

Service Level Agreement for Support of Conference Services

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This document outlines Information Technology's service level agreement for supporting Westminster's Conference Services.

Resources Available for All Conference Attendees

All conference attendees are welcome to use the Westminster campus network for connecting their own laptops to the Internet. The following policies apply:

- Visitors are welcome to bring their own equipment (laptops and projectors) to campus. They may use the available network drops located in the campus buildings where their conference is being held.
- Visitors may not unplug, move, or in any way modify campus equipment.
- The college is not responsible for conference attendees' equipment and will not provide any technology support or setup assistance.
- All attendees are bound by and must adhere to Westminster's Responsible Use of Technology statement (available online on the support website).

"All-or-Nothing" Guest Account Creation and Privileges

As a paid service charged through Conference Services, IT will create guest accounts for conference attendees. These guest accounts are done on an "all-or-nothing" basis, meaning that IT will only create them en masse for all attendees affiliated with a particular conference. The following policies apply:

- IT requires a minimum of thirty days notice from Jeff for guest account creation.
- Conference directors will work with Jeff to determine which campus computers attendees will have access to (based on where the conference is being held and whether or not they are using the campus residence halls).
- Guest accounts will only be valid during the conference dates and will automatically expire after the conference.
- Guest accounts will only have access to the Internet, local software applications, and printing (no networked software).
- Conference attendees may not change or in any way alter the college computing equipment. This specifically prohibits changing user settings on campus computers, adding or unplugging any hardware, and installing software.
- Westminster will not provide data storage or recovery services including file storage and email accounts.
- IT will provide no technical support for conference attendees. This includes access to IT staff, Lab Help Desk staff, ResNet staff, and the IT Support Phone. The only exception to this would be Guest Account login problems which will be resolved by IT through Jeff.