InfoSys Operations Manual Index
For Info & Tech Support

NOTE: These procedures have an annual review plus are updated as needed during the year. This lists date files were last updated or checked and by which Updater. See also **Updating On-line Files for IDT Operations Manual and Customer Resources** (updatingidt.pdf) for additional procedural information about maintaining this documentation.

Announcements, Contacts and News

Title/Link	Original Doc Filename or Link Path	Other Notes	Date	Updater
After Hours/Weekend Service Contacts (Full List)	aftercontfull	(aftercont is a subset for the Night CIRC Supervisor)	02/15/11 changes as needed	Carol Phillips
Finding Computing Solutions	http://rohan.sdsu.edu/solutions.html	Used in **Customer Resources** also, so when checked there it is done here.	N/A, but send yearly email to mwssls lists to verify info. Last ck'd 05/23/11	Sandy Neer
IDT Emergency Procedure	idtemergency		05/25/11	Sandy Neer
Emergency Backpack and Kit Inventory	emergpackinvent		05/25/11	Sandy Neer
ITS Liaisons	itsliaison	Used in **Customer Resources** also, so when updated there it is done here.	05/26/11	Sandy Neer

Library Liaisons	LIBliaison		05/6/11	Sandy Neer
Unit Liaisons for InfoSys	unitliaison	Used in **Customer Resources** also, so when updated there it is done here.	04/18/11	Sandy Neer
Threatening Phone Call Checklist	phonebomb		05/26/11	Sandy Neer
Who Ya Gonna Call	whoyagonnacall	Used in **Customer Resources** also, so when updated there it is done here.	04/18/11	Carol Phillips

KnowledgeBase

Title/Link	Original Doc Filename or Link Path	Other Notes	Date	Updater
Access – Library Web Applications Security – ADMIN Level & above	securityapp		02/11/08	Carol Phillips
Access – Library Web Applications Security Guidelines – ADMIN Level & above	securitygdelines		02/07/08	Carol Phillips
Access – Public Desk Database (part of Web Repports App) – MAINT Level & above, or MAINTLESS Level, or USER Level	Publicdeskapp Mntlesspdmenu Userpdmenu	The MAINT Level & above is updated first and then the other documents are subsets of that information for their level of access only.	02/11/08 02/15/08 01/05/09	Carol Phillips

Acct – Naming Conventions for Computing Accounts	namecompaccts		02/10/10	Sandy Neer
HW – IDT Hardware Inventory Application - MAINT Level & above, or MAINTLESS Level, or USER Level	Hwapp Mntlesshwmenu userhwmenu	The MAINT Level & above is updated first and then the other documents are subsets of that information for their level of access only.	03/06/08 03/06/08 01/05/09	Carol Phillips
Info – Protected Information Handling	PLdatahandling	Used in & kept in **Customer Resources** directory, so when updated there it is done here.	01/11/10	Carol Phillips
Info – Library Document Retention Guidelines	docrententgde	Used in & kept in **Customer Resources** directory, so when updated there it is done here.	02/26/10	Carol Phillips
Info – Records Retention Policy	Records_Retention _Policy	Used in & kept in **Customer Resources** directory, so when updated there it is done here.	01/11/10	Carol Phillips
Info – SDSU Information classification Standard	infoclassification	Used in & kept in **Customer Resources** directory, so when updated there it is done here.	01/11/10	Carol Phillips
Instr – Tablet PCs in Library Instruction, Procedures for Use	tabletpcproc	Used in & kept in **Customer Resources** directory, so when updated there it is done here.	02/07/09	Carol Phillips
Maint – IDT Facilities Scheme and Map	facscheme	Still needs new LL-402 graphic & explanation of where things are in room, after reorg of room Summer 2011	05/26/11	Carol Phillips

Maint – IDT Inventory Storage Guidelines	inventstrage		05/26/11	Carol Phillips
Maint – IDT Security Guidelines	idtsecurity		05/26/11	Carol Phillips
Maint – Regulated and Hazardous Waste	waste		05/26/11	Carol Phillips
Maint – Relocation, Repair or Replacement Guidelines	relrep		05/26/11	Carol Phillips
MIL – Checking Status of LIBPAC (Millennium)	milcheck		04/27/09	Lisa Elkins/ Brian Moore
Net – Facilities /Wall Jack Application - MAINT Level & above, or MAINTLESS Level, or USER Level	**Facjackapp Mntlessfacjackmenu Userfacjackmenu**	**The MAINT Level & above is updated first and then the other documents are subsets of that information for their level of access only.**	**Pending all**	**Carol Phillips**
Net – Wall Jack Status	jackstatus		02/10/10	Sandy Neer
PAC – PAC Resources	https://arwen.sdsu.edu/share/PACSUP/PACLIAISON/PACrsrcs/PAC.rsrcs.htm	Used in & kept in **Customer Resources** directory, so when updated there it is done here. Currently on Arwen, but may be moved to same setup as this OPS Manual in the future	N/A, but check the link	Lisa Elkins/ Brian Moore

Purch – IST Purchasing Application - MAINT Level & above, or MAINTLESS Level, or USER Level	purchapp mntlesspurchmenu userpurchmenu	The MAINT Level & above is updated first and then the other documents are subsets of that information for their level of access only.	02/15/08 02/15/08 01/05/09	Carol Phillips
Purch – Resource Evaluation Guidelines	reseval		05/26/11	Carol Phillips
SR–SR Problem/Sub Category and Staff Referral	pcatstaff		02/02/11	Carol Phillips
SR - SCC Problem Category/Sub Categories	pcatsubscc	Only on the SCC index	03/02/09	Carol Phillips
SR– IDT Service Request Application - MAINT Level & above, or MAINTLESS Level, or USER Level	**srapp mntlesssrmenu usersrmenu**	**The MAINT Level & above is updated first and then the other documents are subsets of that information for their level of access only.**	**Pending all**	**Carol Phillips**
SR – Library Shared Data Application – MAINT Level & above, OR MAINTLESS Level, OR USER Level	sdapp mntlesssdmenu usersdmenu	The MAINT Level & above is updated first and then the other documents are subsets of that information for their level of access only.	02/15/08 02/15/08 01/05/09	Carol Phillips
SR - Server Services Managed by IDT	serversfull		02/25/09	Carol Phillips
SR – Standard Service Requests Choice Combinations	srchoices		02/15/11	Carol Phillips

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SW - BATS Workshop Handouts	http://rohan.sdsu.edu/~bats/PDF/pdfhandouts.html	Used in **Customer Resources** directory, so when checked there it is done here.	N/A, but check the link – last ck'd 5/26/11	Sandy Neer
SW - IDT Software Inventory Application - MAINT Level & above, or MAINTLESS Level, or USER Level	swapp mntlessswmenu userswmenu	The MAINT Level & above is updated first and then the other documents are subsets of that information for their level of access only.	02/15/08 02/15/08 01/05/09	Carol Phillips
SW – Library-Supported Software	libsoft	Used in & kept in **Customer Resources** directory, so when updated there it is done here.	05/16/11	Carol Phillips
SW – Library-Supported Software, Basic Usage of	basicsw	Used in & kept in **Customer Resources** directory, so when updated there it is done here.	05/11/11	Carol Phillips
SW - Software Site Licensing and Volume Purchasing	**swsitevp**		**Pending**	**Carol Phillips**
SW - Software Distribution for Work at Home	swdistribute	Used in & kept in **Customer Resources** directory, so when updated there it is done here.	05/11/11	Carol Phillips
Web - About the ROHAN Graphics	http://rohan.sdsu.edu/aboutgraph.shtml		02/09/11	Sandy Neer
Web - About the ROHAN Web Server	http://rohan.sdsu.edu/aboutserver.shtml		02/09/11	Sandy Neer
Web - FTP Instructions for the Academic Computing Web Site	rwebftp		12/14/09	Sandy Neer
Web - Guide to Making a Home Page on ROHAN	http://rohan.sdsu.edu/hpguide.shtml		05/24/11	Sandy Neer

Web – Infodome Web Team	http://lfolkswiki.sdsu.edu/index.php/Web_Team		N/A, but check the link – last ck'd 5/25/11	Sandy Neer / Keven Jeffery
Web - ROHAN Graphics Library	http://rohan.sdsu.edu/graphlib.shtml		02/09/11	Sandy Neer
Web - ROHAN Web Document Guidelines	**webgdelines**		**Pending**	**Sandy Neer**
Web - ROHAN Web Responsibilities	http://rohan.sdsu.edu/aboutresp.shtml		02/09/11	Sandy Neer
Web - WWW Style Guide for SDSU	http://www.sa.sdsu.edu /communications/styleguide/		N/A, but check the link – last ck'd 02/09/11	Sandy Neer / Campus Style Guide Committee

InfoSys Service Desk and Operations Support

Title/Link	Original Doc Filename or Link Path	Other Notes	Date	Updater
ISD - 46753 VMS Procedure	vms46753		02/09/11	Sandy Neer
ISD - DAT Tape Delivery and Pickup	dattape		02/09/11	Sandy Neer
ISD – IDT Supply Cabinet Contents	supplycabcontents		02/10/10	Sandy Neer
ISD - InfoSys Service Desk Database Notes	dbnotes		02/10/10	Sandy Neer
ISD - InfoSys Service Desk Guidelines and Policies	isdgdeline		02/10/10	Sandy Neer

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ISD – InfoSys Service Desk Workstation Startup and Shutdown	isdstartup		02/10/10	Sandy Neer
ISD – Student Assistant Guide				Sandy Neer
ISD - Infosys@library.sdsu.edu Procedure	isdeudora	On HOLD now until we get a student at the desk.	03/06/09	Sandy Neer
ISD - Mail Deliver and Pickup	mailpkup		03/16/11	Sandy Neer
ISD - Ordering and Receiving Office Supplies at InfoSys Service Desk	officesupp		03/16/11	Sandy Neer
ISD - SR Data Entry from Mail Forms	**srdataentry**	**On HOLD now until we the ORACLE/ Coldfusion SR module working.**	**Pending**	**Carol Phillips**
ISD - Xerox, FAX, Printer Supplies and Service	isdequip		03/16/11	Sandy Neer
HW - Assignment Data and Reports Instructions	**hwassignreport**		**Pending**	**Carol Phillips**
HW – CPU Wipe Instructions	**cdwipe**		**Pending**	**Lisa Elkins**
HW – Equipment Loan Procedure	**equiploan**		**Pending**	**Carol Phillips**
HW – Hardware and Wall Jack Update Procedure	**hwjackupd**		**Pending**	**Carol Phillips**

8

HW - Hardware Check-In and Assignment	**hardckin**		**Pending**	**Carol Phillips**
HW - Hardware Survey Guidelines	hwsurvey		02/07/08	Lisa Elkins
HW – IDT Hardware Inventory Reports -Units & Public Areas	unithreport		02/06/09	Carol Phillips
HW – Minor Repairs Procedure	minorrep		03/16/11	Sandy Neer
Maint – IDT Suite Preventative Maintenance	idtsuitepm		03/16/11	Sandy Neer
Maint - PAC and Circuit Unattended Backup Instructions	paccircuitbackup		03/16/11	Sandy Neer
Network - Jack Testing with the Fluke	netjacktesting	Fluke is not well.	02/07/08	Lisa Elkins
SW - IST Software Inventory Unit Reports	**unitswreport**		**Pending**	**Carol Phillips**
VR - Apple Procedure for Warranty Repair	applewarranty		03/18/11	Sandy Neer
VR - Dell/DHL Procedure for Shipping Dell Boxes	dhl		03/18/11	Sandy Neer
VR - Federal Express Procedure	fedex		03/18/11	Sandy Neer

Title/Link	Original Doc Filename or Link Path	Other Notes	Date	Updater
VR – Printer Procedures: Repair/Troubleshooting	printerrepair		03/18/11	Sandy Neer
VR - Vendor Repair Procedure	vendorrep		03/18/11	Sandy Neer

Site Consultant / Consultant Administrator

Title/Link	Original Doc Filename or Link Path	Other Notes	Date	Updater
Accts - Academic Computing Account Services	acacct		03/18/11	Sandy Neer
Accts - Guidelines for Disabling Accounts on ROHAN and Moria	disableacct		03/18/11	Sandy Neer
Accts – ROHAN/Moria Accounting Procedures	acctrohan		05/19/11	Sandy Neer
Accts - ROHAN Accounting Procedure for SCC	rsrohan	What are they still do?	12/14/09	Sandy Neer
Accts - ROHAN Usage Notes	rohannotes		03/18/11	Sandy Neer
EM – Email Coordinator Procedure	emailcoord		12/14/09	Sandy Neer
Files - Converting Documents to HTML Files	**htmlconvrt**		**Pending**	**Sandy Neer**

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Files - Directory Structure on ROHAN	rdirfiles		02/10/10	Sandy Neer
Files - Hardcopy and File Storage Guidelines	**hardfilestorage**		**Pending**	**Carol Phillips**
Files – IDT Customer Resources Document Index	custdocindex		05/26/11	Carol Phillips
Files – InfoSys Operations Manual Index	opsdoccindex		05/26/11	Carol Phillips
Files – Updating On-line Files for IDT Operations Manual and Customer Resources	Updatingidt		05/26/11	Carol Phillips
Maint – Circulation/Reserves Software Manuals Procedures	rbrman		02/10/10	Sandy Neer
Network – Voice and Network Requests	**tnsrequest**		**Pending**	**Carol Phillips**
Purch – Hardware/Software Purchasing Instructions	**hwswpurch**		**Pending**	**Carol Phillips**
Purch - Library Purchasing Procedure and IST	**purchlibist (purchase)**		**Pending**	**Carol Phillips**
Purch – Office Max Supply Ordering Procedures	officemax		03/24/11	Sandy Neer

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Purch - Open PO/Contract Procedure	purchopenpo		02/07/08	Carol Phillips
Purch – ORACLE Financials Lookups			03/24/11	Sandy Neer
Purch - Spec'ing and the SR Process	**purchsrprocess**		**Pending**	**Carol Phillips**
SA - Procedures for Hiring Student Assistants	lsahire		01/26/09	Sandy Neer
SR - Referrals for Arriving and Departing ACS Customers	srreferacs		02/02/11	Carol Phillips
SR - Referrals for Arriving and Departing Library Employees	srreferlib		02/02/11	Carol Phillips
SW –Media and Documentation Guidelines	mediadocgde		02/09/09	Carol Phillips
SW – SciFinder Scholar Archive Procedure	Scifinderarchproc		02/07/08	Carol Phillips
SW – Software Check-In and Assignment Instructions	**swcheckin**		**Pending**	**Carol Phillips**
SW - Software Check-Out Instructions	**swcheckout**		**Pending**	**Carol Phillips**

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SW – Steps for Software Inventory Archive Processing	swarchive		Pending	Carol Phillips