**OPERATIONAL SUPPORT PROCESSES**

The Operational Support Processes document provides information on how the project will be supported when the project is in production. If this project requires technical support from the Enterprise Data Integration Services and Reporting (EDISR) Team (e.g., support relating to data and application/software deployment), the additional section marked as “optional” will apply.

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| **KEY PROJECT INFORMATION** | | | |
| *This table should be completed by ITS PPMO POC or the Project Manager, as it provides general information about the project.* | | | |
| **PROJECT NAME** |  | | |
| **SPONSOR NAME** |  | **ITS OWNER NAME** |  |
| **SPONSOR ORG** |  | **ITS PROJECT MANAGER** |  |
| **SPONSOR POC** |  | **SPONSOR PROJECT MANAGER** |  |
| **IMPACT GROUP** |  | **IMPACT SCOPE** |  |
| **AUDIT TASK NUMBER(S)** |  | | |
| **ITS SERVICE TICKET(S)** |  | | |
| **DOCUMENT AUTHOR** |  | **DOCUMENT DATE** |  |

| **REVISION HISTORY** |
| --- |

|  |  |  |  |
| --- | --- | --- | --- |
| **VERSION** | **DATE** | **ORGANIZATION/AUTHOR** | **DESCRIPTION OF CHANGES** |
|  | <MM/DD/YYYY> |  |  |
|  | <MM/DD/YYYY> |  |  |
|  | <MM/DD/YYYY> |  |  |

| **NOTE TO ALL USERS** |
| --- |
| Helper-text in white table cells bound by “< >” are designed to help the user with content. Once the user starts typing, the helper texts will automatically be written over and removed.Texts in table cells shaded gray are fixed and shouldn’t be edited.  After completing document, update the **Table of Contents** by “right-clicking” and selecting “update field” to update the page numbers for each section as they may have changed. Make sure to update the cover page, version history, and headers/footers as well.  If you have any questions about this template or the IT Project Management Lifecycle, please contact the ITS Portfolio and Project Management Office at [pmo@gmu.edu](mailto:pmo@gmu.edu). |

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| **EXECUTIVE OVERVIEW** |
| --- |
| *Provide a brief description of the project, the issue/s the project will resolve and the capabilities that the project has to offer. Also, mention names of vendors, if any, that are involved on the project.* |
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| **OPERATIONAL SUPPORT EXCLUSIONS** |
| --- |
| *Identify specific areas of this project that will not be included in the support of operations. If there are no known exclusions, please write “N/A.”* |
|  |

| **DURATION OF OPERATIONAL SUPPORT** |
| --- |
| *When will the Operational Support Processes terminate? If there are specific event(s) that will conclude the Agreement, please detail below.* |
| <*Delete or add Agreement terms as needed, then delete this placeholder.>*  The Operational Support Processes will be in effect until:   * The Product is no longer used; * The Product has significant modifications that require a re-evaluation of the data exchange design; * By agreement between Customer and Mason ITS. |

| **AGREEMENT REVIEW** |
| --- |
| *Customer and Mason ITS agree to review this Agreement on the following schedule:* |
| <*Delete or add Agreement Review terms as needed, then delete this placeholder.>*   * 30 days after production deployment; * Every 12 months after the most recent review; * As needed, when the support model changes; * As needed, when technical changes or unplanned outages occur; * As needed, when technical changes or unanticipated outages or errors occur. |

| **SUPPORT AND TRAINING** |
| --- |
| *If this initiative or project requires Support and Training, please list the available resources. If there are no resources yet available, please list the resources and needs required. Include any links and pictures as needed.* |
|  |

| **ITS SUPPORT CENTER PROCESS** |
| --- |
| *Describe the ITS Support Center Process required to support this initiative or project. If support from the ITS Support Center is not needed, please write “N/A.”* |
|  |

| **ISSUE RESOLUTION PROCESS** |
| --- |
| *Describe the type of issues that may arise associated with this initiative. Then, list the resources that can assist with issue resolution and their support levels as well as tasks in the table below. Add additional levels or remove unneeded levels of support as necessary.* |
|  |

| **SUPPORT LEVEL** | **TASKS/ACTIONS** | **NAME/ORGANIZATION** |
| --- | --- | --- |
| **Tier 3 (Highest)** |  |  |
| **Tier 2** |  |  |
| **Tier 1 (Lowest)** |  |  |

# **PLANNED AND UNPLANNED OUTAGES**

| **PLANNED MAINTENANCE / OUTAGES** |
| --- |
| *Please describe the process and for any* ***planned*** *system maintenance/outages. Please update and include any additional stakeholders who need to be informed of any planned maintenance/outages in the table below.* |
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| **NAME/ORGANIZATION** | **EMAIL ADDRESS** | **PRIMARY TELEPHONE NUMBER** | **OFFICE** |
| ITS Support Center | [support@gmu.edu](mailto:support@gmu.edu) | 703 993-8870 | ITS Support Center |
| ITS Facilities and Infrastructure Operations | [sysop@gmu.edu](mailto:sysop@gmu.edu) | 703-993-3383  703-993-3355 | 24/7 support |
| ITS Facilities and Infrastructure Engineering | [FIENG@gmu.edu](mailto:FIENG@gmu.edu) |  | Alerted to on-site maintenance |
| ITS Network Operations Center (NOC) | [NOC@gmu.edu](mailto:NOC@gmu.edu) | 703-993-9045 | ITS NOC |
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| **UNPLANNED MAINTENANCE / OUTAGES** |
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| *Please describe the process for any* ***unplanned*** *system maintenance/outages. Please include any additional stakeholders who need to be informed of any unplanned maintenance/outages in the table below.* |
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| --- | --- | --- | --- |
| **NAME/ ORGANIZATION** | **EMAIL ADDRESS** | **PRIMARY TELEPHONE NUMBER** | **OFFICE** |
| ITS Alerts | [ITSAlert@gmu.edu](mailto:ITSAlert@gmu.edu) |  | Subscription option for alert notification |
| ITS Support Center | [support@gmu.edu](mailto:support@gmu.edu) | 703 993-8870 | ITS Support Center |
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| **ESCALATION PROCESS** |
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| *Describe the escalation process in which stakeholders may need to be involved in resolving an issue.* |
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| **NAME/ORGANIZATION** | **EMAIL ADDRESS** | **PHONE NUMBER** | **NOTES** |
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# **OPTIONAL SECTION – EDISR PRODUCTION OPERATION AGREEMENT**

| ***[OPTIONAL]* PRODUCTION OPERATION EXCLUSIONS** |
| --- |
| *Detail what are NOT covered under the Production Operation Agreement, if any.* |
|  |

| ***[OPTIONAL]* SERVICE AGREEMENT TASKS** |
| --- |
| *If there are any production tasks that both the customer and Mason would need to be involved, please list in the table below.* |

| **PRODUCTION TASK** | **CUSTOMER’S ROLES** | **MASON’S ROLES** |
| --- | --- | --- |
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| ***[OPTIONAL]* AVAILABILITY** |
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| *The table below describes the availability of personnel from EDIS and Customer. All communications with the Vendor occur either by Customer or with concurrence from Customer. An example on filling out the table is given in the first row.* |

| **REQUIREMENT** | **PARTY** | **HOURS OF SUPPORT** | **ESCALATION ACTIONS** | **PERFORMANCE GUARANTEE** |
| --- | --- | --- | --- | --- |
| *<Customer points of contact for requirements, testing, and update direction>* | *<Advancement Technical Team email: advtech@gmu.edu; stoler@gmu.edu*  *agokaraj@gmu.edu*  *spradha@gmu.edu>* | *<Available by email 24 hours a day, 7 days a week. Expected response to email contact within 12 hours.>* | *<Contact John Smith, Customer Representative*  *Email: johnsmith123@gmu.edu>* | *<95% Availability>* |
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| **ADDITIONAL NOTES** |
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| *Please include any additional notes as needed.* |
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| **APPROVALS** |
| --- |

| **ROLE** | **NAME / TITLE** | **SIGNATURE** | **DATE** |
| --- | --- | --- | --- |
| **ITS Owner:** |  |  | <MM/DD/YYYY> |
| **ITS Support Center POC:** |  |  | <MM/DD/YYYY> |
| **ITS EDIS Representative:** |  |  | <MM/DD/YYYY> |
| **Key Stakeholder Representative:** |  |  | <MM/DD/YYYY> |
| **Key Stakeholder POC:** |  |  | <MM/DD/YYYY> |
| **IT Project Manager:** |  |  | <MM/DD/YYYY> |

# **APPENDIX A – LIST OF ABBREVIATIONS AND ACRONYMS**

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| **TERM** | **DEFINITION** |
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# **APPENDIX B – GLOSSARY OF TERMS**

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| **TERM** | **DEFINITION** |
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