

**MANAGEMENT INFORMATION SYSTEMS
DIVISION**

**STANDARD
OPERATING
PROCEDURES
MANUAL**

2020-2021

TABLE OF CONTENTS

MIS Mission Statement.....	3
MIS Outcomes	3
Organizational Chart.....	4

Standard Operating Procedures

• MIS work orders	5
• Office of Information Officer	
○ Colleague Support	10
○ Colleague User Creation / Security Class Assignment.....	11
○ Colleague Configuration for Registration, Student Creation Reporting.....	11
○ Colleague Upgrade Implementation.....	12
○ Colleague Update Installation.....	12
○ Clock In / Clock Out Management.....	13
○ Timesheet Processing.....	13
○ MIS Purchasing.....	14
○ Monthly Report Submission.....	15
○ Website Update.....	15
• Network / Multimedia	
○ New network line installation.....	16
○ Network / Multimedia Work Orders.....	16
○ New Printer Installation.....	17
• Helpdesk	
○ Helpdesk Work Orders.....	18
○ New Equipment Installation.....	19
• System Administration	
○ New User Account Creation [Employees]	20
○ Employee Exit System Processing.....	21
• Web / Communications	
○ New Phone Line Installation.....	22
○ Student Login Creation / Enabling.....	23

MIS MISSION STATEMENT

The primary mission of the Management Information System (MIS) Division is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technology in their respective tasks. MIS is concerned with assessing new technology and working towards applying these in innovative way towards the support and furtherance of ASCC's mission and goals.

MIS OUTCOMES

Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs.

Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner.

Outcome 3: Faculty, staff and students will receive improved network accessibility.

Outcome 4: Faculty, staff and students will receive improved access to technology.

Outcome 5: Faculty, staff and students will receive improved access to online resources.

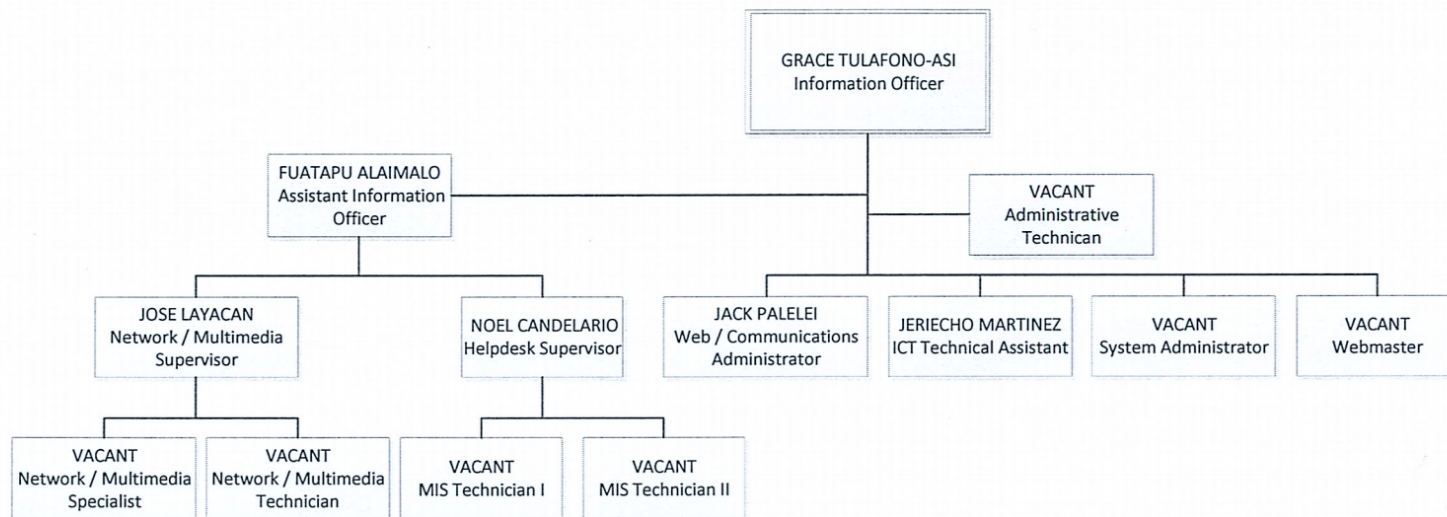
MIS Organizational Chart

Updated 6/14/21



Management Information Systems

Organizational Chart
Updated 6/14/2021



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Dr. Rosevonne Pato
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SOP #	MIS-IO -001	Responsibility:	IO, Network / Multimedia Supervisor, Helpdesk Supervisor, Systems Administrator, Web / Communications Coordinator, Administrative Assistant, Network / Multimedia Techs, MIS Techs
Title:	MIS WORK ORDERS	Policy:	
Scope:	Institution	Review Date:	7/27/21

Description:

This procedure traces the lifetime of a MIS work request, from beginning to end. The vast majority of the MIS workload rely upon the production of these work orders. Different methodology underneath will reference this procedure.

Procedure:

1. Receive Request
 - a. Via Phone (to MIS Office)
 - b. Via E-mail (mis@amsamoa.edu)
 - c. User visit (to MIS Office)
2. MIS technician logs in to OS Ticket, creates a Work Order
 - Enter Work Order Information
 - a. User's name
 - b. Summary of issue
 - c. Type of issue
 - d. Priority
 - e. Technician Assigned
 - f. Date assigned / Due date automatically put in based on Priority
 - g. Description of

Dashboard Users Tasks **Tickets** Knowledgebase Applications

Open (54) My Tickets (5) Overdue (45) Closed New Ticket

Open a New Ticket

User Information:

User: mis <<mis@amsamoa.edu>> [Change](#)

Ticket Notice: ☒ Send alert to user.

Ticket Information and Options:

Ticket Source: Phone *

Help Topic: — Select Help Topic — *

Department: — Select Department —

SLA Plan: — System Default —

Due Date: 4:00 AM Time is based on your time zone (GMT)

Assign To: — Select an Agent OR a Team —

Response: *Optional response to the above issue.*

Canned Response: — Select a canned response — ☒ Append

<> Aa B I U A Initial response for the ticket

- All MIS technicians have access to OS Ticket. They log in and check to see if they have any work orders.

AMERICAN SAMOA COMMUNITY COLLEGE

Dashboard Users Tasks **Tickets** Knowledgebase Applications

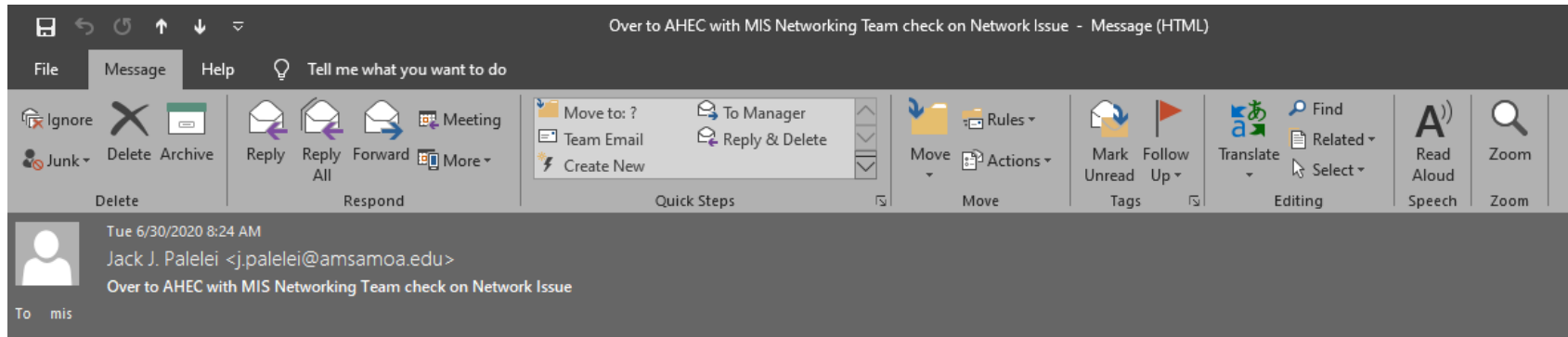
Open (51) My Tickets (5) Overdue (43) Closed New Ticket

[advanced] ? Sort

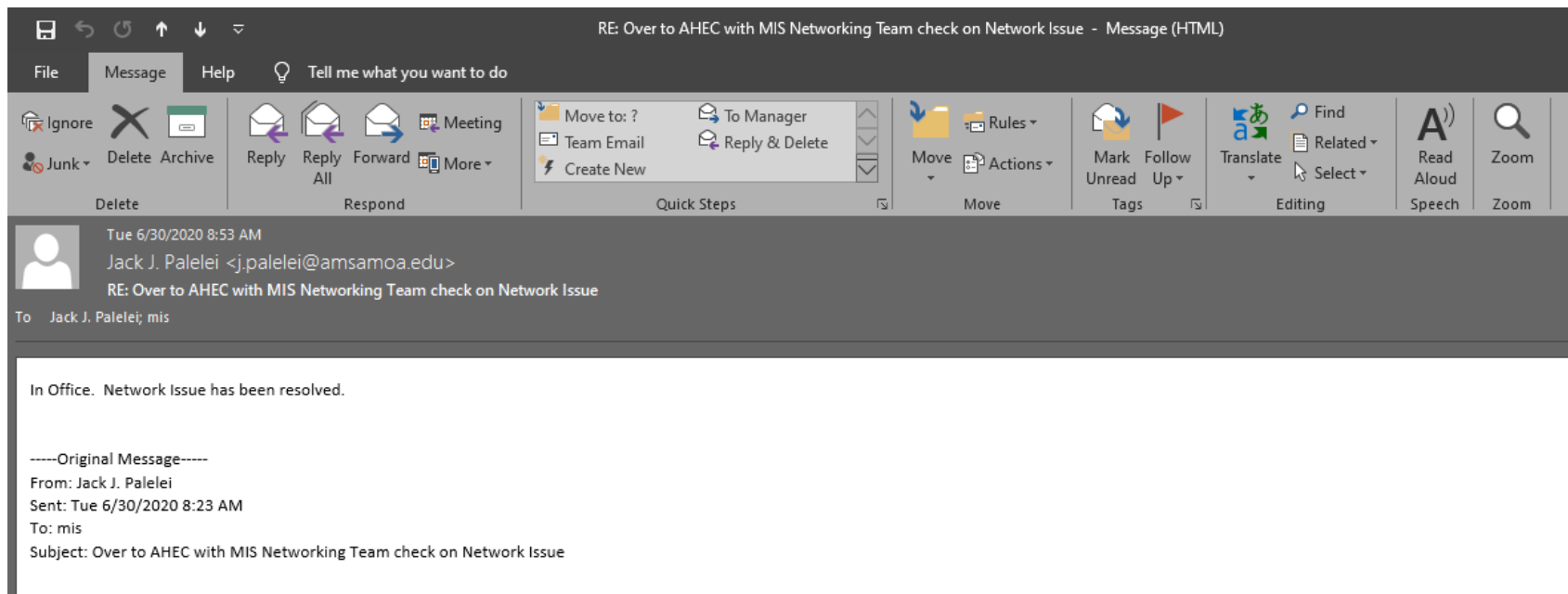
Open Tickets

	Number	Date Created	Subject	From	Priority	Assigned To
<input type="checkbox"/>	004353	6/25/20, 10:05 PM	Facility Request-MPC Conference roo...	Tiare Tupua	Normal	MIS Networking
<input type="checkbox"/>	004354	6/25/20, 10:40 PM	Facility Request MPC Auditorium ...	Tiare Tupua	Normal	MIS Networking
<input type="checkbox"/>	003587	1/24/20, 7:45 PM	MPC Facility Request: SSI 3rd Samoa...	Tiare Tupua	Normal	MIS Networking

4. Once work order is received, technician will contact the user by phone to see if they are in the office, and to attempt to resolve the issue over the phone.
5. If issue cannot be resolved over the phone, technician will visit the user's office.
6. Technician sends out email to notify MIS Division. (The MIS Division is currently testing a new process using Google Chat for sending this notification.)



7. When technician returns to office, another email is sent out, updating MIS division. (The MIS Division is currently testing a new process using Google Chat for sending this notification.)



8. Technician logs back into OS Ticket and update or complete work order. Work orders must be updated at the end of every day.

Ticket #004362

Thank you! MIS Team

Closed by **Jack Palelei** with status of Closed 6/30/20, 12:56 AM

Jack Palelei posted 6/30/20, 8:46 PM

This issue was closed due to being an effect of a bigger issue. The bigger issue has been resolved and now we think your issue has been resolved too! :)

If you feel that your issue has still **not** been fixed that is OK. Please, **reply** to this message to *reopen* your original ticket.

Closed by **Jack Palelei** with status of Resolved 6/30/20, 8:46 PM

Post Reply | **Post Internal Note**

To: Mu Togafau <m.togafau@amsamoa.edu>

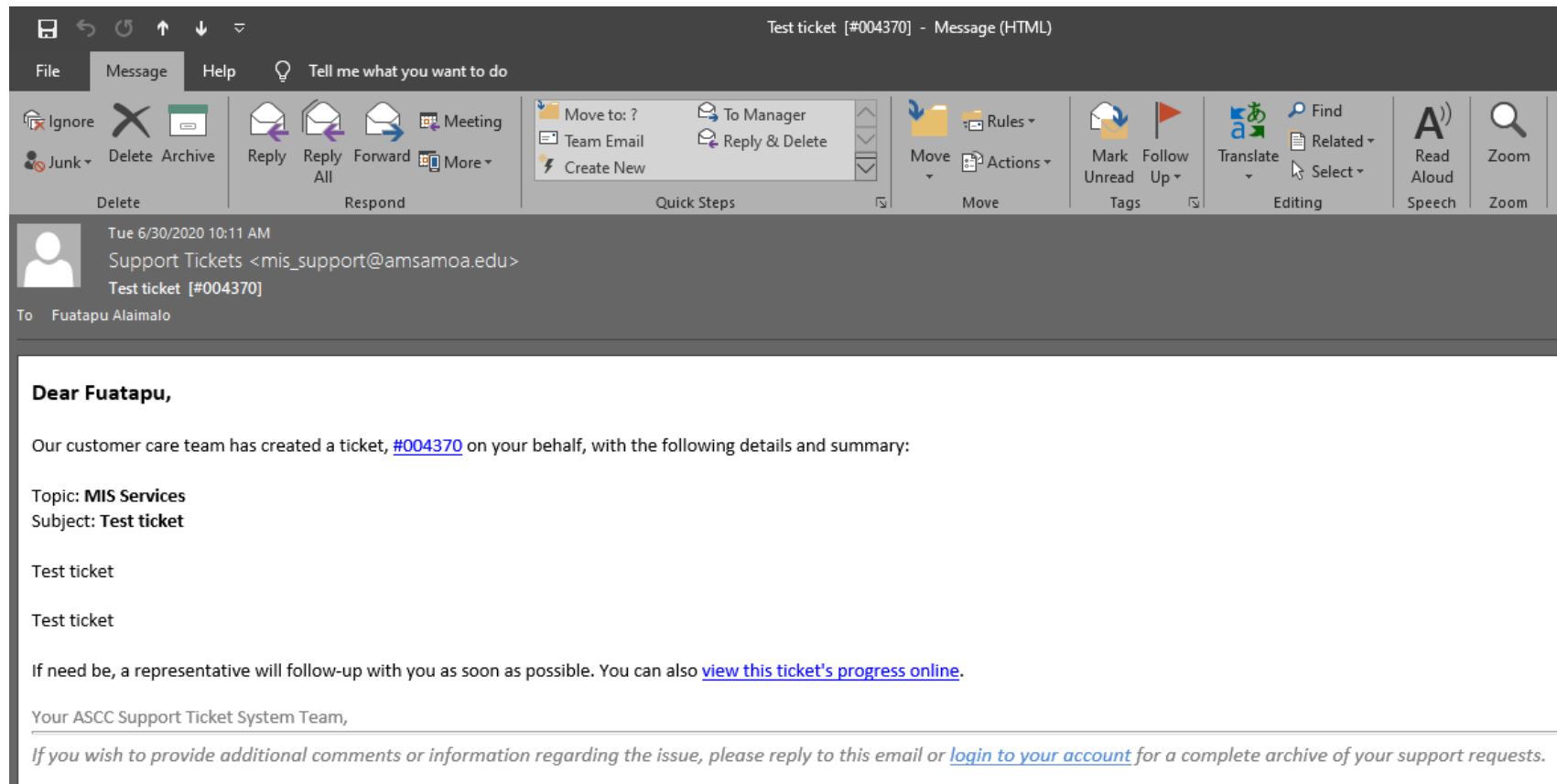
Collaborators: Add Recipients

Response: Select a canned response

<> Aa B I U A A [Rich Text Editor Icons]

Start writing your response here. Use canned responses from the drop-down above

9. If work order has been completed, user will be sent an E-mail confirmation of completed Work Order.



SOP #	MIS-IO -002	Responsibility:	IO/AIO System Administrator
Title:	COLLEAGUE SUPPORT	Policy:	
Scope:	Colleague Users	Review Date:	7/27/21

Description:

Support for Colleague users is a shared responsibility among the different offices for MIS. However, contacting Ellucian for additional support is the responsibility of the IO Office. There is one contact person authorized by Ellucian to open tickets with Ellucian for advanced support, and this contact for ASCC is the IO. This is the procedure used to provide support for Colleague users.

Procedure:

- 1) IO's Office receives request from Colleague user.
- 2) A work order is created for this request.
 - a. If Colleague issue is a network issue, it gets transferred to Network / Multimedia Office
 - b. If Colleague issue is a computer issue, it gets transferred to Helpdesk
 - c. If Colleague issue is a server issue, it gets transferred to System Administrator
 - i. If work order is transferred to these offices, troubleshooting continues as in MIS Work Order procedure
- 3) If work order is assigned to IO, IO contacts user via phone to troubleshoot issue.
 - a. If issue is resolved, work order is updated and completed.
- 4) If issue cannot be resolved over the phone, IO visits the user's office.
 - a. If issue is resolved after visiting the user's office, work order is updated and completed.
- 5) If issue cannot be resolved after visiting user's office, IO logs into Ellucian support site (login.ellucian.com) to research issue using online resources.
 - a. If issue is resolved after finding resolution using online resources, work order is updated and completed.
- 6) If issue cannot be resolved using Ellucian online resources, IO creates a ticket on the Ellucian support site.
- 7) Ellucian technicians contact IO to troubleshoot issue over email, phone or through a Zoom session.
- 8) Issues that do not get resolved with one Ellucian technician are escalated until we get to the Developers as a change request on the system. To this date, we have not had to issue a change request. Issues have been resolved through the use of Ellucian troubleshooting resources.
- 9) When issue is resolved, work order is updated and completed.

SOP #	MIS-IO -003	Responsibility:	IO/AIO
Title:	COLLEAGUE USER CREATION / SECURITY CLASS ASSIGNMENT	Policy:	
Scope:	Colleague Users	Review Date:	7/27/21

Description:

This process will also soon be the responsibility of the Systems Administrator. This procedure is used to assign or reassign privileges to Colleague users as requested by Deans / Directors.

- 1) IO's office receives request to create a new user for Colleague via E-mail using Colleague User Access Form
 - a. If user has not used this form, an E-mail is sent by the IO to user, requesting that the form be used
- 2) Once the form is received, IO prints out the form
- 3) A work order is created for this request
- 4) All ASCC employees have already been created on Colleague when their record was created by HR, MIS only assigns privileges through security classes
- 5) IO does research in order to find the mnemonics that is requested to be assigned to the new user
 - a. If the request is to copy over mnemonics from another user, IO prints a report of that user's access and assigns those security classes to the new user
 - b. If the request is to assign a new mnemonic to a user, IO looks up spreadsheets that holds all security classes, in order to find the correct mnemonics to add to a security class
 - c. If the request is for a user that has had previous access to the system, IO removes all previous access before assigning the newly requested access
- 6) IO logs into Colleague and assigns noted mnemonics to the requested user
- 7) IO also checks to make sure other settings are correct in order for the requested mnemonics work correctly
- 8) IO saves activities and completes the Colleague User Access Form
- 9) Form is filed in the Colleague User Access Form Binder
- 10) Requestor is notified to ask user to log into Colleague (or if they are already logged in, they should log out and then back in) and test to see if they have the requested access
- 11) Work order is updated and completed.

SOP #	MIS-IO -004	Responsibility:	IO/AIO Systems Administrator
Title:	COLLEAGUE CONFIGURATION FOR REGISTRATION, STUDENT CREATION, AND REPORTING	Policy:	
Scope:	Internal Process	Review Date:	7/27/21

- 1) Before each registration period, IO's office performs the following to prepare the system for online registration:
 - a. Update semesters available for search
 - b. Update semesters available for registration
 - c. Update semesters available for student schedule viewing
 - d. Update confirmation E-mail sent to student upon completion of online registration, updating for correct due date for payment before classes are deregistered
- 2) After the third week of the semester, a process is run to create logins for all NEW students.
- 3) After the third week of the semester, a process is run in order to update the reporting tool Business Objects so that Admissions can pull the official enrollment numbers

SOP #	MIS-IO -005	Responsibility:	IO/AIO Systems Administrator Network Multimedia Supervisor
Title:	COLLEAGUE UPGRADE IMPLEMENTATION	Policy:	
Scope:	Internal Process	Review Date:	7/27/21

Description:

IO's office coordinates Colleague system upgrades when needed in order to ensure that ASCC does not get left behind, which makes supporting the software more difficult. This is the procedure used when an upgrade is recommended for ASCC.

Procedure:

- 1) IO's office receives notice of required upgrade for Colleague system
- 2) IO contacts Ellucian Project Manager assigned to ASCC to begin planning for this project
- 3) IO contacts Divisions involved in upgrade for notification, information gathering and financial planning for upgrade
- 4) IO routes proper paperwork for approval for upgrade activities
 - a. If any activities are not approved, upgrade is postponed for another date if possible
- 5) If upgrade is approved, IO meets with necessary MIS offices to plan for upgrade start date
- 6) Upgrade occurs remotely with Ellucian consultants
- 7) Upon completion of upgrade, Ellucian performs knowledge transfer with appropriate MIS staff
- 8) IO's office makes announcements of upgrades to appropriate Divisions

SOP #	MIS-IO -006	Responsibility:	IO/AIO Systems Administrator Network Multimedia Supervisor
Title:	COLLEAGUE UPDATE INSTALLATION	Policy:	
Scope:	Internal Process	Review Date:	7/27/21

Description:

This process is performed by the Information Officer. It is performed for the purpose of keeping the Colleague System functioning properly, and this is done on a monthly basis, on the first Friday of every month. This is the procedure for performing updates to the Colleague System.

Procedure:

- 1) On the first Friday of every month, IO runs process on Colleague system to download available updates from Ellucian
- 2) IO logs in to Colleague system
- 3) IO does research on each update to see if it adversely affects Colleague system
 - a. If there are updates that may cause problems for the system, installing these updates are postponed
 - b. If there are pre-install activities, IO performs these checks, contacts affected Divisions if necessary, and completes the pre-installation activities
- 4) If updates are ready to be grouped, they are assigned by month
 - a. If updates require DMI updates, these updates are performed
- 5) If grouped updates are ready to be installed, they are marked for installation
- 6) Installation process is run and completed for that month
- 7) This process is first performed in the test environment, then repeated in the production environment

SOP #	MIS-IO -007	Responsibility:	IO/AIO
Title:	CLOCK IN / CLOCK OUT MANAGEMENT	Policy:	
Scope:	Internal Process	Review Date:	7/27/21

Description:

A few years ago, MIS was given the option by HR to continue to clock in at the Security office, or create its own clock in process. MIS opted to create a clock in process monitored by the IO. This is the procedure used by MIS to clock in and clock out during the work week.

Procedure:

- 1) Before 8am, MIS employees must sign in by sending an e-mail to clockin@amsamoa.edu, with the subject "clock in".
- 2) After 4pm, MIS employees must sign out by sending an e-mail to clockin@amsamoa.edu, with the subject "clock out".
- 3) Each morning, the clock in account is checked by the Assistant IO at 8:00am
- 4) E-mail is sent out by 8:05am to report attendance
 - a. If an employee has not clocked in by 8am, they must sign in using a Late Sign-Up sheet at IO's office
- 5) The timestamps from the clocking in / clock out e-mails are used for timesheet submission and verification

SOP #	MIS-IO -008	Responsibility:	IO/AIO
Title:	TIMESHEET PROCESSING	Policy:	
Scope:	Internal Process	Review Date:	7/27/21

Description:

The IO's office is responsible for processing timesheets and submitting them for the MIS Division. This is the procedure that is used to gather the timesheets and other required documents to make sure the payroll is processed for the MIS Division.

Procedure:

- 1) On the Monday of every non-pay week, MIS timesheets are due to the IO's office by 8am.
- 2) Each employee submits timesheet as an E-mail attachment to supervisor. All leave forms must be signed and attached to timesheets when submitted to IO's office with appropriate signatures from employees and appropriate supervisor.
- 3) IO checks for signatures on all documents, including leave forms
 - a. If any signatures are missing, employee is notified to come sign as necessary
- 4) If all documents have been completed and signed by employees, appropriate supervisors and IO, then IO submits all timesheets to the office of VP of Administration and Finance, including IO timesheet for VP approval.

SOP #	MIS-IO -009	Responsibility:	IO/AIO Helpdesk Supervisor
Title:	MIS PURCHASING	Policy:	
Scope:	Internal Process	Review Date:	7/27/21

Description:

The IO's office is responsible for all purchasing for the MIS Division. This is the procedure that is used to create, route, and document purchasing paperwork for the MIS Division.

Procedure:

- 1) All MIS purchasing is done through the IO's office.
- 2) If there is an item needed, a request is submitted to the IO's office
- 3) IO reviews if the item is needed, if it is not needed, the process ends here
- 4) If item is considered needed, IO seeks help from Office of Procurement to obtain quote(s)
 - a. Quotation may also be submitted along with request to the IO's office if it is for specific items under \$1000
 - b. If item is more than \$1000, 2 or more quotes are needed
 - c. If item requires a sole-source request, this is filled out at time the Purchase Requisition is ready
- 5) With quotation, IO prepares a Purchase Requisition
 - a. If item is purchased from the Bookstore and is less than \$250, an IPO is used instead of a Purchase Requisition
 - b. If a check is needed, then a check request form is also completed
 - c. If a sole-source request is required, then a sole-source request is also completed
- 6) PR (with attachments) are prepared by IO
- 8) IO enters PR into Expenditure log spreadsheet, listing date, MIS PR #, description of item, amount, and which cost center this is charged to
- 9) IO enters cost center on PR
- 10) IO reviews and completes any missing information and signs PR
- 11) IO scans PR and attachments, saving it for MIS records
- 12) IO submits PR to VP's office for approval
 - a. If PR is returned to MIS, IO scans signed copy before routing to Procurement
- 13) IO follows up each week on status of PR and updates Expenditure spreadsheet
- 14) When item is received, IO signs Procurement receiving report
- 15) IO updates spreadsheet in shared drive to show that item was received, and continues to follow up and update spreadsheet until check is cut for payment.

SOP #	MIS-IO -011	Responsibility:	IO/AIO
Title:	MONTHLY REPORT SUBMISSION	Policy:	
Scope:	Institutional Effectiveness	Review Date:	7/27/21

Description:

The IO's office is responsible for submitting a monthly report to the VP of Administration and Finance. This is the procedure that is used to gather the information needed in order to compile this report every two weeks.

Procedure:

- 1) On the second Wednesday of every month, the Assistant IO compiles a report including updates for all projects that all MIS employees are working on and submits to the IO's office before 4pm.
- 2) IO updates this report with activities completed towards projects under the IO's office.
- 3) IO runs a report from OS Ticket of completed tickets for the previous month and adds summary and detail information from this to the MIS monthly report
- 4) IO checks formatting, spelling and grammar before submitting the email via email to VP's office

SOP #	MIS-IO -014	Responsibility:	IO/AIO Webmaster / ICT Assistant
Title:	WEBSITE UPDATE	Policy:	
Scope:	Institution	Review Date:	7/27/21

Description:

The IO will receive request from the Division/Departments approved by the Institute of Effectiveness Division. The Webmaster (currently being performed by ICT Assistant because Webmaster position is Vacant) updates the website upon confirmation from the IO. This is the procedure that MIS currently follows when updating the ASCC Website.

Procedure:

- 1) IO's Office receives approved Website Change Request form to update the Website
- 2) A work order is created for this request.
- 3) Webmaster will then be assigned to work on the requested updates on to the ASCC Website.
- 4) The requesting office is sent an e-mail confirming that the Website updates have been completed.
- 6) The work order is updated and completed.

NETWORK / MULTIMEDIA

SOP #	MIS-NMO-001	Responsibility:	Network / Multimedia Supervisor Network / Multimedia Technician
Title:	NEW NETWORK LINE INSTALLATION	Policy:	
Scope:	Internal Process	Review Date:	7/27/21

Description:

MIS Network / Multimedia office provides cable pulling services. When new lines are requested, this is the procedure used by MIS in order to accommodate these requests.

Procedure:

- 1) MIS receives a request for a new network line to be installed.
- 2) MIS ensures that the request is made through the appropriate Dean / Director / Officer.
 - a. If the user has not made this request through the appropriate Dean / Director / Officer, MIS will recommend for them to do this
- 3) If the Dean / Director / Officer gives their approval, this request is accepted
- 4) A work order is created for this request.
- 5) Network / Multimedia Supervisor (NMS) contacts the user for a meeting
- 6) NMS meets with user to do initial consultation on where the new line is to be pulled
 - a. If NMS recommends that a new line is not needed, this recommendation is given for AIO's assessment
 - b. If AIO accepts NMS's recommendation, the user and appropriate Dean / Director / Officer is notified, the work order is updated and completed and this process ends here
- 7) If NMS or AIO recommends to move forward with the request, NMS draws the plan for line pulling and prepares to pull a new line
 - a. If NMS does not have the materials to do this, NMS will obtain a quotation for what he needs and submit a request to the IO's office for purchasing
- 8) If NMS has all of the materials and is ready to move forward, NMS will work with technicians if needed to pull this new line
- 9) When line pull is completed, the cables are labeled and the network diagram is updated
- 10) Work order is updated and completed.

SOP #	MIS-HDO-001	Responsibility:	Network Supervisor Network Technicians
Title:	NETWORK / MULTIMEDIA WORK ORDERS	Policy:	
Scope:	Internal Process	Review Date:	7/27/21

Description:

HDO provides support for all network and multimedia equipment on campus. A list of this equipment can be provided upon request by MIS. For support requests, this process begins with the "MIS Work Order" procedure, and then assignment is given to HDO for all network and multimedia work orders. This procedure is what the HDO staff currently uses to complete network and multimedia work orders.

- 1) Help Desk Office (HDO) receives Work Order through OS Ticket
- 2) Work order is assigned to appropriate technician within HDO
- 3) Once work order is received, technician will contact the user by phone to see if they are in the office, and to attempt to resolve the issue over the phone.
- 4) If issue cannot be resolved over the phone, technician will visit the user's office.

- 5) Technician sends out email to notify MIS Division.
- 6) When technician returns to office, another email is sent out, updating MIS division.
- 7) Technician logs back into OS Ticket and update or complete work order. Work orders must be updated at the end of every day.
 - a. If HDO technicians require any parts in order to complete the work order, a request is placed with the IO's office for purchasing
 - b. If HDO technicians require toner or printer maintenance kits, they can check this out from the IO's Office
 - c. If HDO technicians require switch equipment, they can check them out from the network closets they store equipment in
- 8) If work order has been completed, user will be sent an E-mail confirmation of completed Work Order.

SOP #	MIS-HDO-002	Responsibility:	Network Supervisor Network Technicians
Title:	NEW PRINTER INSTALLATION	Policy:	
Scope:	Procurement Institution	Review Date:	7/27/21

Description:

HDO provides the service of installing new printers for the ASCC campus. Currently, MIS will only approve the purchase of laser printers. Inkjet printers are no longer accepted on campus because of high cost of inkjet cartridges. Most of the time, divisions purchase their own printer equipment. There are times in which MIS handles purchasing through bulk orders. This procedure describes the process used by HDO to install newly purchased printers, regardless of where the purchase originates, MIS picks up the new equipment from Procurement and so the process begins there.

- 1) Helpdesk Office (HDO) receives request from Procurement to pick up newly purchased printer for installation.
- 2) Work order is assigned to appropriate technician within HDO
- 3) Once work order is received, technician will contact the user by phone to see if they are in the office, and to attempt to resolve the issue over the phone.
- 4) If issue cannot be resolved over the phone, technician will visit the user's office.
- 5) Technician sends out email to notify MIS Division.
- 6) When technician returns to office, another email is sent out, updating MIS division.
- 7) Technician logs back into OS Ticket and update or complete work order. Work orders must be updated at the end of every day.
 - a. If NMO technicians require any parts in order to complete the work order, a request is placed with the IO's office for purchasing
 - b. If NMO technicians require toner or printer maintenance kits, they can check this out from the IO's Office
 - c. If NMO technicians require switch equipment, they can check them out from the network closets they store equipment in
- 8) If work order has been completed, user will be sent an E-mail confirmation of completed Work Order.

HELPDESK

SOP #	MIS-HD-001	Responsibility:	IO/AIO Admin Assistant Helpdesk Supervisor
Title:	HELPDESK WORK ORDERS	Policy:	
Scope:	Internal Process	Review Date:	7/27/21

Description:

Helpdesk provides technical support for all PC and Mac equipment on campus. For support requests, this process begins with the "MIS Work Order" procedure. All PC or Mac equipment work orders are assigned to the Helpdesk Supervisor, and then are assigned to the appropriate technician from there. This procedure is used by the Helpdesk staff to troubleshoot "Computer Issues" work orders.

Procedure:

- 1) Helpdesk Supervisor receives Work Order through OS Ticket
- 2) Helpdesk Supervisor assigns work order to appropriate MIS Technician
- 3) Once work order is received, technician will contact the user by phone to see if they are in the office, and to attempt to resolve the issue over the phone.
- 4) If issue cannot be resolved over the phone, technician will visit the user's office.
- 5) Technician sends out email to notify MIS Division.
- 6) If computer equipment needs to be checked out and taken back to Helpdesk, the technician will get user's permission and take the computer equipment back to the office
- 7) When technician returns to office, another email is sent out, updating MIS division.
- 8) Work order is transferred back to Helpdesk Supervisor, because this is required when computer equipment is checked into Helpdesk
- 9) Helpdesk Supervisor updates work order with Computer equipment data, including computer brand, model number, Serial Number, and ASCC tag number
 - a. If Helpdesk requires any parts in order to repair the computer equipment, work order is updated with this part that is being requested, and work order is transferred to IO's office while the item is being purchased
 - b. If Helpdesk Supervisor recommends that computer equipment needs to be replaced, this recommendation is given to AIO, if AIO approves of the recommendation, the Office and appropriate Dean / Director / Officer is notified, and the computer equipment is returned to the user, or is disposed
- 10) If helpdesk has required equipment in order to repair the computer equipment, it is repaired
- 11) Technician logs back into OS Ticket and update or complete work order. Work orders must be updated at the end of every day.
- 12) If work order has been completed, user will be sent an E-mail confirmation of completed Work Order.

SOP #	MIS-HD-002	Responsibility:	IO/AIO Admin Assistant Helpdesk Supervisor
Title:	NEW EQUIPMENT INSTALLATION	Policy:	
Scope:	Internal Process	Review Date:	7/27/21

Description:

When new computer equipment is received by Procurement, MIS is contacted to provide installation services. This is the procedure that MIS uses in order to check and install new computer equipment.

Procedure:

- 1) MIS receives request from Procurement to pick up new computer equipment for another Division.
- 2) A work order is created for this request and assigned to Admin. Assistant
- 3) Admin. Assistant obtains a copy of the Purchase documents from Procurement for the computer equipment.
- 4) Admin. Assistant checks the Approved Computer Equipment shared folder to see if the PR for this equipment has been approved by MIS
 - a. If the equipment has not been approved by MIS prior to purchasing, the specifications check is done at this time. Work order is transferred to IO
 - i. If specifications check shows that the equipment does not meet minimum specifications, the equipment is returned to Procurement with recommendation to purchase items needed in order to make the equipment compatible, or return the equipment and purchase new equipment that meets minimum specifications, work order is updated and completed
 - b. If equipment meets minimum specifications, the equipment is then approved, the documents are scanned and saved into the Approved Computer Equipment shared folder, work order is transferred to Admin. Assistant to begin installation process.
- 5) Admin. Assistant updates MIS technology equipment inventory with computer equipment information, and creates a Computer Name based on naming scheme already in place for that Division
- 6) Admin. Assistant begins filling out new computer equipment installation form with assigned Computer Name
- 7) Admin. Assistant updates the work order, and transfers to Helpdesk for installation
- 8) Helpdesk Supervisor obtains a new installation form from Admin. Assistant
- 9) Helpdesk configures computer equipment, adding it to the ASCC domain, and loading ASCC software, including Microsoft Office and Antivirus programs
- 10) Helpdesk contacts Division to schedule installation for computer equipment
 - a. If file transfer is required, Helpdesk provides this service during setup
- 11) After computer is installed, work order is updated and completed

SYSTEM ADMINISTRATION

SOP #	MIS-SA-001	Responsibility:	IO/WCC
Title:	NEW USER ACCOUNT CREATION [EMPLOYEES]	Policy:	
Scope:	Institution	Review Date:	7/27/21

Description:

This is the process by which MIS creates new user accounts, providing new employees with new user logins to access their computer equipment, wireless connectivity, and ASCC e-mail accounts.

Procedure:

- 1) MIS receives New User Account Request Form from user, requesting new user login.
 - a. If user does not have a form, they are given a link to acquire the form from the ASCC website, or they are printed one out from one of the MIS offices (this form is given to all new employees to fill out and submit to HR during contract signing)
- 2) MIS ensures that the form is initialed by HR to confirm their ASCC employment status
 - a. If HR has not initialed the form, the form is sent back to HR for confirmation
- 3) If form has been initialed by HR, MIS proceeds with user creation
- 4) A work order is created for this request and assigned the Systems Administrator
- 5) Systems Administrator (SA) receives the work order through the OS Ticket
- 6) SA logs into the mail server and creates user account, and creates a new ASCC mailbox for the user, and assigns user to appropriate ASCC groups
- 7) SA updates the work order with new user username and initial password information
- 8) SA transfers work order to Helpdesk for user setup
- 9) Helpdesk Supervisor (HS) receives work order through OS Ticket
- 10) HS transfers work order to appropriate technician
- 11) Technician receives work order from OS Ticket
- 12) Technician contacts user to schedule user setup
- 13) Technician sets up user login
- 14) User resets password
- 15) Technician sets up e-mail settings and provides user with basic overview of email and login processes
- 16) Technician updates and completes work order

SOP #	MIS-SA-002	Responsibility:	IO/AIO/SA/WCC
Title:	EMPLOYEE EXIT SYSTEM PROCESSING	Policy:	
Scope:	Institution	Review Date:	7/27/21

Description:

When an employee exits ASCC, an exit form is processed for this individual, and signatures are required. One of these signatures are and MIS signature (IO). MIS signs to ensure that no equipment is outstanding by an employee, and also, to make sure the user is processed out of all ASCC system, disabling any access provided to them as an ASCC employee. This is the procedure for processing an existing employee out of ASCC systems. Currently the System Administrator (SA) position is vacant, so Web/Communications Coordinator (WCC) is taking over SA duties.

Procedure:

- 1) IO's office receives exit form for signature.
- 2) IO confirms that no equipment is checked out to employee
 - a. If there was equipment checked out to employee, employee must return this equipment before exit form could be signed
- 3) If employee is cleared of equipment, IO signs exit form
- 4) Form is scanned and emailed to mis@amsamoa.edu to create work order for System Administrator to disable account on the day after the last date of exiting employee's employment with ASCC
- 6) SA receives work order from OS Ticket software
- 7) SA logs into DNS server and sets login to expire on the date specified in the request
 - a. 30 days after the account is disabled, account is then deleted
- 8) Work order is updated and completed

WEB / COMMUNICATIONS

SOP #	MIS-WC-001	Responsibility:	IO/WCC
Title:	NEW PHONE LINE INSTALLATION	Policy:	
Scope:	Institution	Review Date:	7/27/21

Description:

When ASCC employees request new phone lines, this is the process MIS uses in order to complete these requests.

Procedure:

- 1) MIS receives request from user for new phone line.
- 2) MIS confirms that this request was made through the appropriate Dean / Director / Officer
 - a. If this request is not made through appropriate Dean / Director / Officer, requestor is directed to get approval of Dean / Director / Officer
- 3) If appropriate Dean / Director / Officer gives approval, MIS moves forward with the request
- 4) A work order is created for this request and assigned to Web / Communications Coordinator (WCC)
- 5) WCC receives work order through OS Ticket
- 6) WCC contacts user to schedule meeting
- 7) WCC does initial consultation of where the phone line is needed
- 8) WCC creates diagram of where the new phone line is to be installed
- 9) WCC creates service order request for ASTCA
- 10) WCC submits diagram and service order request to IO for review of process and approval
 - a. If there are any processes or items that need to be corrected, IO notifies WCC
- 11) If IO approves, these documents are sent to the user and appropriate Dean / Director / Officer for approval
 - a. If there are any corrections or issues, WCC makes these corrections and accommodates any issues before moving forward
- 12) If the user and Dean / Director / Officer approves, WCC contacts ASTCA and submits our service order request and the diagram for new phone line installation, requesting a quotation from ASTCA
- 13) ASTCA plans a site visit
- 14) WCC assists ASTCA with site visit planning
- 15) ASTCA provides a quotation for the work that needs to be performed
- 16) WCC provides the quotation to the requesting division so that a PR may be initiated
- 17) Once PO and payment is provided to ASTCA, a date is scheduled for installation
- 18) Once installation is complete, WCC confirms with requesting division that phone lines are working
- 19) WCC updates phone directory and sends to IO for approval
- 20) IO approves and updates Website
- 21) WCC updates and completes work order

SOP #	MIS-WC-002	Responsibility:	AIO/WCC
Title:	STUDENT LOGIN CREATION / ENABLING	Policy:	
Scope:	Students	Review Date:	7/27/21

Description:

During every registration period, MIS creates or enables student logins for continuing students who pay registration fees in order to participate in registration. This is the procedure used by MIS to provide student logins.

Procedure:

- 1) Student visits MIS office for student login
- 2) WCC obtains student ID, and student receipt for current Semester registration or pre-registration
- 3) WCC logs into Colleague to pull up student record and find student username
- 4) WCC logs into Student Active Directory server to search for student username
 - a. If student username does not exist in Student AD, WCC creates student in Student AD and links it to student record in Colleague
- 5) If WCC finds student ID in student AD, WCC enables student account and moves student AD record to the folder for the current semester registration
 - a. If student does not remember their password, WCC resets password in Student AD
- 6) WCC writes student username and password on student receipt and returns this to student