



## Overview

This service level agreement (SLA) describes the computer services provided by IPFW IT Services to IPFW Special Events for Wireless Ticketing. IPFW IT Services will provide basic wireless access, and server space to house the necessary data to support the ticketing software.

## Definition of Terms

**NeuLion/Alvarado:** The companies that IPFW has contracted with to provide ticket scanning for IPFW events such as basketball games, concerts ETC.

**stticket\_YYYY.MM.dd-hh.mm.csv:** Is the name of the extract file that is to be provided to NeuLion/Alvarado where YYYY.MM.dd-hh.mm is the year.Month.day-hour.minute the file was written.

**GateLink10 Server:** The name of the server in IT Services that houses information for NeuLion/Alvarado.

**See Appendix A for additional terms and services**

## Scope of Service

### Setup and Configuration

#### Hardware

- IPFW IT Services maintains and supports the servers, routers, cables, and other equipment necessary to maintain access to the internet and network resources. The responsibilities are distributed as follows:
  - Network cables - IT Services Enterprise/End-User Support
  - Backbone servers, routers, switches, etc. - IT Services Network/System Administrators
  - Wireless network - IT Services Network/System Administrators
- Alvarado is the sole support for all problems with the handheld scanners, charging stations, and accessory hardware.

#### Software

IT Services is responsible for the software to extract the needed data to be sent to NeuLion.



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IPFW IT Services will provide stuticket\_YYYY.MM.dd-hh.mm.csv(see appendix B for details) file as requested by IPFW Special Events.

Alvarado Manufacturing will be responsible for any additional software, and to provide support for their software.

### Servers

IPFW IT Services is responsible for maintaining the GateLink10 server.

IPFW IT Services Operations routinely backs up campus servers on a daily basis to provide disaster and data loss recovery. The GateLink10 server will be included in these backups. Should a restore of any server be required, please do the following:

1. Go to <http://new.ipfw.edu/offices/its/forms/resources.html>.
2. Choose Network File Restoration
3. Follow the provided instructions.

IPFW IT Services will provide server access and cooperative assistance to Alvarado technical support, within the IPFW IT Security policy, at mutually agreeable times as necessary.

### Computing Environment

Use of IPFW computing systems should comply with the Ethical Guidelines for Computer Users as published in the Student Handbook at <https://www.ipfw.edu/offices/its/policies/ethical-guidelines/ethical-guidelines.html>. Violations of these guidelines should be reported to the IT Services Manager of Security and Identity.

### Availability of Services

#### Business Hours Support

For issues pertaining to IT Services supported resources contact the IT Services Help Desk. The IT Services Help Desk will forward the ticket to appropriate area for resolution.

Information about the IT Services Help Desk can be found at the follow web page:

<http://www.ipfw.edu/offices/its/help/index.html#hd-services>



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### Outside Business Hours Support

The operating status of all IT Services' supported systems on the IPFW campus are electronically monitored 24 hours a day, 7 days a week. However, any problems detected will be addressed when Network support personnel are available to do so. There is no routine support during night and weekend hours, unless special coverage arrangements are negotiated with IT Services for specific events.

## Support and Troubleshooting

### Basic Troubleshooting

Prior to contacting IT Services Help Desk be prepared to answer the following questions:

- Does the handheld boot and load its operating system?
- Does the issue affect one/a few/all handhelds?
- Does power cycling (rebooting) the handheld solve the problem?
- If you move to another IPFW wireless coverage area, does the problem persist?
- Does using another wireless device, such as a laptop or a smartphone, attach to IPFW wireless network?

If you can access the IPFW wireless network with a non-Alvarado device, you will need to contact Alvarado for support.

### IPFW IT Services Problem Reporting

If the problem appears to be with the IPFW Wireless network, contact IT Services' Help Desk. Be prepared to have the following information available when calling (this is just a starting point, some issues will not need this info and others will need more):

- Description of problem and complete error message.
- What steps were taken to resolve the problem, and accompanying results of each step (see steps in Basic Troubleshooting).

### Response Time Goals

IT Services will regard the Wireless Ticketing System as a production environment. Top priority will be given to restoring service within two hours during business hours.





## **Appendix A: Additional terms**

**NeuLion:** The Vendor that provides the cloud infrastructure services to support IPFW online ticket sales for events in venues supported by IPFW Special Events and IPFW Athletics. Events may include any IPFW Athletics sporting event, concert, recital or lecture in a covered venue.

**NeuLion Titan:** The name of the Neulion cloud software product that manages the databases ticket sales and talks to Alvarado's GateLink10.

**Alvarado Manufacturing:** The vendor that provides the system that receives and validates tickets in near real time against a database of sold tickets and student IDs provided by Neulion Titan. The server that provides the near real-time database is GateLink10. GateLink10 receives the database of sold tickets from Neulion Titan and validates tickets scanned by the Alvarado PocketGate MVT handheld.

**Alvarado GateLink10:** The name of the server software running on a server housed in ITS Operations that provides the database of ticket sales for Alvarado wireless ticket validation.

**Alvarado Pocket Gate MVT:** The wireless handheld device which scans a ticket or ID, communicates with the GateLink10 server in near real time, and validates the ticket. The chassis is a Motorola MC55 which has been customized by Alvarado specifically for the IPFW environment.

**stuticket\_yyyy.MM.dd-hh.mm.csv:** Is the name of the extract file of select student data that is uploaded to NeuLion secure FTP site by ITS Operations; the process is documented. Where yyyy.MM.dd-hh.mm is the year.Month.day-hour.minute the file was written. NeuLion imports the student data extract file into Titan and then uses a secure connection to synchronize the data to the IPFW GateLink10 server.



**Appendix B: Contacts** (Consult the phone directory, or contact the IT Services Help Desk for the current name and number for these contacts)

- **IPFW IT Services Help Desk:**
  - Phone: 260-481-6030
  - email: helpdesk@ipfw.edu
  - Office Kettler Hall Room 206
  
- **IPFW IT Services Manager of Security and Identity**
  - Contact the IT Services Help Desk
  
- **IPFW Special Events Manager:**
  - Phone: 260-481-5493
  - Office: Rhinehart Music Center 208
  
- **IPFW Box Office Supervisor:**
  - Phone: 260-481-0210
  - Office: Gates Athletics Center, Room 126 A



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**Appendix C: Supported wireless ticketing venues as of 2016:**

- Gates Sports Center
  - Gates Sports Center (Arnie Ball Court)
  - IPFW Fieldhouse
- Rhinehart Music Center
  - Auer Performance Hall
  - Rhinehart Recital Hall
- Walb Union
  - Classic Ballroom
  - International Ballroom
- Williams Theater

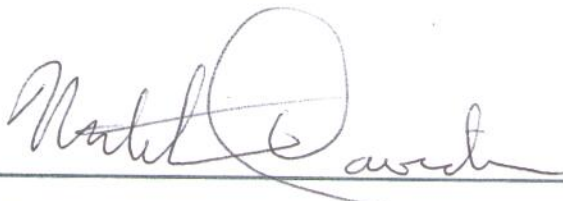


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**Service Level Agreement Approval**

The signers of this document agree that their responsible areas approve this Service Level Agreement.

  
\_\_\_\_\_ 8.15.16  
*Special Events Manager* *Date*

  
\_\_\_\_\_ 8/16/16  
*CIO* *Date*