

NMC Educational Technology Service Level Agreement for Faculty/Staff

The following times are expected turnaround on requests – though requests may be completed sooner or later depending on Educational Technology workload.

SAME DAY

Classroom or Collaboration Spaces - Hardware / Software Issues

NMC Google Account Password Reset

SAVIN or Sharp Printer Jam (for HP desktop printers, call 42280)

2-3 BUSINESS DAYS

Badge replacements

Jenzabar EX/Higher Reach/My Methodist Account Creation

Microphone A/V Request for 3214/16/18 – Lobby – Atrium

My Methodist Course Issues (system is functional, isolated to course or user)

New NMC Google Account Creation

Printer Installation

Process Internet Submission Issues / EX Interface

SharePoint Site Creation

Software Installation (IE – Pageburst/Bookshelf, EX, Softchalk, EMS, Camtasia, etc.)

5 BUSINESS DAYS

Data Imports to EX

Data Requests: (Report Modification) or Existing Process for Data Extraction / Modification

Network Account Creation

New Equipment Request (Sent to NMHS IT – note: 60 day turn around for IT)

Office Moves (PC, printer, NOT phone)

Software Training

Video Conversions

10 BUSINESS DAYS

Data Requests: NEW Report or Data Set Needed

Higher Reach Updates / Modifications

Phone change request / phone move

Video Recording (events)

ONE MONTH +

Investigating and evaluating new technology

All issues logging into portal.bestcare.org or issues accessing the network or internet should be directed to NMHS IT at 402-354-2280. Additionally, anything pertaining to CERNER, Navicare, Citrix, or Pyxis should also be directed to NMHS IT.

For any questions please email nmchelp@methodistcollege.edu

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