



Last Updated 6/19/2013

Draft Service Level Agreement for FAU and Broward College

IT Departments

Downtown Fort Lauderdale Campus

Wireless Networking

In order to minimize cost and to provide robust service to both organizations, BC and FAU will share wireless infrastructure while the Facilities Use Agreement between the parties is in effect. The IT organizations will provide the following as a minimum service level:

- Security
 - Both parties reserve the right to disable wireless clients in accordance with their acceptable use policies.
 - Network operations of both organizations will notify each other in the case of a security incident on the shared infrastructure following the procedures outlined in the support section of this document.
- Askew Tower
 - FAU will broadcast one BC SSID on its wireless network until the earlier of one year or until BC deploys its wireless network in the facility.
 - BC will broadcast one FAU SSID in any joint-use areas once its wireless network is established (currently established as the 1st floor, and in and surrounding AT 419).
 - FAU will need to retain access and use in AT-834, AT-834A, and AT-839 not to exceed 6 months to allow for a smooth transition of departmental servers as space is being prepared in HEC.
- Higher Education Complex
 - FAU will maintain its wireless network on floors 6, 7, 8, and 10 where FAU will remain as the sole occupant on these floors.
 - BC will broadcast one FAU SSID in any joint-use areas once its wireless network is established (currently established as the 1st and 9th floors).
- Exterior
 - FAU will broadcast one BC SSID on its wireless network until or if BC chooses to deploy its wireless network in the facility on the remaining floors.

Wired Network and Telecommunication rooms

- Wired ports on the FAU network equipment are disabled by default. FAU may permit BC to utilize wired ports after appropriate registration procedures are completed for the earlier of one year subsequent to this agreement or until BC takes over management of the wired network infrastructure.
- FAU and BC will coordinate access to shared network/telecom closets. FAU will retain full access until all services provided by FAU are no longer served from that affected closet. Areas exclusively used by FAU or BC, respectively, will only be accessed in coordination with the other party.

Shared-Use Classrooms

Shared-use classrooms are currently defined as AT419 and all HEC 9th-floor rooms. BC and FAU will work together to ensure both parties have access to the technology necessary to deliver their respective programs.

- FAU will maintain all technology in the shared-use classrooms until BC requests to operate the facility and will provide BC faculty access through the established guest account process.
- FAU and BC Instructional Technology staff will work collectively to establish long-term solutions for the shared-use classrooms that will ensure instructors from both intuitions have access to the services they need for educational delivery.

Classroom Technology in Former FAU Classrooms

FAU's Office of Information Technology will leave the technology in place in the centrally scheduled classrooms at the Fort Lauderdale campus in areas that will be transitioned to BC until BC acquires replacement equipment or requests its removal. These rooms are established as AT 210

Support Contacts

- Faculty, staff, and students should request support from their host institution. The helpdesks from each host institution will escalate technical problems to the established contacts at the responsible institution.

FAU Support Contacts

Escalation	Office	Email	Phone
Primary Contact	Fort Lauderdale Support Joe Sher (HEC 609)	jsher@fau.edu	954-762-5194 (Office) 954-461-6349 (Cell)

Secondary Contact	Director Partner Campus Alberto Fernandez	alberto@fau.edu	954-649-7556 (cell)
Third Level Contact	Help Desk		561-297-3999 http://www.fau.edu/support

FAU Key Contacts

Role	Name	Email	Phone
Network – Broward Primary Contact	Apollo Ramon Broward Network/Systems Admin	aramon@fau.edu	954-236-1187 (office) 954-260-9518 (cell)
Network – FAU Primary	Kenneth Rothhaar Senior Assoc. Dir. Networks	noc@fau.edu	561-297-2025
Network – Secondary	Jim Gorycki	noc@fau.edu	561-297-2124
Security	Wayne Bullock	Security@fau.edu	561-297-3842
Classroom Support Secondary	Ewart Borland	Borland@fau.edu	954-236-1201 (office) 954-232-7008 (cell)
FAU Broward Classroom Scheduling – Primary	Jane Morgan Campus Director	jmorgan@fau.edu	954-236-1282 (office)
FAU Broward Classroom Scheduling – Secondary	Charlotte Walker	cwalker@fau.edu	954-762-5225 (office)

BC Support Contacts

Escalation	Office	Email	Phone
Primary Contact	Helpdesk	helpdesk@broward.edu	954.201.7521
Secondary Contacts & Classroom Support	Brian Kingston Jose Camacaro	bkingsto@broward.edu Jcamacar@broward.edu	954.201.7596 (Office) 954.465.0407 (Cell) 954.201.7104 (Office)

BC Key Contacts

Role	Name	Email	Phone
Director, Technology Services	Charles DiComo	cdicomo@broward.edu	954.201.7610 (Office) 954.6342447 (Cell)
Director, Network & Telecom Services- Broward Primary Contact	Howard Dansky	hdansky@broward.edu	954.201.7524 (Office)
Network – Secondday Primary Contact	Doug Kirby Brian Forbes	dkirby@broward.edu bforbes@broward.edu	954.201.7529 (Office) 954.201.7522 (Office)
Security Bldg 31 Security Bldg 32 Security Bldg 33	Front Desk		954.201.7419 954.762.5611 954.762.5352
BC Classroom Scheduling (Center Manager)	Lisa Barnes	lbarnes@broward.edu	954.2017807 (Office)
Dean, WHC	DR. Thomas Meyer	Tmeyer1@broward.edu	954.2017548
WHC- Physical Plant	James Sawyer	jsawyer@broward.edu	954.2017548 (Office)