Support model for MVM Learning and Teaching using IS services

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# Overview

This document describes the service model which will be used by IS to support and manage MVM Learning and Teaching services. This model will be used for:

* all services which have been migrated to IS infrastructure as part of the MVM002 project
* all services which have been taken on by IS on existing infrastructure as part of the MVM002 project
* all services which have been taken on by IS once this support model has been agreed

This service model does not cover services which are still on the old MVM infrastructure and have not been reviewed by the MVM002 project.

# Service types

There are two types of services:

* Web Hosting
* Application Management

**Web Hosting**Web Hosting provided by IS provides a facility to host static web sites or sites with relative simple database back-ends. The following rules apply to Web Hosting:

* Users or local support staff manage their own web sites and databases using tools provided as part of the Web Hosting. IS support is only used during the initial setup. Where regular work is required by IS to maintain sites Web Hosting should not be used.
* Web Hosting should not be used for business critical services, as the Web Hosting facility does not provide high availability and does not provide priority Disaster Recovery.

**Word Press support details**

* WIT will provide a reseller hosting account on the production cPanel-based LAMP hosting infrastructure.
* Post migration, support for Wordpress and/or content will stay where it currently resides or cPanel accounts themselves can be devolved to others where appropriate - this is really at the reseller’s discretion.
* Incidents should be routed by IS Helpline to the MVM LTS IT Services or MVM LTS e-learning queue. However, as is often the way, this may be via WIT where the site owner is not known by Helpline initially. Reseller can then route these to WIT for action where necessary.
* The details of the support provided under the web hosting service, including a section on resellers, is included in the SLA at http://edin.ac/1jNwzt5

**Application Management**If services require more than Web Hosting, dedicated infrastructure and support arrangements are required. The following rules define when Application Management is required:

* Ongoing support to manage the service is required by technical support teams. Support may cover areas such as patching, incident investigation, Development/Enhancements and Problem Management.
* If the service is business critical and requires high availability, high capacity and fast disaster recovery.
* Complex interdependencies to other services are in place and maintenance of these dependencies is required.

# IS Support structure

IS is based on a layered support level with dedicated support teams which perform specific tasks.

**IT Infrastructure (4th Line)**IT Infrastructure is a division of Information Services. It provides a range of infrastructure services across IT, Audio Visual and Telephony.

**Production Management (3rd Line)**The Production Management section is responsible for the delivery of the support and maintenance service of some of the University’s key corporate and teaching and learning systems.

**Learning, Teaching and Web Services – LTS/LTWS (2nd Line)**This division does not yet exist, but will cover existing areas such as “Learning Services”, “Web Integration” and “Technology Enhanced Learning Services”.

**IS Helpline/Help Services (1st Line)**Help Services is the first point of contact for users to present enquiries and request help. It offers first line support covering library, e-learning and IT to all the user communities within the University and to the general public.

**Head of MVM College IT**Performs regular reviews of processes and ensures MVM’s IT requirements are provided by IS.Works closely with College office on IT strategy and major developments

**IT Support Officers / Campus based IS support team**As a result of a review of IT support in 2013 within CMVM and to better meet the forthcoming business requirements in that College , local IT Support staff at the various sites have been grouped into site teams at Easter Bush, Little France, Western General Hospital and Central Area (covering Teviot, Laureston , George Square north and Kennedy Tower and technical support for LTS elearning). These teams provide 2nd line support and work very closely with academic and admin staff at each site.

**IT Consultancy** IT Consultants work in partnership with Colleges, Schools and Support Services to help ensure the provision and continuing development of IT services which support their business requirements. They provide high-level professional IT advice, and facilitate the flow of IT information to and from Information Services.In College of Medicine and Veterinary Medicine the new structure emerging will result in a site lead being selected at each campus and it is envisaged that they will carry out the IT consultant role working closely with head of Ops section in USD, the IS Helpline manager and the head of IT for CMVM.

**IS Apps - Projects**Delivering IT projects.

# Support model

The support model is based on the IS support structure. Different service types will follow the same support model, but involve different levels of IS teams. IT Consultancy are not involved in the daily support of MVM services and therefore are not listed in the below diagrams. IT consultancy may be involved in wider College and School discussions together with the local campus support teams.

**Web Hosting requests**IS is only involved in the initial setup of web hosting sites. Once setup, users or local Compus IS support teams will manage the Hosting sites locally. LTS/LTWS will setup the hosting sites and may help with initial setup steps, but the ongoing site management will be performed locally. Production Management and IT Infrastructure are not involved in the Web Hosting setup, but may be involved when problems occur or when LTWS requires more complex investigations regarding Web Hosting.

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**Production Management**

**IT Infrastructure**

**LTS / LTWS**

**Local Campus IS Support team**

**IS Helpline**

**Application Management**A management requests will follow the same initial routing as Web Hosting. But the management of applications is more complex and requires involvement by 3rd and 4th line teams. Setting up new applications (New Requests) may be complex and are beyond the scope of ongoing support. In these cases projects are required to setup new applications.

New Requests

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**LTS / LTWS**

**Local Campus IS Support team**

**IS Helpline**

**IT Infrastructure**

**Production Management**

**IS Apps Projects**

Support?

Support Requests

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**IT Infrastructure**

**Production Management**

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# Staffing requirements

The old MVM LTS team provided both service owner and technical support. The technical support will be performed by IT Infrastructure and Production Management. The actual technical support FTE requirement will be established as part of the MVM002 project as part of the “Services assessed and categorised based on service model” milestone.