

S&T Information Technology

Memorandum of Understanding for Base Services

Document Intent

This document will be versioned, dated, and referenced from any service or application-specific MOUs established for individual departments, projects, or services. This is not intended to be an all-inclusive list, but rather a baseline from which all other MOUs can be defined.

IT Responsibilities

- 1. Technology Support** – Provides support and delivery of information technology products and services and primary communications for IT-related events and changes affecting the S&T campus.
 1. Help Desk / Walk-In – Provides front-line support for faculty, staff, and students:
 1. Perform general hardware/software/network troubleshooting
 2. Perform hardware/software repairs
 3. Perform computer back-ups on demand
 4. Operating System installation
 5. Virus/Malware removal
 6. Perform IT-provided software installations for faculty and staff
 7. Personal and campus computer rebuilds
 8. Provide remote desktop assistance

- 2. Business Services** – Provides support in the areas of administrative, fiscal, personnel, asset management and security services.
 1. Asset Management
 1. Processing of IT-related purchases of computers, equipment, and software
 2. Compliance with BPM 12004
 3. Asset management functions including campus standards, lifecycle management, tracking, and inventory control
 2. Software Support
 1. Manage software requests, purchasing and licensing compliance

- 3. Information Security** – Ensures the safety of S&T information assets and technology resources by guiding policy development, training, and the application of technical security methodologies.
 1. Responsible for security monitoring which may also include active scanning of the systems and will block access or restrict services if severe vulnerabilities or compromise are detected. Depending on severity, notification will either occur before or immediately following any remediation action taken.
 2. Responsible for overall identity management functions and access controls.
 3. Responsible for applying appropriate firewall (campus Internet border only) controls.
 4. Provides all certificates required for operation. Depending on the situation, additional fees may be incurred.
 5. Enforces UM System and S&T IT Policies and serves as contact point for any legal action related to information technology in regards to issues arising from this service.

4. Project Management/Relationship Management - Provides a dedicated point of contact to IT services for functional users.

1. Coordinates for IT services as needed and provides advice on support issues.
2. Manages all requests for system modifications, enhancements, upgrades, and application retirements.
3. Where appropriate, may designate ranges of activities that can be performed without additional coordination or direction of IT.
4. Serves as contact for MOU and Server Agreements and assists IT and the customer to keep them up to date. Notifies the customer of changes to any established MOU/SLA.

5. Enterprise Services and Infrastructure

1. Network Engineering
 1. DNS network registration and static IP allocations on campus subnets.
 2. Responsible for maintaining network connectivity and restoring service in a timely manner.
 3. Troubleshooting issues to determine if network related and taking action to resolve issues.
 4. Wireless site evaluations, planning and execution.
 5. Provide networking 'build outs' for new campus construction projects.
 6. Responsible for all firmware/software updates for core, edge and wireless equipment.
 7. Maintain network integrity utilizing a network access system (NAC).
2. Plant Infrastructure
 1. Termination of fiber/cables/jacks for construction projects.
 2. Assist network engineers on troubleshooting and testing on the network.
 3. Responsible for moving campus personnel IT issued equipment (computer/telephone).
 4. Troubleshoot fiber connectivity, jack functionality, and wireless stability.
 5. Delivery and installation of telephony equipment.
 6. Port activations on campus switches.
3. Telecom Services
 1. Manages the billing and yearly/monthly charges for any services.
 2. Provides assistance for telephony changes, additions, disconnects, billing inquiries.
 3. Manages cellular phone activations, disconnects and international features.
4. Applications Infrastructure
 1. All applications infrastructure services are specific to each service.
 2. Support of campus MySQL and Oracle database services
 3. Assist with data needs related to reporting
5. System Infrastructure
 1. Operating system installation, support and maintenance/patching for fully hosted and managed Windows and Linux servers. This does NOT include patching or OS support for appliances.
 2. Responsible for applying appropriate firewall (Datacenter only) controls.
 3. Network configuration for datacenter devices.
 4. Support of infrastructure for delivery of desktop operating systems.

Service Rates

1. **Network & Systems**
 1. Networking Engineering – \$54.50/hr
 2. Network Technicians – \$38.75/hr
 3. Infrastructure - \$54.50/hr
 4. Academic Tech Support – \$49.25/hr
2. **Customer Experience & Outreach**
 1. IT Relations – \$45.50/hr
 2. Application Programmers – \$51/hr
 3. Vended Applications – \$41/hr
3. **Technology Support**
 1. Help Desk – \$35.50/hr
 2. Desktop Support – \$33/hr
 3. Learning Technology – \$36/hr
4. **IT Security**
 1. Security – \$51/hr
 2. Desktop Infrastructure – \$47/hr
5. **Business Services**
 1. Asset Management – \$36/hr
6. **Research Support Solutions**
 1. Research Support – \$66/hr

Points of Contact

The IT organizational structure can be found on the [IT website](#).

- **Technology Support**
 - Primary: IT Helpdesk; (573) 341-HELP; <https://help.mst.edu>
- **Information Security**
 - Primary: security@mst.edu (573) 341-6398
 - Secondary: IT Helpdesk; (573) 341-HELP
- **Project Management/Relationship Management**
 - IT Relations (itcomms@mst.edu)
 - Secondary: IT Helpdesk; (573) 341-HELP
- **Enterprise Services and Infrastructure - Peg Wilson**
 - Network Infrastructure (it-ni@mst.edu) - Peg Wilson: peggy@mst.edu
 - Plant Infrastructure (it-pi@mst.edu)
 - Network Engineering (it-ne@mst.edu)
 - Telecommunications Services (it-ts@mst.edu)
 - Systems Infrastructure (it-si@mst.edu)
 - Nathan Neulinger: nneul@mst.edu
 - Applications Infrastructure (it-ai@mst.edu)
- **Business Services**
 - IT Relations & Communications (itcomms@mst.edu)
 - Software Support (it-asset-software@mst.edu)
 - Asset Management (it-asset-mgmt@mst.edu)