CHAPTER 4 - Academic Affairs

4-5006 After Hours Support

The Office of Information Technology (IT) is committed to making critical telephone, network, and server resources available to the college community 24/7 (excluding scheduled maintenance).

(1) Applicable hours

    (a) IT staff will provide on-call support coverage in the event of unexpected failure or significant problems with critical resources during non-business hours—weekdays after 5:00 p.m., weekends, holidays, or any other time the college is closed.

    (b) IT support is available during non-business hours for major problems associated with the central telephone system, significant segments of the campus network impacting one or more buildings, and servers essential for communication. This does not include outages suffered by an individual. IT support for faculty or staff computers (related to hardware, operating system, application software including e-mail, and remote network connectivity) or for computers in labs is only available during business hours; Monday – Friday between 8:00 a.m. and 5:00 p.m. These types of issues are considered routine help desk requests and will be prioritized using the Help Desk Prioritization Criteria found on the IT web page.

    (c) Resolution of disruptions occurring during non-business hours may be dependent upon the nature and severity of the problem and the availability of resources or services and parts from third-party vendors. IT staff will assess a reported problem and determine a reasonable resolution plan as quickly as possible. IT will make every effort to communicate status updates in the *IT Systems Status* section on the NCF IT webpage.

(2) For a planned shutdown of any network resources, the community will be notified via e-mail at least 24 hours in advance whenever possible, and notification will be posted on the IT webpage.

(3) Procedure for reporting a problem. Any critical telephone, network or server failures that occur during non-business hours should be reported to Campus Police at (941) 487-4210 who will then contact on-call IT staff.

Authority: Article IX, Sec. 7, Fla. Constitution; Fla. Board of Governors Regulations 1.001 and 3.0075

History: Adopted 03-05-11; Revised 02-26-17 (technical amendment)