

Office Memorandum

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TO: Distribution VI

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Information Technology Services

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SUBJECT: GET System Migrated to CMS Data Center

On August 27, 2007, the GET student system at Cal State L.A. was migrated to the CSU's Common Management System (CMS) data center operated by Unisys in Salt Lake City. GET is no longer campus-based, so all problems, including any performance issues reported to the Information Technology Services (ITS) Help Desk, must follow a new CMS trouble ticket procedure.

I want to assure all campus users that ITS will do everything it can to expedite resolution of GET problems. To that end, ITS will adhere to the following procedure for all problems reported to the ITS Help Desk. Depending on the problem, these resolution steps are not necessarily sequential.

1. ITS will immediately attempt to determine whether this is a local campus problem (e.g., local workstation, local campus network, etc.). If ITS determines that the problem falls into this category, appropriate staff will be dispatched promptly to correct the problem and advise the user.
2. ITS will also check to see if there is a problem with the wide area network (CENIC) that is used to communicate between the campus and the CMS data center. If the problem falls into this category, CENIC will be informed and ITS will monitor problem resolution, as well as notify the user and the campus of the status.
3. If ITS determines that a problem is not related to campus infrastructure or the communication facilities (normally within 2-4 hours), then a CMS trouble ticket will be opened. ITS will assist CMS technical staff in diagnosing the problem and determining where in the CMS infrastructure it may reside.
4. After a CMS trouble ticket is opened, ITS Help Desk staff will monitor resolution. Once CMS resolves the problem and closes the trouble ticket, the ITS Help Desk will notify the user.

At the CMS data center, system resources are shared by all the CSU campuses. A heavy processing demand at one or more CSU campus may potentially impact all other campuses. As these processing demands fluctuate throughout the day, so does the potential impact on campuses. Consequently, many system performance issues tend to be intermittent or transitional in nature and, therefore, difficult to diagnose and correct; many of these problems diminish or disappear without intervention. Be assured that ITS and CMS personnel are committed to promptly resolving user problems and providing the campus with consistently high quality service.

The ITS Help Desk is located in Library Palmer Wing Lobby, and can be reached at ext. 3-6170, or at helpdesk@calstatela.edu.