MANAGEMENT INFORMATION SYSTEMS DIVISION

STANDARD OPERATING PROCEDURES MANUAL

2013-2014

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MIS MISSION STATEMENT

The primary mission of the Management Information System (MIS) Division is to provide the Amreican Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables themt o make efficient use of information technology in their respective tasks. MIS is concerned with assessing new technology and working towards applying these in innovative way towards the support and furtherance of ASCC's mission and goals.

2013-2014 MIS OUTCOMES

Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. *[Updated on 4/15/2013]*

Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner.

Outcome 3: Faculty, staff and students will receive improved network accessibility.

Outcome 4: Faculty, staff and students will receive improved access to technology.

[Created on 4/16/2013]

Outcome 5: Faculty, staff and students will receive improved access to online resources. *[Created on 4/16/2013]*

2013-2014 MIS Organizational Chart

Updated 7/10/2013

Chief Information Officer
Grace Tulafono

Assistant Chief Information Officer
[on recruit]

Administrative Assistant
Emma Pulu

Web / Communications Coordinator
Jack Palelei

Network Specialist
Mikaele Aunoa

Helpdesk Supervisor
Fuatapu Alaimalo

System Administrator
Marie Filiaga

Network / Multimedia Technician
Benjimen Sellers

Network / Multimedia Technician
Bernie Salaivao

MIS Technician II
Alvin Taumua

Computer Lab Assistant
James Ah Sue

Computer Lab Assistant
Lesina Salave'a

MIS Technician I
Jermaine Tauiliili

| SOP #	MIS-CIO -001	Responsibility:	CIO, Network / Multimedia Specialist, Helpdesk Supervisor, Systems Administrator, Web / Communications Coordinator, Administrative Assistant, Network / Multimedia Techs, MIS Techs
Title:	MIS WORK ORDERS	Policy:	
Scope:	Institution	Review Date:	10/3/2013

Description:

This process outlines the lifetime of an MIS work order, from start to finish. Most of the MIS workload depend on the creation of these work orders. Other procedures below will reference this process.

Procedure:

1. Receive Request
   a. Via Phone (to Admin. Assistant)
   b. Via E-mail (support@amsamoa.edu)
   c. User visit (to Admin. Assistant)
2. Admin. Assistant logs in to Trackit Software, creates a Work Order
      Enter Work Order Information
   a. User's name
   b. Summary of issue
   c. Type of issue
   d. Priority
   e. Technician Assigned
   f. Date assigned / Due date automatically put in based on Priority
   g. Description of Problem
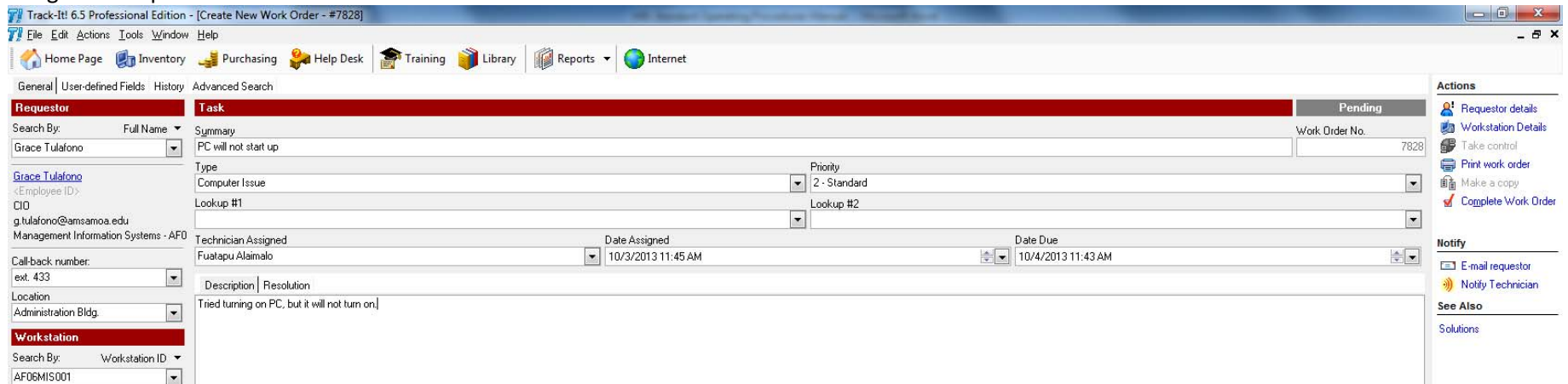
3. All MIS technicians have access to Trackit. They log in and check to see if they have any work orders

4. Once work order is received, technician will contact the user by phone to see if they are in the office, and to attempt to resolve the issue over the phone.
5. If issue cannot be resolved over the phone, technician will visit the user's office.
6. Technician sends out email to notify MIS Division.

7. When technician returns to office, another email is sent out, updating MIS division.

8. Technician logs back into trackit and update or complete work order. Work orders must be updated at the end of every day.

9. If work order has been completed, user will be sent an E-mail confirmation of completed Work Order.

SOP #	MIS-CIO -002	Responsibility:	CIO
Title:	COLLEAGUE SUPPORT	Policy:	
Scope:	Colleague Users	Review Date:	10/3/2013

Description:

Support for Colleague users is a shared responsibility among the different offices for MIS. However, contacting Ellucian for additional support is the responsibility of the CIO Office. There is one contact person authorized by Ellucian to open tickets with Ellucian for advanced support, and this contact for ASCC is the CIO. This is the procedure used to provide support for Colleague users.

Procedure:

1) CIO's Office receives request from Colleague user.
2) A work order is created for this request.
   a. If Colleague issue is a network issue, it gets transferred to Network / Multimedia Office
   b. If Colleague issue is a computer issue, it gets transferred to Helpdesk
   c. If Colleague issue is a server issue, it gets transferred to System Administrator
      i. If work order is transferred to these office, troubleshooting continues as in MIS Work Order procedure
3) If work order is assigned to CIO, CIO contacts user via phone to troubleshoot issue.
   a. If issue is resolved, work order is updated and completed.
4) If issue cannot be resolved over the phone, CIO visits the user's office.
   a. CIO notifies Admin. Assistant of whereabouts instead of writing E-mail to MIS Division
   b. If issue is resolved after visiting the user's office, work order is updated and completed.
5) If issue cannot be resolved after visiting user's office, CIO logs into clients.datatel.com to research issue using Ellucian (formerly Datatel) online resources.
   a. If issue is resolved after finding resolution using online resources, work order is updated and completed.
6) If issue cannot be resolved using Ellucian online resources, CIO opens a ticket with Ellucian answernet.
7) Ellucian technicians contact CIO to troubleshoot issue over phone and Webex sessions.
8) Issues that do not get resolved with one Ellucian technician are escalated until we get to the Developers. To this date, we have not had one ticket that has not been resolved after getting help from Ellucian technicians and developers.
9) When issue is resolved, work order is updated and completed.

SOP #	MIS-CIO -003	Responsibility:	CIO
Title:	COLLEAGUE USER CREATION / SECURITY CLASS ASSIGNMENT	Policy:	
Scope:	Colleague Users	Review Date:	10/3/2013

Description:

This process will also soon be the responsibility of the Systems Administrator. This procedure is used to assign or reassign privileges to Colleague users as requested by Deans / Directors.

1) CIO's office receives request to create a new user for Colleague via E-mail using Colleague User Access Form
   a. If user has not used this form, an E-mail is sent by the CIO to user, requesting that the form be used
2) Once the form is received, CIO prints out the form
3) A work order is created for this request
4) All ASCC employees have already been created on Colleague when their record was created by HR, MIS only assigns privileges through security classes assigned as mnemonics
5) CIO does research in order to find the mnemonics that is requested to be assigned to the new user
   a. If the request is to copy over mnemonics from another user, CIO pulls up that user and writes down all mnemonics assigned
   b. If the request is to assign a new mnemonic to a user, CIO looks up spreadsheets that holds all security classes, in order to find the correct mnemonics to add to a security class
6) CIO logs into Colleague and assigns noted mnemonics to the requested user
7) CIO also checks to make sure other settings are correct in order for the requested mnemonics work correctly
8) CIO saves activities and completes the Colleague User Access Form
9) Form is filed in the Colleague User Access Form Binder
10) Requestor is notified to ask user to log into Colleague (or if they are already logged in, they should log out and then back in) and test to see if they have the requested access
11) Work order is updated and completed.

SOP #	MIS-CIO -004	Responsibility:	CIO
Title:	COLLEAGUE CONFIGURATION FOR REGISTRATION, STUDENT CREATION, AND REPORTING	Policy:	
Scope:	Internal Process	Review Date:	10/3/2013

1) Before each registration period, CIO's office performs the following to prepare the system for online registration:
   a. Update semesters available for search
   b. Update semesters available for registration
   c. Update semesters available for student schedule viewing
   d. Update confirmation E-mail sent to student upon completion of online registration, updating for correct due date for payment before classes are deregistered
2) After the third week of the semester, a process is run to create logins for all NEW students.
3) After the third week of the semester, a process is run in order to update the reporting tool Web Intelligence so that Admissions can pull the official enrollment numbers

SOP #	MIS-CIO -005	Responsibility:	CIO
Title:	COLLEAGUE UPGRADE IMPLEMENTATION	Policy:	
Scope:	Internal Process	Review Date:	10/3/2013

Description:

CIO's office coordinates Colleague system upgrades when needed in order to ensure that ASCC does not get left behind, which makes supporting the software more difficult. This is the procedure used when an upgrade is recommended for ASCC.

Procedure:

1) CIO's office receives notice of required upgrade for Colleague system
2) CIO contacts Ellucian Project Manager assigned to ASCC to begin planning for this project
3) CIO contacts Divisions involved in upgrade for notification, information gathering and financial planning for upgrade
4) CIO routes proper paperwork for approval for upgrade activities
    a. If any activities are not approved, upgrade is postponed for another date if possible
5) If upgrade is approved, CIO meets with necessary MIS offices to plan for upgrade start date
6) Upgrade occurs remotely with Ellucian consultants
7) Upon completion of upgrade, Ellucian performs knowledge transfer with appropriate MIS staff
8) CIO's office makes announcements of upgrades to appropriate Divisions

SOP #	MIS-CIO -006	Responsibility:	CIO
Title:	COLLEAGUE UPDATE INSTALLATION	Policy:	
Scope:	Internal Process	Review Date:	10/3/2013

Description:

This process is one that will soon become the responsibility of the System Administrator. To keep the Colleague System functioning properly, monthly updates must be installed. This is the procedure for performing updates to the Colleague System.

Procedure:

1) At the end of every month, CIO runs process on Colleague system to download available updates from Ellucian
2) CIO logs in to Colleague system
3) CIO does research on each update to see if it adversely affects Colleague system
    a. If there are updates that may cause problems for the system, installing these updates are postponed
    b. If there are pre-install activities, CIO performs these checks, contacts affected Divisions if necessary, and completes the pre-installation activities
4) If updates are ready to be grouped, they are assigned by month
    a. If updates require DMI updates, these updates are performed
5) If grouped updates are ready to be installed, they are marked for installation
6) Installation process is run and completed for that month

SOP #	MIS-CIO -007		Responsibility:	CIO
Title:	CLOCK IN / CLOCK OUT MANAGEMENT		Policy:	
Scope:	Internal Process		Review Date:	10/3/2013

Description:

A few years ago, MIS was given the option by HR to continue to clock in at the Security office, or create its own clock in process. MIS opted to create a clock in process monitored by the CIO. This is the procedure used by MIS to clock in and clock out during the work week.

Procedure:

1) Before 8am, MIS employees must sign in by sending an e-mail to clockin@amsamoa.edu, with the subject "clock in".
2) After 4pm, MIS employees must sign out by sending an e-mail to clockin@amsamoa.edu, with the subject "clock out".
3) Each morning, the clock in account is checked by Admin. Assistant at 8:00am
4) E-mail is sent out by 8:30am to report attendance
    a. If an employee has not clocked in my 8am, they must sign in using a Late Sign-Up sheet at CIO's office
5) The timestamps from the clocking in / clock out e-mails are used for timesheet submission and verification

SOP #	MIS-CIO -008		Responsibility:	CIO
Title:	TIMESHEET PROCESSING		Policy:	
Scope:	Internal Process		Review Date:	10/3/2013

Description:

The CIO's office is responsible for processing timesheets and submitting them for the MIS Division. This is the procedure that is used to gather the timesheets and other required documents to make sure the payroll is processed for the MIS Division.

Procedure:

1) On the Friday of every non-pay week, MIS timesheets are due to the CIO's office before 4pm.
2) Each employee submits timesheet and time and effort document as an E-mail attachment to supervisor. All leave forms are submitted directly to CIO's Office as soon as they are approved. If they were not submitted immediately, they may be submitted with timesheets.
    a. Employees use clockin times from emails and late sign-in sheet to enter time for timesheets
    b. If an employee came in at least 1 hour late, they are required to take leave for that amount of time and submit the proper leave forms and note this on timesheets
    c. If there is flex time, regular time is entered on to the timesheet, but reports of when flex time was earned and taken are reported on the time and effort document
3) Supervisor reviews timesheet and time and effort document
    a. If not approved or if corrections are needed, employee is notified to do this
4) If approved, supervisor places timesheet and time and effort documents into MIS shared folder for timesheets
5) Admin. Assistant does initial check for correct time in and time out on timesheet, checking against clockin times on emails as well as the late sign-in sheet, also checks for correct leave forms, checks for correct Holidays if necessary, and for correct hours
    a. If corrections need to be made, employee is notified and documents are resubmitted by employee to supervisor, starting the process over again
6) If all documents are correct, Admin. Assistant prints timesheet and time and effort documents that are located in the shared folder, and attach appropriate leave forms

7) Admin. Assistant scans any leave forms that request more than one day of leave and saves this in the MIS shared folder for timesheets
8) Admin. Assistant notifies all MIS employees when their timesheets are ready for signing
9) After timesheets are signed, Amin. Assistant checks for signatures on all documents, including leave forms
    a. If any signatures are missing, employee is notified to come sign as necessary
10) If all documents have been completed and signed by employees, Admin. Assistant submits all timesheets to CIO
11) CIO does final review of timesheets and time and effort documents
    a. If any documents are incomplete or if there are correction, CIO contacts the employee to correct this
12) If all documents are complete, CIO signs
    a. CIO timesheet and attached leave forms when necessary is submitted to VP's office for approval
    b. Upon approval CIO timesheet is placed with the rest of MIS timesheets, or submitted separately if MIS timesheets are not ready, or submitted separately by VP's office after approval
13) Admin. Assistant submits all MIS timesheets are HRO

SOP #	MIS-CIO -009	Responsibility:	CIO
Title:	MIS PURCHASING	Policy:	
Scope:	Internal Process	Review Date:	10/3/2013

Description:
The CIO's office is responsible for all purchasing for the MIS Division. This is the procedure that is used to create, route, and document purchasing paperwork for the MIS Division.

Procedure:
1) All MIS purchasing is done through the CIO's office.
2) If there is an item needed, a request is submitted to the CIO's office
3) CIO reviews if the item is needed, if it is not needed, the process ends here
4) If item is considered needed, Admin. Assistant obtains quote
    a. Quotation may also be submitted along with request to the CIO's office
    b. If item is more than $1000, Admin. Assistant attempts to find 2 more quotes
    c. If item is requires a sole-source request, this is filled out at time the Purchase Requisition is ready
5) With quotation, Admin. Assistant prepares a Purchase Requisition
    a. If item is purchased from the Bookstore and is less than $250, an IPO is used instead of a Purchase Requisition
    b. If a check is needed, then a check request form is also completed
    c. If a sole-source request is required, then a sole-source request is also completed
6) PR (with attachments) are submitted for CIO approval
7) CIO reviews for completion
8) CIO enters PR into Expenditure log spreadsheet in MIS shared folder, listing date, MIS PR #, description of item, amount, and which cost center this is charged to
9) CIO enters cost center on PR
10) CIO completes any missing information and signs PR
11) Admin. Assistant scans PR and attachments, saving it to Outbox folder in MIS shared drive
12) Admin. Assistant submits PR to VP's office for approval
    a. If PR is returned to MIS, Admin. Assistant scans signed copy before submitting to Business Office
13) Admin. Assistant follows up each week on status of PR and updates spreadsheet on MIS shared drive
14) When item is received, CIO signs Procurement receiving report
15) Admin. Assistant updates spreadsheet in shared drive to show that item was received

SOP #	MIS-CIO -010	Responsibility:	CIO
Title:	DOCUMENT MANAGEMENT	Policy:	
Scope:	Internal Process	Review Date:	10/3/2013

Description:
MIS uses shared drives to scan copies of all documents routed through MIS, whether they originate here or not. Any document that is signed by the CIO gets scanned and placed in a specific folder. Also, all purchase requisitions originating from MIS is scanned and saved for documentation. This is the procedure used by MIS to manage all of its documents.

Procedure:
1) All documents, except for purchasing documents, that are signed by the CIO is scanned by the Admin. Assistant and saved into the Outbox shared folder before it leaves the CIO's office.
2) All signed purchase requisitions, IPOs, check requests, and receiving reports are scanned by the Admin. Assistant and saved into the Budget shared folder, and linked to the Expenditure spreadsheet, before it leaves the CIO's office.
3) MIS major offices have shared folders to keep project files, including Network / Multimedia, Helpdesk, Systems Administration, and Web / Communications Offices.

SOP #	MIS-CIO -011	Responsibility:	CIO
Title:	BI-WEEKLY REPORT SUBMISSION	Policy:	
Scope:	Institutional Effectiveness	Review Date:	10/3/2013

Description:
The CIO's office is responsible for submitting the Bi-weekly report for the MIS Division. This is the procedure that is used to gather the information needed in order to compile this report every two weeks.

Procedure:
1) On the Thursday of every non-pay week, MIS bi-weekly reports are due to the CIO's office before 4pm.
2) CIO's office receives written bi-weekly reports, stating updates from previous week's planned activities, and activities for the next two weeks. This is received via E-mail from the following employees:
    a. Network / Multimedia Specialist
    b. Helpdesk Supervisor
    c. Systems Administrator
    d. Web / Communications Coordinator
    e. Administrative Assistant
3) CIO's office receives quantitative reports of MIS computer lab usage, showing number of students using labs from the two Computer Lab Assistants.
4) CIO's office runs reports from Trackit showing "Completed Work Orders by Technician" to get work order totals for all technicians. The report includes totals for the following employees:
    a. Chief Information Officer
    b. Network / Multimedia Specialist
    c. Helpdesk Supervisor
    d. Systems Administrator
    e. Web / Communications Coordinator
    f. Administrative Assistant
    g. Network / Multimedia Technician
    h. Network / Multimedia Technician
    i. MIS Technician I
    j. MIS Technician II

5) CIO compiles information into a bi-weekly report on Word document
    a. If any information is missing or incomplete, CIO contacts MIS offices to correct these while entering report
    b. If there are challenges, CIO adds an activity wherever necessary in order to provide remedies to the challenges
6) When report is complete, CIO logs in to Compliance Assist website and copies over the MIS bi-weekly report
7) CIO E-mails IE, cc VP, that Bi-weekly has been uploaded onto Compliance Assist

SOP #	MIS-CIO -012	Responsibility:	CIO
Title:	QUARTERLY REPORT SUBMISSION	Policy:	
Scope:	Institutional Effectiveness	Review Date:	10/3/2013

Description:
The CIO's office is responsible for submitting the Quarterly Report for the MIS Division. This is the procedure that is used to gather the information needed in order to compile this report every 3 months.

Procedure:
1) CIO uses information from previous quarterly report, and bi-weekly reports since the previous quarterly report, to report on status of all projects that were previously reported.
2) New activities that were performed since the previous report is added.
3) CIO meets with key staff members to confirm that report is complete and make corrections if necessary.
4) CIO compiles information into a quarterly report on Word document.
    a. If there are any projects that are falling behind or any activities that need to be added or deleted, CIO makes note of these issues to discuss in the MIS planning meetings
5) When report is complete, CIO logs in to Compliance Assist website and upload the quarterly report.
6) CIO E-mails IE, cc VP, that Quarterly report has been uploaded onto Compliance Assist.

SOP #	MIS-CIO -013	Responsibility:	CIO
Title:	EQUIPMENT SPECIFICATIONS APPROVAL	Policy:	
Scope:	Institution	Review Date:	10/3/2013

Description:
The ASCC purchasing procedure for Technology Equipment requires that MIS signs off on the specifications of all equipment before they are purchased. For this reason, the Procurement Office routes a Purchase Requisition (PR) to the CIO's office for a signature before a Purchase Order (PO) is created.

Procedure:
1) CIO's Office receives Purchase Requisition (PR) from Procurement for specifications check.
2) CIO uses Specifications Check form for specific equipment.
    a. If all specifications are not listed on quotation, CIO contacts vendor to get correct specifications of equipment.
3) If all specifications are listed, CIO checks to make sure specifications are correct.
    a. If specifications are listed, but do not meet ASCC minimum specifications, PR is returned to Procurement with recommendation that the equipment does not meet ASCC equipment and a new quote is required. MIS also offers to provide a quotation for the office that owns the PR.
4) If specifications are correct, CIO signs the PR, stating "specs ok" towards the bottom right side of the PR.
5) Admin. Assistant scans all documents and save it to the "Approved Equipment" folder.
6) PR is returned to Procurement.

SOP #	MIS-CIO -014	Responsibility:	CIO
Title:	WEBSITE UPDATE	Policy:	
Scope:	Institution	Review Date:	10/3/2013

Description:

The CIO updates the website upon request from ASCC users. There is no official process for approving public information that is placed on the Website. This is the procedure that MIS currently follows when updating the ASCC Website.

Procedure:

1) CIO's Office receives requests to update the Website
2) A work order is created for this request.
3) If it is information about a Division, CIO's Office confirms that information has been approved by Dean / Director of that Division.
   a. If items have not been approved, it is sent back to the Division and the Work Order is updated and completed.
4) If it is news or newsletter information, CIO's Office confirms that information has been approved through the media release approval process (via IE, and President).
   a. If items have not been approved, it is sent back to the Division and the Work Order is updated and completed.
5) If approval is confirmed, requested updates are made to the ASCC Website.
6) The work order is updated and completed.

SOP #	MIS-CIO -015	Responsibility:	CIO
Title:	REFER INQUIRIES SENT TO info@amsamoa.edu	Policy:	
Scope:	Institution	Review Date:	10/3/2013

Description:

ASCC provides the contact email address on the ASCC website for users to be able to contact ASCC. The CIO receives these emails and forwards them accordingly. This is the procedure for getting this done.

Procedure:

1) CIO's Office receives E-mails sent to info@amsamoa.edu email address provided on the ASCC website.
2) If E-mail is directed to an ASCC employee by name, this E-mail is forwarded directly to that person's ASCC E-mail account.
3) If E-mail is directed to a specific division, this E-mail is forwarded to the Dean/Director of that division.
4) If E-mail is directed toward a topic that affects more than one division, the E-mail is forwarded to the Deans/Directors of each Division, the VPs are cc-ed.

SOP #	MIS-NMO-001	Responsibility:	Network / Multimedia Specialist Network / Multimedia Technician
Title:	NEW NETWORK LINE INSTALLATION	Policy:	
Scope:	Internal Process	Review Date:	10/3/2013

Description:

MIS Network / Multimedia office provides cable pulling services. When new lines are requested, this is the procedure used by MIS in order to accommodate these requests.

Procedure:
1) MIS receives a request for a new network line to be installed.
2) MIS ensures that the request is made through the appropriate Dean / Director.
    a. If the user has not made this request through the appropriate Dean / Director, MIS will recommend for them to do this
3) If the Dean / Director gives their approval, this request is accepted
4) A work order is created for this request.
5) Network / Multimedia Specialist (NMS) contacts the user for a meeting
6) NMS meets with user to do initial consultation on where the new line is to be pulled
    a. If NMS recommends that a new line is not needed, this recommendation is given for CIO's assessment
    b. If CIO accepts NMS's recommendation, the user and appropriate Dean / Director is notified, the work order is updated and completed and this process ends here
7) If NMS or CIO recommends to move forward with the request, NMS draws the plan for line pulling and prepares to pull a new line
    a. If NMS does not have the materials to do this, NMS will obtain a quotation for what he needs and submit a request to the CIO's office for purchasing
8) If NMS has all of the materials and is ready to move forward, NMS will work with technicians if needed to pull this new line
9) When line pull is completed, the cables are labeled and the network diagram is updated
10) Work order is updated and completed

SOP #	MIS-NMO-002	Responsibility:	Network / Multimedia Specialist Network / Multimedia Technician
Title:	NETWORK / MULTIMEDIA WORK ORDERS	Policy:	
Scope:	Internal Process	Review Date:	10/3/2013

Description:

NMO provides support for all network and multimedia equipment on campus. A list of this equipment can be provided upon request by MIS. For support requests, this process begins with the "MIS Work Order" procedure, and then assignment is given to NMO for all network and multimedia work orders. This procedure is what the NMO staff currently uses to complete network and multimedia work orders.

1) Network / Multimedia Office (NMO) receives Work Order through Trackit software
2) Work order is assigned to appropriate technician within NMO
3) Once work order is received, technician will contact the user by phone to see if they are in the office, and to attempt to resolve the issue over the phone.
4) If issue cannot be resolved over the phone, technician will visit the user's office.
5) Technician sends out email to notify MIS Division.
6) When technician returns to office, another email is sent out, updating MIS division.
7) Technician logs back into trackit and update or complete work order. Work orders must be updated at the end of every day.
    a. If NMO technicians require any parts in order to complete the work order, a request is placed with the CIO's office for purchasing
    b. If NMO technicians require toner or printer maintenance kits, they can check this out from the CIO's Office
    c. If NMO technicians require switch equipment, they can check them out from the network closets they store equipment in
8) If work order has been completed, user will be sent an E-mail confirmation of completed Work Order.

SOP #	MIS-NMO-003	Responsibility:	Network / Multimedia Specialist Network / Multimedia Technician
Title:	NEW PRINTER INSTALLATION	Policy:	
Scope:	Procurement Institution	Review Date:	10/18/2013

Description:

NMO provides the service of installing new printers for the ASCC campus. Currently, MIS will only approve the purchase of laser printers. Inkjet printers are no longer accepted on campus because of high cost of inkjet cartridges. Most of the time, divisions purchase their own printer equipment. There are times in which MIS handles purchasing through bulk orders. This procedure describes the process used by NMO to install newly purchased printers, regardless of where the purchase originates, MIS picks up the new equipment from Procurement and so the process begins there.

1) Network / Multimedia Office (NMO) receives request from Procurement to pick up newly purchased printer for installation.
2) Work order is assigned to appropriate technician within NMO
3) Once work order is received, technician will contact the user by phone to see if they are in the office, and to attempt to resolve the issue over the phone.
4) If issue cannot be resolved over the phone, technician will visit the user's office.
5) Technician sends out email to notify MIS Division.
6) When technician returns to office, another email is sent out, updating MIS division.

7) Technician logs back into trackit and update or complete work order. Work orders must be updated at the end of every day.
   a. If NMO technicians require any parts in order to complete the work order, a request is placed with the CIO's office for purchasing
   b. If NMO technicians require toner or printer maintenance kits, they can check this out from the CIO's Office
   c. If NMO technicians require switch equipment, they can check them out from the network closets they store equipment in
8) If work order has been completed, user will be sent an E-mail confirmation of completed Work Order.

HELPDESK

SOP #	MIS-HD-001	Responsibility:	CIO
Title:	HELPDESK WORK ORDERS	Policy:	
Scope:	Internal Process	Review Date:	10/3/2013

Description:
Helpdesk provides technical support for all PC and Mac equipment on campus. For support requests, this process begins with the "MIS Work Order" procedure. All PC or Mac equipment work orders are assigned to the Helpdesk Supervisor, and then are assigned to the appropriate technician from there. This procedure is used by the Helpdesk staff to troubleshoot "Computer Issues" work orders.

Procedure:
1) Helpdesk Supervisor receives Work Order through Trackit software
2) Helpdesk Supervisor assigns work order to appropriate MIS Technician
3) Once work order is received, technician will contact the user by phone to see if they are in the office, and to attempt to resolve the issue over the phone.
4) If issue cannot be resolved over the phone, technician will visit the user's office.
5) Technician sends out email to notify MIS Division.
6) If computer equipment needs to be checked out and taken back to Helpdesk, the technician will get user's permission and take the computer equipment back to the office
7) When technician returns to office, another email is sent out, updating MIS division.
8) Work order is transferred back to Helpdesk Supervisor, because this is required when computer equipment is checked into Helpdesk
9) Helpdesk Supervisor updates work order with Computer equipment data, including computer brand, model number, Searial Number, and ASCC tag number
   a. If Helpdesk requires any parts in order to repair the computer equipment, work order is updated with this part that is being requested, and work order is transferred to CIO's office while the item is being purchased
   b. If Helpdesk Supervisor recommends that computer equipment needs to be replaced, this recommendation is given to CIO, if CIO approves of the recommendation, the Office and appropriate Dean / Director is notified, and the computer equipment is returned to the user, or is disposed
10) If helpdesk has required equipment in order to repair the computer equipment, it is repaired
11) Technician logs back into trackit and update or complete work order. Work orders must be updated at the end of every day.
12) If work order has been completed, user will be sent an E-mail confirmation of completed Work Order.

SOP #	MIS-HD-002		Responsibility:	CIO
Title:	NEW EQUIPMENT INSTALLATION		Policy:	
Scope:	Internal Process		Review Date:	10/3/2013

Description:

When new computer equipment is received by Procurement, MIS is contacted to provide installation services. This is the procedure that MIS uses in order to check and install new computer equipment.

Procedure:

1) MIS receives request form Procurement to pick up new computer equipment for another Division.
2) A work order is created for this request and assigned to Admin. Assistant
3) Admin. Assistant obtains a copy of the Purchase documents from Procurement for the computer equipment.
4) Admin. Assistant checks the Approved Computer Equipment shared folder to see if the PR for this equipment has been approved by MIS
    a. If the equipment has not been approved by MIS prior to purchasing, the specifications check is done at this time. Work order is transferred to CIO
        i. If specifications check shows that the equipment does not meet minimum specifications, the equipment is returned to Procurement with recommendation to purchase items needed in order to make the equipment compatible, or return the equipment and purchase new equipment that meets minimum specifications, work order is updated and completed
    b. If equipment meets minimum specifications, the equipment is then approved, the documents are scanned and saved into the Approved Computer Equipment shared folder, work order is transferred to Admin. Assistant to begin installation proess.
5) Admin. Assistant updates MIS technology equipment inventory with computer equipment information, and creates a Computer Name based on naming scheme already in place for that Division
6) Admin. Assistant begins filling out new computer equipment installation form with assigned Computer Name
7) Admin. Assistant updates the work order, and transfers to Helpdesk for installation
8) Helpdesk Supervisor obtains a new installation form from Admin. Assistant
9) Helpdesk configures computer equipment, adding it to the ASCC domain, and loading ASCC software, including Microsoft Office and Antivirus programs
10) Helpdesk contacts Division to schedule installation for computer equipment
    a. If file transfer is required, Helpdesk provides this service during setup
11) After computer is installed, work order is updated and completed

SOP #	MIS-SA-001	Responsibility:	CIO
Title:	NEW USER ACCOUNT CREATION [EMPLOYEES]	Policy:	
Scope:	Institution	Review Date:	10/3/2013

Description:

This is the process by which MIS creates new user accounts, providing new employees with new user logins to access their computer equipment, wireless connectivity, and ASCC e-mail accounts.

Procedure:

1) MIS receives New User Account Request Form from user, requesting new user login.
    a. If user does not have a form, they are given a link to acquire the form from the ASCC website, or they are printed one out from one of the MIS offices (this form is given to all new employees to fill out and submit to HR during contract signing)
2) MIS ensures that the form is initialed by HR to confirm their ASCC employment status
    a. If HR has not initialed the form, the form is sent back to HR for confirmation
3) If form has been initialed by HR, MIS proceeds with user creation
4) A work order is created for this request and assigned the Systems Administrator
5) Systems Administrator (SA) receives the work order through the Trackit Software
6) SA logs into the mail server and creates user account, and creates a new ASCC mailbox for the user, and assigns user to appropriate ASCC groups
7) SA updates the work order with new user username and initial password information
8) SA transfers work order to Helpdesk for user setup
9) Helpdesk Supervisor (HS) receives work order through Trackit software
10) HS transfers work order to appropriate technician
11) Technician receives work order from Trackit software
12) Technician contacts user to schedule user setup
13) Technician sets up user login
14) User resets password
15) Technician sets up e-mail settings and provides user with basic overview of email and login processes
16) Technician updates and completes work order

SOP #	MIS-SA-002	Responsibility:	CIO
Title:	EMPLOYEE EXIT SYSTEM PROCESSING	Policy:	
Scope:	Institution	Review Date:	10/3/2013

Description:

When an employee exits ASCC, an exit form is processed for this individual, and signatures are required. One of these signatures is and MIS signature (CIO). MIS signs to ensure that no equipment is outstanding by an employee, and also, to make sure the user is processed out of all ASCC system, disabling any access provided to them as an ASCC employee. This is the procedure for processing an exiting employee out of ASCC systems.

Procedure:

1) CIO's office receives exit form for signature.
2) CIO confirms that no equipment is checked out to employee
   a. If there was equipment checked out to employee, employee must return this equipment before exit form could be signed
3) If employee is cleared of equipment, CIO signs exit form
4) Form is scanned and saved in CIO's folders under Exit forms
5) Form is emailed to support@amsamoa.edu to create work order for Systems Administrator to disable account on the day after the last date of exiting employee's employment with ASCC
6) SA receives work order from Trackit software
7) SA logs into DNS server and sets login to expire on the date specified in the request
   a. 30 days after the account is disabled, account is then deleted
8) Work order is updated and completed

WEB / COMMUNICATIONS

SOP #	MIS-WC-001	Responsibility:	CIO
Title:	NEW PHONE LINE INSTALLATION	Policy:	
Scope:	Institution	Review Date:	10/3/2013

Description:
When ASCC employees request new phone lines, this is the process MIS uses in order to complete these requests.

Procedure:
1) MIS receives request from user for new phone line.
2) MIS confirms that this request was made through the appropriate Dean / Director
   a. If this request is not made through appropriate Dean / Director, requestor is directed to get approval of Dean / Director
3) If appropriate Dean / Director gives approval, MIS moves forward with the request
4) A work order is created for this request and assigned to Web / Communications Coordinator (WCC)
5) WCC receives work order through Trackit software
6) WCC contacts user to schedule meeting
7) WCC does initial consultation of where the phone line is needed
8) WCC creates diagram of where the new phone line is to be installed
9) WCC creates service order request for ASTCA
10) WCC submits diagram and service order request to CIO for review of process and approval
    a. If there are any processes or items that need to be corrected, CIO notifies WCC
11) If CIO approves, these documents are sent to the user and appropriate Dean / Director for approval
    a. If there are any corrections or issues, WCC makes these corrections and accommodates any issues before moving forward
12) If the user and Dean / Director approves, WCC contacts ASTCA and submits our service order request and the diagram for new phone line installation, requesting a quotation from ASTCA
13) ASTCA plans a site visit
14) WCC assists ASTCA with site visit planning
15) ASTCA provides a quotation for the work that needs to be performed
16) WCC provides the quotation to the requesting division so that a PR may be initiated
17) Once PO and payment is provided to ASTCA, a date is scheduled for installation
18) Once installation is complete, WCC confirms with requesting division that phone lines are working
19) WCC updates phone directory and sends to CIO for approval
20) CIO approves and updates Website
21) WCC updates and completes work order

SOP #	MIS-WC-002		Responsibility:	CIO
Title:	STUDENT LOGIN CREATION / ENABLING		Policy:	
Scope:	Students		Review Date:	10/3/2013

Description:
During every registration period, MIS creates or enables student logins for continuing students who pay registration fees in order to participate in registration. This is the procedure used by MIS to provide student logins.

Procedure:
1) Student visits WCC office for student login
2) WCC obtains student ID, and student receipt for current Semester registration or pre-registration
3) WCC logs into Colleague to pull up student record and find student username
4) WCC logs into Student Active Directory server to search for student username
   a. If student username does not exist in Student AD, WCC creates student in Student AD and links it to student record in Colleague
5) If WCC finds student ID in student AD, WCC enables student account and moves student AD record to the folder for the current semester registration
   a. If student does not remember their password, WCC resets password in Student AD
6) WCC writes student username and password on student receipt and returns this to student

APPENDIX A

MIS RULES

Section A. MIS WORKING HOURS / STAFF TIME

1) Official Working Hours
    a. Work hours are from 7:30am-4:00pm
    b. Lunch break: 12noon-12:30pm
    c. Break (ONLY if you show up to work on time): (2) 15 min breaks anytime from 9:30am until 2:30pm.
    d. Break schedule MUST be written up and approved by supervisor.
    e. Any changes to break schedule MUST be approved by supervisor.

2) Smoke Breaks
    a. ALL smoke breaks must be taken either during Lunch Hours or during your Breaks, not during official working hours.
    b. All smoke breaks must be taken at designated smoking areas.

3) Requests to be excused (sick, annual, flex, or otherwise)
    a. ONLY supervisor has AUTHORITY to approve or excuse employee, otherwise, this is automatically UNEXCUSED, and this will result in disciplinary action.

4) Sick Leave (Calling in Sick)
    a. Notice of taking sick leave, or "calling in sick" should be done no later than 8am.
    b. This call should be made directly to your supervisor.
    c. If you cannot get a hold of your supervisor, call 699-6318 to leave a message.
    d. Failure to call in will result in unpaid hours, and disciplinary action.
    e. Official sick leave document(s) should be submitted as soon as possible. If employee has called in sick, then sick leave documents should be submitted as soon as employee returns to work.
    f. Failure to do this will result in disciplinary action.

5) Annual Leave
    a. All annual leave requests MUST be approved by supervisor and the CIO prior to its taking.
    b. All annual leave requests MUST be approved according to the following:
        i. 0.5-2 days leave; approved at least 2 working days prior to you taking leave
        ii. 3-14 days leave; approved at least 5 working days prior to you taking leave, AND it must also be approved by the VP of Administration and Finance
        iii. More than 14 days leave; approved at least 14 days prior to you taking leave, AND it must be approved by the VP of Administration and Finance and by the President.

6) Flex Time
    a. The opportunity to earn flex time arises from a need for MIS employees to work beyond official working hours.
    b. Flex time is calculated as one hour earned for each hour worked.

     c. Flex time expires one month from the date in which it was earned.

     d. Employees working to earn flex time must clock in and clock out.

     e. MIS employees may share flex time with other MIS employees upon written approval (this includes by email) by supervisor and CIO.

7) Comp Time

     a. MIS follows the general ASCC guidelines on comp time. Please see ASCC Governance Manual or Personnel Manual.

     b. MIS employees who qualify for comp time may either choose to earn comp time or flex time. The decision must be made before the time is earned.

8) Making Up Hours

     a. There is NO MAKING UP HOURS, there is only sick leave, annual leave, flex time and comp time.

9) Timesheets / Time and Effort

     a. To report time worked, MIS requires the submission of a timesheet and a time and effort document, along with any necessary leave forms.

     b. Time and effort AND timesheet documents are due to your supervisor by Friday at 12 noon, before the non-pay week (updated 3/4/2013 because of new HR deadline of 9am on Monday of non-pay week)

     c. Your documents will not be printed unless you have submitted ALL required documents. Failure to submit complete documents may result in a delay in your paycheck

     d. Supervisors are to review and approve time and effort and timesheets and copy them into the shared folder by 4pm on Friday before the non-pay week (updated 3/4/2013 because of new HR deadline of 9am on Monday of non-pay week)

     e. Leave forms are approved separately, but if you've taken leave for that pay period, leave forms must be submitted to your supervisor, then to the main office in order to process your timesheet.

10) Clocking In / Clocking Out

     a. Before 8am, MIS employees must sign in by sending an e-mail to clockin@amsamoa.edu, with the subject "clock in".

     b. After 4pm, MIS employees must sign out by sending an e-mail to clockin@amsamoa.edu, with the subject "clock out".

     c. Each morning, the clock in account will be checked at 8:00am, and an email will be sent out by 8:30am to report attendance.

     d. If you have not clocked in by 8am, you must sign in using a Late Sign-Up sheet at the main office. Consistent late sign-ins will result in disciplinary action.

     e. The timestamps from the clockin in / clock out e-mails should be used for timesheet submission and verification.

Section B. MIS SUPPORT

1) Receiving Request for support.

     a) Trouble ticket requests made by phone call or by personal request, if possible, should be forwarded to someone who has Trackit access to enter a ticket and create a Work Order. Otherwise, MIS staff members without Trackit access to enter tickets should submit the following information to support@amsamoa.edu

       o Requestor:

       o Call-back number:

       o Department:

       o Location:

- o Description:

b) Trouble ticket requests made by e-mail should be forwarded to support@amsamao.edu

2) Work Orders
   a) All work orders are assigned to the proper technician through the Trackit System. Reminders or updates may be sent through E-mail.
   b) Each MIS technician is responsible for the following regarding the Trackit system:
      i) consistently check Trackit and E-mail to receive work orders.
      ii) providing a detailed resolution and completing the work order, if the work order is complete.
      iii) providing a detailed update on why the work order was not completed. This is done at the end of each day until work order is complete.
   c) Before a technician leaves the office for a Work Order, the technician must send an email to mis@amsamoa.edu, including in the email:
      i) Where the technician is going
      ii) Work Order #
      iii) Name of user technician is assisting
   d) After a technician returns from a Work Order, the technician must send an email to mis@amsamoa.edu, including in the email that the technician is back in the office.

3) Access
   a) User access for the Trackit System is provided by the CIO, according to MIS Trackit processes.

Section C. MIS OFFICE ACCESS

1) Non-MIS employees
   a. No one is allowed to be offices except MIS employees.
   b. Non-MIS employees should never perform your duties or answer a trouble call, even if they've worked with us before
   c. Work-study employees are to be given assignments that are consistent with Federal Work-study rules and regulations.

2) Server Room.
   a. MIS Server Room is STRICTLY PROHIBITED to MIS personnel that is approved by the CIO. No one is to enter the Server Room without prior approval, especially if they are not an MIS employee.

3) MIS Offices
   a. MIS offices should never be left unattended because MIS phones need to be monitored for support requests. At least one person should be in the office to answer the phone.

Section D. REPORTS

1) Weekly Report
   a. Weekly reports must be submitted every Thursday before 2pm via email to the Administrative Assistant, cc the CIO.
   b. Technicians that have Work Orders through Trackit do not submit a separate report, the Administrative Assistant pulls these weekly reports from Trackit. This includes Technician I, Technician II, and Multimedia / Network Technician.
   c. Supervisors, including ACIO and Helpdesk Supervisor, also have Work Orders through Trackit that get reported in the weekly report. However, in addition, supervisors are asked to provide a second

report to include updates to projects supervisors work on that are not included as work orders on Trackit. These should be emailed as stated in item a.
    d. Computer Lab Assistants submit weekly report including the number of students that were served during the week, as well as a running inventory of the labs for that week.
    e. The Administrative Assistant submits a weekly report of tasks completed in an email to the CIO.

Section E. DISCIPLINARY ACTION

1) Warning
    a. There are two types of warnings; there is a verbal warning and a written warning. Both warnings may be documented.
    b. Written warnings are more serious than verbal warnings.
2) Letter of Reprimand
    a. A letter of reprimand is more serious than a written warning
    b. For MIS, generally 3 written warnings will result in a letter or reprimand.
    c. A letter or reprimand may be given without prior warning under specific circumstances.
3) Dismissal
    a. For MIS, generally more than one letter of reprimand within a stated period of time will result in dismissal.
    b. Dismissal may occur for any employee without warning or letter or reprimand under specific circumstances.

Section F. OTHER

1) Staff Meetings
    a. Staff meetings are called after every Deans / Director's meeting for a department update
    b. Staff meetings are called by the CIO
2) Fa'alavelave Policy
    a. Everyone is to donate $20, applies to immediate family members only.
    b. All donations are submitted to the Administrative Assistant.
3) ASCC Policies
    a. All ASCC policies and documents may be found at www.amsamoa.edu/archive

I have READ, UNDERSTAND AND AGREE to the above MIS Division Rules. As an MIS employee, I UNDERSTAND AND AGREE that I must abide by these rules, otherwise face disciplinary action.

PRINT NAME: _____

POSITION: _____

SIGNATURE: _____

DATE: _____