

Rappahannock Community College Service Level Agreement

Student Information System & Related Systems (SIS, AIS, HR)

Customers

College faculty, staff, and students; and external agencies – VCCS, Department of Education, SCHEV, NSC, IRS, DHS.

Mission

The mission of College Information Services is to develop and support automated applications of the College business rules and processes utilizing multi- platform technology to provide an efficient, interactive and user-friendly interface. The objective is to support and maintain these Information Systems / applications needed for administration of students, faculty and staff; by timely enhancements in accordance to policy and procedures, ensuring enterprise data integrity, so that information provided to customers including external agencies, educational institutions, business and industry is accurate and useful.

Services Covered

The services provided are Programming Support and Production Control, user support, troubleshooting, Reports generation and distribution, project management, systems design and analysis, programming and testing for AIS, HRMS, SIS and related subsystems.

The College Information Services will provide maintenance of the Administrative Information System (AIS), Human Resource Management System (HRMS), and of the Student Information System (SIS) and associated sub systems, which include functions of Admissions/Records, Registration, Financial Aid, Accounts Receivable, Class Scheduling, Grade Reporting, Graduation, Payment, Grade Inquiry, and Schedule Inquiry, Non Credit Student Records processing, Faculty Productivity Analysis, Resource Utilization tracking, Facility Management, Faculty Payroll Information, and WEB interfaces to student services. Production Control mission is to schedule batch updates to the database, schedule "reorganize" procedures for the databases, and provide ad hoc reports for user special requests. This unit will provide development and maintenance of interfaces between the PeopleSoft SIS and related systems external to PeopleSoft or data submission to external agencies, application of mass changes, and development of reports that are unique to the College.

Location

Rappahannock Community College

12745 College Drive Glenss, VA 23149
52 Campus Drive, Warsaw, VA 22572
Glenss Campus Room 155
Warsaw Campus Room 158

Contacts:

Help Desk - (804) 333-6786

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Service Goals

Manage applications software systems and provide institutional data integrity.

Resolve all support request calls with an immediate goal of resolving 70% at level-1 while the user is online, resolving 80% at level-2 which will be within few hours and better than 99% at level-3 within few days.

Hours of Supported Coverage

The SIS on-line system is scheduled to be available twenty-four hours a day, seven days a week. Programming Staff are available during Official College hours 8:00 am 4:30 pm. Staff support is limited to Official College hours and if needed at other times by prior arrangement.

Environments Supported

All databases (SQL, ORACLE, PEOPLESOFT), applications, related websites, reports and data submissions which constitute Student Information System and related subsystems.

Support Levels

Level-1: Over the telephone or Email or via HELP Desk

Level-2: Programming staff/Supervisor within the same day. If complexity discovered, then support level incremented to level-3

Level-3: Several days of debugging and programming to resolve complex issues

Level-4: Involve technical expertise external to the unit, may be external to college.