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# UMConnect

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The intent of this document is to describe UMConnect services provided by the Office of Information Technology (OIT), define boundaries of such services, and identify levels of services customers and users should expect.

UMConnect is the University's enterprise web communication and collaboration tool. UMConnect enables real-time web communication and collaboration through web conferences and webcasts and provides hosting for on-demand web presentations.

## Definition of Services Provided

UMConnect Support Site - <http://www.oit.umn.edu/umconnect/>  
UMConnect Server - <https://umconnect.umn.edu/>  
Training Resources - <http://uttc.umn.edu/training/resources/umconnect/>

OIT provides UMConnect services to University faculty and staff with limited features available to University students and users outside of the University. UMConnect runs on a deployment of Adobe Connect Enterprise Server 7.5 (formerly Macromedia Breeze). UMConnect enables user to:

- Communicate through audio, video, and/or text chat
- Gather real-time feedback through polls
- Display content or a desktop computer view
- Share files or application
- Archive meetings
- Host on-demand content

## Resource Administration

The administration and management of the UMConnect system is handled by central UMConnect administrators. UMConnect administrators are responsible for managing the overall system to assure continuity and reliability across the University. UMConnect administrators provide technical support to all UMConnect users.

Each user of the system is given a unique account which controls the amount of access they have to parts of the system. Faculty and staff have the ability to create and host meetings and upload content. Students and users outside of the University can participate in meetings or view content, but cannot create their own meetings or upload content.

## File Storage

Space within UMConnect is assigned on a per-user basis. Currently, there is no quota system limiting the amount of file storage space allocated to each user; however quotas may be established in the future, depending on resource availability.

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## Hours of Operation

It is the goal of the UMConnect team to provide UMConnect system availability 24x7x52, except for scheduled maintenance periods. Normal system support is available between 8:00 a.m. and 4:30 p.m., Monday through Friday, with on-call staffing for after-hours emergencies. Systems are monitored 24x7x52. System status is available at: <http://systemstatus.umn.edu>.

## Performance Measurement

Performance measures for UMConnect Services will be available online spring 2011 at <http://www.oit.umn.edu/umconnect/performance>.

## Change Management

Change Management is the structured approach OIT uses to manage changes to the University of Minnesota IT environment via formal request and approval mechanisms. By employing a consistent, structured approach to change management, we are able to ensure that all changes are efficiently and promptly handled, thereby minimizing the impact of change-related incidents on service delivery. The Change Approval Board (CAB) oversees and approves OIT changes to service. There are four change categories: Standard, Normal, Urgent, and Emergency. For more information, visit the [Change Management website](#).

## Scheduled Maintenance

UMConnect has time reserved for scheduled maintenance between the hours of 9:00 a.m and noon on the fourth Sunday of each month. Every effort will be made to use this time window to perform maintenance activities. During scheduled maintenance, the expectation is that UMConnect services will not be available. If the maintenance window extends beyond anticipated end time, the [System Status page](#) will be updated accordingly. The schedule of OIT maintenance windows is published on the [System Status page](#).

Should maintenance be required outside of the scheduled maintenance window, an announcement will be posted to the UMCONNECT-NEWS email list and the [System Status page](#).

## Service-Impacting Maintenance

If a scheduled maintenance activity is expected to impact service, OIT intends that information regarding that maintenance activity will be communicated via the System Status page, and the UMCONNECT-NEWS and OITOUTG mailing lists, and other appropriate venues no fewer than 10 business days in advance of the maintenance activity.

## Communications

Communications about maintenance will include the start time, anticipated end time, and a description of the maintenance to be performed (upgrades, patches, etc.).

## System Backups

UMConnect is backed up on the following schedule:

- Weekly full system backups (retained for one month).

- Daily incremental backups (retained for two weeks).

## Dependencies

UMConnect is dependent upon the University data center power, network, and related systems. The availability of those systems will have a direct impact on the availability of this service.

Service	Dependency on Service	Service Provider
Power	There must be power to the Application server and the Database server.	OIT
Network	There must be network access to the Application server and the Database server.	OIT
Environment	There must be power and network access to the Application server and the Database server in a room temperature environment.	OIT
PeopleSoft/Data Warehouse	There must be a connection to the PeopleSoft/Data Warehouse system to add users to the system.	OIT
Authentication	Shibboleth	OIT
	Load balancer	OIT
	SAN	
Vendor	Vendor support may be required for resolving complex problems. Support timetables from vendors are highly variable and will extend time needed to resolve problems.	Vendor

## Service Provider and Customer Responsibilities

### Staffing

The UMConnect team currently consists of four staff members who are responsible for the implementation of the product, updates/upgrades, management of the central service, and providing end-user support. UMConnect support is available between 8:00 a.m. and 4:30 p.m., Monday through Friday via email at [umconnect@umn.edu](mailto:umconnect@umn.edu).

### OIT Duties and Responsibilities

The UMConnect team will be expected to:

- Notify customers about all scheduled maintenance
- Provide second-level support to supplement the first-level support offered by the University's 1-HELP service
- Provide first- and second-level support via email.
- Meet response and resolution times associated with service-related incidents

### Training

OIT Technology Training services has created free-of-charge technology training courses for faculty, staff, and students who are interested in learning more about the features of UMConnect and for those interested in developing web presentations (<http://uttc.umn.edu/training/resources/umconnect/>).

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## Customer Duties and Responsibilities:

Customers will be expected to:

- Adhere to any related policies, processes, and procedures
- Report problems using reporting procedures described in this service statement
- Provide input on the quality and timeliness of service

## Problem Management

The status of University systems is available online at: <http://systemstatus.umn.edu>. Whenever possible, users are encouraged to check the System Status web page before contacting technical support.

Users are strongly encouraged to first contact technical support resources in their local unit if they are experiencing problems with computers or applications. Local technical staff will be able to resolve many problems or escalate them to the appropriate levels, helping to increase the speed and effectiveness of the service response. Response time is dependent on the local unit's technical support processes and policies.

Normal maintenance windows are used to apply patches, however emergency, unscheduled maintenance may be done during evening hours when necessary.

If local technical support resources do not exist or are not available (e.g., outside of normal work hours) users are encouraged to contact the University's 1-HELP service (<http://1-help.umn.edu>):

- On-campus – 1-HELP (1-4357)
- Off-campus – (612) 301-HELP (4357)
- Email – [help@umn.edu](mailto:help@umn.edu)

1-HELP hours are found at:

<http://www.oit.umn.edu/help/contacts/>

Monday-Friday: 7:30 a.m. - 8:00 p.m.

Saturday: noon - 5:00 p.m.

Sunday: closed

Outside of these hours, or on University holidays, callers may leave a message, which will be responded to the following business day.

1-HELP will escalate incidents, when necessary, to appropriate service providers. All incidents and changes reported to 1-HELP will be logged into Service Center, a tracking tool.

## Problem Initiation

Problems may be reported by all users via:

- Telephone call to the Technology Helpline at (612) 301-4357 (1-HELP on campus)
- Email to [umconnect@umn.edu](mailto:umconnect@umn.edu)

## First-Level Support

First-level support includes standard UMConnect administration and support tasks. Standard UMConnect Administrative tasks include: adding users, managing groups, and changing access

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rights. Standard UMConnect Support tasks include troubleshooting all access issues, troubleshooting system behavior and answering how-to questions about the system.

The first-level support team works with the user to understand the problem(s). The team diagnoses the problem based on the information provided by the user, use of standard resolutions and known issues, and by working with the user to understand the needs involved.

First-level support is logged in Service Center, a tracking tool, and sent and received via email.

### **Second-Level Support**

Second-level support includes working with users on special requests and consultations. Second-level support also involves working with the system administrators and the vendor, Adobe. The second-level support team also deals with any system maintenance.

Second-level support is logged in Service Center, a tracking tool, and sent and received via email.

All levels of UMConnect support follow procedures to work with users so that the users, themselves, make changes that fix problems, and gain understanding of how the system works. The support team also maintains a list of frequently asked questions and knowledge base articles on the UMConnect Support site.

### **Disaster Recovery**

UMConnect is an important service. In the event of a disaster, recovering UMConnect service is a high priority. Degraded or failed service receives immediate attention and all available resources are brought into force to recover full operations.

In the event of a site failure or another event causing multiple service failures, UMConnect will be placed at a nonbusiness-critical level in the recovery queue, depending on the nature of the failure. In other words, services like PeopleSoft or email would receive higher priority.

### ***Communication***

In the event of unexpected service interruption, OIT will update the [System Status web page](#) and send notification of service interruption to individuals subscribed to the OITOUTG@umn.edu mailing list within 15 minutes of service-loss identification by the UMConnect Support team. Status updates will be provided on an hourly basis to both the [System Status web page](#) and subscribed individuals. Post-mortem analyses will be released after the resolution of the interruption.

## **Policies**

University of Minnesota Information Technology policies are available on the web at: <http://policy.umn.edu/Policies/it/index.htm>

Polices related to this statement include:

- Acceptable Use of Information Technology Resources  
[http://www.policy.umn.edu/groups/ppd/documents/Policy/Acceptable\\_Use.cfm](http://www.policy.umn.edu/groups/ppd/documents/Policy/Acceptable_Use.cfm)
- User Authentication for Access to University Computer Resources  
<http://www.policy.umn.edu/groups/ppd/documents/Policy/x500pol.cfm>

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## **More Information**

For more information about this and other OIT services, visit the [OIT service catalog](#).

## **Service Statement Maintenance**

This statement of service will be reviewed annually.

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