and Web browsing  
Location: Sweeting 130 (ITS Service Desk)  
Availability: ITS Service Desk hours  
Services: *MS Office 2016 Enterprise*  
*Kurzweil*  
Web access  
Scanning to email  
Color printing (laser) Black-and-white printing  
Large-format printing (up to 11"x17")  
Lamination  
Comb binding

### 6.2.3 Language Lab

Purpose: Use by students enrolled in linguistic and foreign-language classes  
Location: Sweeting 202 (seven computers)  
Availability: Standard hours of the Sweeting Center  
Services: Various language software  
Web access

### 6.2.4 Library Lab

Purpose: Research, word processing, and Web browsing.  
Location: Library lower level (44 computers – 42 Windows and two Macs)  
Availability: Standard Library hours  
Services: *MS Office 2013 Enterprise*  
*Kurzweil*  
Web access  
Black-and-white printing

### 6.2.5 Teaching Lab

Purpose: Educational, classroom, and MBI business use only  
Location: Sweeting 106 (24 computers)  
Availability: As scheduled with ITS, \$150 daily rental fee  
Available to be unlocked for student use  
Services: *MS Office 2013 Enterprise (Default)*  
*Add-in – Analysis Toolpack for Excel*  
*MS Office 2010 (Available on request)*  
*Oracle (Available on request)*

*TerraExplorer*  
Smart desk  
Web access  
Black-and-white printing Large-  
format printing (11x17)  
*Adobe Creative Suite 2014*  
(*Acrobat Pro XI, Illustrator, InDesign, Photoshop*)

#### **6.2.6 MBI-Spokane Biblical Studies Lab**

Purpose: Research, word processing and Web browsing  
Location: MBI-Spokane Biblical Studies Campus  
Availability: MBI-Spokane Biblical Studies Campus office hours  
Services: *MS Office 2013 Enterprise*  
Web access  
Black-and-white printing

#### **6.2.7 MBI-Spokane Advanced Training Hanger (AT) Lab**

Purpose: Flight research, training/simulations, basic word processing, and Web browsing  
Location: MBI-Spokane Advanced Training Hangar  
Availability: Advanced Training Hangar hours  
Services: Comm1 radio simulator  
*GARMIN flight simulator*  
*MS Office 2013 Enterprise*  
Web access  
Black-and-white printing

#### **6.2.8 MBI-Spokane Aviation Maintenance Training Hanger (AMT) lab**

Purpose: Maintenance research, basic word processing, and Web browsing  
Location: MBI-Spokane Aviation Maintenance Training Hangar (AMT), Room 203  
Availability: Aviation Maintenance Training Hangar hours  
Services: *MS Office 2013 Enterprise*  
Web search  
Black-and-white printing

#### **6.2.9 MTS-MI Lab**

Purpose: Research, Word processing, and Web browsing  
Location: MTS-MI library  
Availability: MTS-MI campus hours  
Services: *MS Office 2013 Enterprise*  
Web search  
WordSearch Bible software Black-and-  
white printing

### 6.3 Printing

Printing on the Chicago and Spokane campuses is done through a prepaid system using a campus lab computer or wirelessly from a personal laptop, tablet, or smartphone. Students log into *print.moody.edu* and select a printer location. Printing services are available in all computer labs except the Language Lab. Documents are released by logging into or fobbing the printer's release station, then selecting the desired print job. Documents are accessible from the printer's queue for twelve hours before being deleted. The ITS staff will ensure that the printers are in working order and stocked with paper and toner.

There must be funds in a student's printing account in order to print. Funds may be added to a student's printing account 24/7 online with a credit/debit card, by paying with cash only at the Chicago Campus ITS Sweeting Service Desk during normal operating hours, or by transferring funds from another student's account.

#### 6.3.1 Printing Charges

Customers are responsible for all print jobs generated from their personal accounts. Single-sided printing costs are as follows (per sheet of paper):

- Black and White: \$0.05/page
- Color: \$0.25/page

Double-sided printing counts as two pages and is double the single-sided cost (per sheet of paper)

#### 6.3.2 Credits

Should the printer malfunction during a print job, the customer may request an account credit. Refund requests can be submitted through *print.moody.edu*. The customer will be notified when the refund is approved.

#### 6.3.3 Unused Funds

After a student leaves Moody, their printing account will expire, and any unused funds will revert back to Moody. However, a student may transfer any unused funds to another student's account prior to their printing account expiring. It is the responsibility of the student, and not ITS, to transfer any funds.

## 7 A/V Equipment Support

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ITS manages and services all A/V equipment for the Institute, including, but not limited to projectors, TVs, DVD players, and speakers.

### 7.1 Purchased Equipment

All equipment is funded by the respective department but is acquired, managed, and supported by ITS. This allows for uniform consistency in model types and brands across campus, ensuring quick repairs and easy swaps.

#### *7.1.1 Equipment Service and Repair*

Requests for equipment support and maintenance should be made according to the procedures outlined in section 1.1. If a major repair is required, the equipment will be brought to ITS, and the customer will be given an estimated completion date. Major repairs may also incur additional cost, which will be quoted before the repair is begun.

#### *7.1.2 New Hardware Acquisition*

If a department requires a new piece of equipment, an *ITS Technology Purchase Request Form* must be submitted according to the procedures outlined in section 1.1. An *ITS Project Request Form* will be necessary for major hardware acquisitions or upgrades at ITS's discretion (see section 1.5). Both forms are available at [www.ITS.moody.edu](http://www.ITS.moody.edu). The forms need to be filled out in their entirety before any action is taken. ITS will evaluate the need and determine the best piece of equipment for the task at hand. The equipment will be purchased, assigned to the department, and set up in the proper location. Once a purchase is approved, ITS will strive to acquire the equipment within two weeks (pending availability from the vendor). If the acquisition will require more than two weeks to complete, the customer will be notified. Faster delivery may be available for increased shipping costs.

#### *7.1.3 Equipment Moves*

If a customer needs to relocate or remove a certain piece of equipment, they should contact the ITS Support Center according to the procedures outlined in section 1.1.

- If the equipment is being moved to a new location or a new office, a technician will perform the move and update ITS records.
- If the equipment is no longer needed, a technician will pick it up and place it in storage. That equipment will then be considered available for reassignment to another department should the need arise.
- If the equipment is determined obsolete, a technician will decommission and dispose of it using appropriate, environmentally-safe methods.

#### *7.1.4 Personal Equipment*

ITS support does not cover customers' personal equipment or equipment that was not purchased through ITS. Customers may request that ITS service this equipment as time permits for the standard hourly labor rate (calculated each budget year), plus the cost of materials. The minimum charge for any such service is one hour's worth of labor.

## 7.2 Classroom Equipment

ITS manages the audio-visual equipment in all classrooms and supports and trains customers in their use. Training for individuals or groups may be scheduled with the ITS Support Center, as outlined in section 8.2. *All technical support requests involving active classes are prioritized as “Emergency” and guaranteed a ten-minute resolution as outlined in section 1.1.2.*

### 7.2.1 Smart Classrooms

All classrooms on the main Chicago campus are equipped as “smart classrooms.” Each smart classroom carries the same standard A/V configuration, consisting of the following equipment:

- Touchscreen control panel
- Data projector
- Document camera
- DVD/CD player
- VHS player
- VGA connection for computer display
- A/V inputs for external A/V sources
- Ethernet connection
- Cable TV feed
- Desktop Confidence Monitor
- AV Controller / AV Switcher

### 7.2.2 Video-Recording Classrooms / Carts

The following rooms are equipped as video-recording/carts classrooms. In addition to the standard equipment listed above, these rooms are equipped with microphones, headsets, an audio mixer, PTZ cameras, a touch screen and controller, and a video monitor and digital lecture capture recorder for the capture of speeches, presentations, and lectures. Recording media is available from the ITS Sweeting Support Desk.

- Fitzwater 203
- Fitzwater 205
- Fitzwater 206
- Sweeting 328
- Sweeting 335
- Sweeting 343
- Sweeting 349
- Spokane Biblical Studies Campus 1205
- Spokane Biblical Studies Campus 1207
- 1 cart at the Spokane Biblical Studies Campus
- 2 carts at the Spokane Hangar
- 2 carts at the Michigan Campus

### *7.2.3 Spokane Smart Carts*

The Spokane Biblical Studies Campus is equipped with six smart carts. These carts are equipped with the following equipment:

- Data projector
- DVD/CD player
- VHS player
- VGA connection for computer display
- A/V inputs for external A/V sources
- Amplified Stereo Receiver
- Pair of speakers
- Universal Remote programmed for the cart
- A/B Video Switch

### *7.2.4 Spokane Smart Desk Classroom*

The Spokane Campus has one classroom with a smart desk furnished with the following equipment:

- Data projector
- DVD/VCR combo
- Media controller
- Surface mount speaker
- Audio amplifier
- Composite RCA video wall plate
- Computer VGA wall plate
- PoE injector

### *7.2.5 Michigan Smart Desks*

The Michigan Campus is equipped with four smart desks. These desks are furnished with the following equipment:

- Data projector
- Integrated DM receiver, HD video scaler, and display controller
- DM transmitter and multimedia interface
- Integrated DM control and signal router
- Touch screen control panel
- Blu-ray disc player
- Pair of speakers
- XGA document camera
- PoE injector
- Audio amplifier (Chapel)
- Audio mixer (Chapel)
- Wireless microphone (Chapel)

### **7.3 Campus A/V Network**

A/V-related cabling (e.g., coaxial) on the main Chicago campus is managed and supported by ITS. This A/V network provides audio and video service to specific locations across campus.

#### *7.3.1 Campus Cable System*

ITS manages and supports MBI's campus-wide cable TV system. However, ITS does not select which channels are provided. Channels 2-26 are selected by Student Development, and channels 28-38 are selected by Moody Radio. Problems with the cable system, such as outages or poor signal quality, should be reported to the ITS Support Center. Requests will be handled as outlined in section 1.1.

There is currently no functioning master antenna system in Jenkins Hall. *The Comcast cable system in Jenkins Hall is wholly owned and managed by Comcast. Residents experiencing trouble with the Comcast signal should contact Comcast directly.*

#### *7.3.2 Campus Background Music System*

ITS manages and supports the background music system on the main Chicago campus. This system is currently available in the SDR, the Commons, Fellowship Hall, the game room, the Northfield Room, the Kimball Room, and the Varley Room. Five stations are available: MCR, WMBI, Music 1 and 2, and MBI's telephone hold music. Music 1 and 2 each play a continuous loop of royalty-free music owned and managed by ITS. During the month of December, one of these two stations plays Christmas music. Problems with this system, such as outages or poor audio quality, should be reported to the ITS Support Center. Requests will be handled as outlined in section 1.1.

#### *7.3.3 Lockdown Security PA System*

ITS manages the Security PA System on the main Chicago campus buildings of Culbertson, Sweeting and Fitzwater.

### **7.4 Digital Signage**

ITS is responsible for consultation, design and engineering, purchase, installation, setup, maintenance and limited support of the digital signage for MBI. All requests regarding digital signage will require a *Project Request Form* be filled out and submitted, following the procedure outlined in section 1.5. ITS will also train customers in the setup and use of their individual installations. Training for individuals or groups may be scheduled with the ITS Support Center.

Customers are responsible for any content (from creation to posting) as well as copyrights, licensing of third-party materials including, but not exclusive of videos, images, texts, RSS feeds, music and other media. ITS does not manage or set policy for digital signage, but will refer customers to Corporate Communications for any policies regarding the type, content or display usage. Customers can contract with ITS to help with content creation as an additional fee based service.

## 7.5 Video Conferencing

ITS maintains and supports the LifeSize HD video conferencing system at MBI. Reservations are required for the rooms and equipment in which LifeSize is available, and requests must be submitted at least three business days prior to the room's use. Scheduling must be made through ITS by sending an e-mail to *ITS@moody.edu*. *Expedited processing for requests submitted within three business days is an option for an additional \$50 charge, pending room and technician availability, and must be made directly with the ITS Support Center via phone at 312-329-4067 or 312-329-4001, or in person at the Sweeting Service Desk.*

The following rooms are equipped with LifeSize:

- Fitzwater 108
- Sweeting 210
- Sweeting 319
- Crowell 3 ITS Conference Room
- Culbertson 2 Whaley (West) Conference Room
- Culbertson 2 Getz (East) Conference Room
- Spokane Biblical Studies Campus East Conference Room
- Spokane Biblical Studies Campus West Conference Room
- Spokane Biblical Studies Campus Room LL6
- Michigan Campus Conference Room
- Michigan Campus Chapel Classroom

## 8 Training

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Information Technology Services provides various training opportunities to assist employees with increasing their technology skills in the use of supported desktop applications, including the Microsoft Office suite and Adobe applications. ITS also offers instructional design and customized training solutions to support departments as they adopt new technologies, upgrade, or change the use of current applications.

### 8.1 Training Methods

Training methods used by Information Technology Services include:

- One-on-One
- Departmental
- Group
- Face-to-Face
- Webinar
- Lunch & Learn
- Workshop
- Procedural Documentation

### 8.2 Training Requests

In addition to developing instructional best practices for technology use based on employee demand, ITS collaborates with Human Resources to create educational opportunities to further employee professional development in the use of enterprise applications, including Oracle (financial), PeopleSoft, and Customer Relation management (CRM). To submit a training request, contact the ITS Support Center by email at *ITS.moody.edu*.