

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Business System Operation and Management	SOP #: IT.001.01
Effective Date	2019-01-18
Last Revision/Review	11.30.2021

1. Purpose

The Information Technology department provides systems and services to the Burrell community related to operation and management of institutional electronic data. This document defines the Service Level Agreement between the IT department and the general BCOM user community.

2. Related Policy/Authority

B2050 – Data Security Policy

3. Faculty/Staff Responsibilities

4. Definitions/Abbreviations

- a. IT – The BCOM Information Technology department, and by extension, any 3rd party consultants or service providers contracted to provide system support.
- b. SLA – Service Level Agreement
- c. Business Systems – Systems that are critical for daily institutional operation. These will include, but are not limited to:
 - i. Student Information System – CAMS
 - ii. Financial / HR System – GP Dynamics
 - iii. Admissions Management System – AMP
 - iv. Local Shared Drives
- d. Cloud – Any servers or services not physically located at the BCOM campus

5. Procedural Steps

- a. Scope
 - i. The IT department provides operational and management support for systems, but does not provide specific application support. That responsibility remains with the end use department
- b. Responsibility – The IT department shall be responsible for:
 - ii. Installation, configuration, maintenance, and troubleshooting of Business Systems
 - iii. Review maintenance and upgrade plans with users to ensure minimal disruption of service.
 - iv. Provide regular backup of Business Systems to protect against physical and logical data loss.
 - v. Monitor Business Systems for proper operation
 - vi. Maintain appropriate maintenance contracts.
 - vii. Provide restoration and recovery contingency planning

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c. Availability

- viii. All Business Systems shall be available 24 hours per day – 365 days per year, with the exception of scheduled downtime. Regularly scheduled downtime will be communicated to the user community. In the event of an emergency – the user community will be notified of downtime as soon as possible.

d. Troubleshooting

- i. As soon as IT becomes aware of a problem – either through automated monitoring or by user contact – problem resolution will commence and continue until the service is restored or a suitable alternative has been provided.

6. Reports/Charts/Forms/Attachments/Cross References

7. Maintenance

Reviewed annually by CIO and IT Director

8. Signature

Signature on File

Asst. VP of Administration / CIO

12.2.2021

Date

9. Distribution List

Internal

10. Revision History

Revision Date	Subsection #	Summary of Changes	New/Cancellation/ Replacement Procedure? (if applicable)	Approval Date
2021-11-30		Cited related policy, fixed typographical errors		12.2.2021