SharePoint Governance Plan

Auburn University

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Revision and Signoff Sheet

Reviewers

Name	Version approved	Position	Date
		Executive Director, OIT	May 2011
		Project Infrastructure (Server Support)	May 2011
		SharePoint Oversight Committee (SPOC)	May 2011

Signoff

OIT Director	Date

Signoff

Project Infrastructure (Server Support)	Date

Signoff

SharePoint Oversight Committee Representative(SPOC)	Date

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1   EXECUTIVE SUMMARY

The SharePoint Governance Plan is a guidebook outlining the administration, maintenance and support of Auburn University's SharePoint environments. It identifies lines of ownership for Auburn University stakeholders, defining who is responsible for what areas of the system. Furthermore, it establishes rules for appropriate usage of the SharePoint environments.

The most current version of this document can be found online at
http://www.auburn.edu/SP_governance

An effective governance plan ensures the system is managed and used in accordance with its designed intent to prevent it from becoming an unmanageable system. The management of an enterprise-wide system requires strategic rules and procedures for the use of the system and technically sounds policies and procedures to manage the routine operational tasks which keep the system running. Users of the system will be empowered by technical support via their departmental IT providers and/or the AU Office of Information Technology.

The primary goals of this Governance Plan are to:
1. Create the people infrastructure to govern and support the SharePoint environments.
2. Document initial governing policies and procedures of the SharePoint environments.
3. Communicate the need for Auburn University to provide support via people and resources.

Future Direction

It will be the responsibility of the SharePoint Oversight Committee to collectively seek out campus-wide opportunities to enhance SharePoint as an Auburn University resource.

Auburn University SharePoint users ultimately own the SharePoint farm, creating strategic synergies amongst themselves and capturing education, research and outreach opportunities. The SharePoint Oversight Committee (SPOC) and campus IT providers facilitate the use of SharePoint at Auburn University through the maintenance and administration of this tool.

2   INTRODUCTION

2.1   Objectives

The primary objective of this plan is to establish the creation of a governing body for the usage and management of the SharePoint environments. Other objectives are:

- Identify appropriate Auburn University stakeholders willing to provide strategic insight and direction for SharePoint at Auburn University and able to drive strategic initiatives into their respective organizations.
- Identify appropriate infrastructure (IT) resources to provide operational support for the system.
- Create an effective support system with proper channels of escalation for end users of the SharePoint environments.
- Communicate the need for technical support to the system in the form of technically talented employees both willing and able to customize, personalize and use SharePoint in a manner that fulfils Auburn University opportunities as identified by the SPOC.
- Establish initial governing usage and maintenance policies and procedures for the SharePoint environments.

2.2   Audience

This document is intended to be read by all members of the SharePoint Oversight Committee (SPOC), OIT Administration, campus SharePoint users and all key users of the Auburn University SharePoint environments.

2.3   Scope

This governance plan applies to four SharePoint environments at Auburn University: sites.auburn.edu, sites.aces.auburn.edu, sitesdev.auburn.edu and my.auburn.edu.

2.4   Risks / Concerns

The following are risks to an effective governance plan:

- Inadequate support from Auburn University leaders to effect proper governance.
- Administrators or users refusing to abide by the given policies in this plan.
- Lack of policy enforcement.

3 DEFINITIONS AND ACRONYMS

AD	Active Directory – stores information and settings about a network in a central database. For SharePoint purposes, Active Directory means the central profile database.
CWS	Campus Web Solutions – division of OIT User Services which provides custom web development for the online Auburn family.
Intranet Aggregate Site	SharePoint site that combines content from multiple colleges, schools, departments or divisions.
MySite	A SharePoint page that contains a user's personal links and profile. The MySite private view is a personal workplace for the user and the public view contains information the user chooses to share with others.
OCM	Auburn University's Office of Communications and Marketing
OIT	Auburn University's Office of Information Technology
SP	SharePoint
SPOC	SharePoint Oversight Committee – the strategic and tactical team for Auburn University's SharePoint governance.
Site	A SharePoint site is a top-level Web site that provides a central storage and collaboration space for documents, information, and ideas. SharePoint sites are dynamic and interactive — members of the site can contribute their own ideas and content as well as comment on or contribute to others' without needing web development skills.
Site Collection	A collection of SharePoint sites that share common administration pages and site settings. Each AU site collection has its own SCA and contains a top-level Web site. It can contain one or more sites (or sub-sites) and multiple site collections on each Web application. Site collections can share content types, site columns, templates, and web parts.
Site Collection Administrator (SCA)	A user who has administrative permissions for a site collection and has completed the required SCA training.
Sub-site	A named subdirectory of the top-level Web site that is a complete Web site. Each sub-site can have independent administration, authoring, and browsing permissions from the top-level Web sites and other sub-sites.
Web Application	A virtual server that resides on an HTTP server but appears to the user as a separate HTTP server. Several Web applications can reside on one computer, each capable of running its own programs and each having individualized access to input and peripheral devices. Each Web application can have its own domain name and IP address.
Web Part	Customizable Web page element that can be added to SharePoint pages.
Workflow	The automated movement of documents or items through a sequence of actions or tasks that are related to a business process.

4   RESOURCES

4.1   Team Definition

The SharePoint environments will be managed by the SharePoint Oversight Committee (SPOC). For the purposes of this governance plan, SPOC is defined as follows:

SharePoint Oversight Committee (SPOC)
The SharePoint Oversight Committee (SPOC) consists of a maximum of 15 members (as defined below). This team consists of appropriate stakeholders willing to provide strategic insight and direction for SharePoint at Auburn University, and able to drive strategic initiatives into their respective organizations. Resources represent a good balance between business and IT, and also centralized control vs. decentralized empowerment.

SPOC is specifically charged with:

a) making recommendations to the Director of the Office of Information Technology in matters related to efficiently and effectively managing SharePoint as a university resource
b) supporting the resulting directives
c) managing the day-to-day operations of the Auburn University SharePoint environments

SPOC will be comprised of:

2   representatives from OIT
2   SharePoint users from the campus community
6   representatives from Academic areas
3   representatives from Administrative areas
2   ex officio members – SharePoint Systems Administrator and the SharePoint User Administrator

The term of service for each SPOC member will be 2 years with staggered rotation on and off as defined by the SPOC.

4. 2 Team Roles and Responsibilities

SharePoint Oversight Committee (SPOC)	
Role #1	Provide operational (IT-related) support and maintenance for the system infrastructure and customize, personalize, and use SharePoint in a manner that fulfils the objectives outlined below.

Responsibilities	▪ Help ensure the enforcement of the governance plan
	▪ Manage routine maintenance tasks such as:
	  ▪ nightly backups
	  ▪ usage monitoring and analysis
	  ▪ scheduled task validation
	  ▪ keeping the system current with security releases and system upgrades
	  ▪ handle large change requests, new features, and program management while ensuring adherence to standards.

SharePoint Oversight Committee (SPOC)	
Role #2	In conjunction with departmental IT providers and designated Site Collection Administrators, provide support of the SharePoint applications to end users.

	User adoption – facilitate user adoption. **Training** –provide regular training options for beginner and advanced end-users and Site Administrators. **Support** – serve as top level support for Site Collection Administrators and IT providers as they support users in their communities. Infrastructure support will be provided by OIT.

Responsibilities	▪ Create an effective support system with training, end-users support and proper channels of escalation for problem resolution.
	▪ Respond to application questions, bugs, and other problems requiring issue resolution.
	▪ Provide typical SharePoint administration roles such as:
	    ▪ Provisioning site for end users
	    ▪ Assigning security permissions to users and groups

SharePoint Oversight Committee (SPOC)

Role #3	Provide strategic insight and direction for managing SharePoint as a university resource. **Visionary** – survey the SharePoint farm landscape, developing and directing its future direction. **Evangelist** - serve as cheerleader for SharePoint technology and what it can do for the business.

Responsibilities	▪ Be willing and able to drive strategic initiatives into their respective organizations and exploit the collective wisdom of the university community.
	▪ Seek answers to the following:
	    ▪ How do we improve business processes and how do we deliver on that?
	    ▪ What structures need to be in place to deliver this value?
	    ▪ How can we align our activities with the goals of the business?
	    ▪ Are there synergies that can be created between colleges, schools and departments?
	    ▪ What groups are doing similar initiatives and how can we help?
	    ▪ What ways can we reduce inefficiencies and duplication?

4.3 Individual Roles and Responsibilities

Note: If an individual assumes multiple roles, the highest permission levels of those roles are used.

IT Roles

Role	Responsibilities and Tasks	Permissions	Candidate Examples
System Administrator	Responsible for server infrastructure (hardware, OS, etc) Security / permissions for site collections Backup / restoration Manage file size limits or quotas	Has administrator rights Has site collection access Will have access to site collection and site configuration settings, but should not make any changes without the Site Collection	OIT Systems

Role	Responsibilities and Tasks	Permissions	Candidate Examples
	Initial configuration of SharePoint (Central IT)	Administrator's permission.	
SQL Administrator	SQL backups and restores	Has no SharePoint administration rights	OIT Systems
User Support	Initial support; train and assign a resident SharePoint expert for SharePoint administration Disseminate general SharePoint info Coordinate training Online end user documentation		OIT User Services
Infrastructure Resource(s)	Responsible for the acquisition, installation and maintenance of the hardware infrastructure Provide day-to-day operation support to SharePoint Farm Administrator Review existing infrastructure setup, develop best practices and operation guidelines		OIT Systems
Active Directory Resource(s)	Responsible for ensuring the SharePoint farm is leveraging AD appropriately Assist SharePoint Administrator in using AD for authentication Assist in synchronization of SharePoint farm with AD		OIT Systems OIT User Services /Accounts

SharePoint Roles

Role	Responsibilities and Tasks	Permissions	Candidate Example
SharePoint Farm Administrator	Responsible for SharePoint database, site collection, and site backups for local SP server Configuration of SharePoint	Total access to the entire SharePoint farm Total access to SharePoint Central Admin interface, site collection and site configuration settings Has no system administrative or SQL administration rights	OIT Systems
SharePoint Administrator	Responsible for creating new site collections and assigning Site Collection	Total access to site collection and site	OIT User Services

Role	Responsibilities and Tasks	Permissions	Candidate Example
	Administrators Configuration of site collections Initial permissions of site collections	configuration settings	
Site Collection Administrator (SCA)	Site provisioning (top level) Modifying permissions for site collections and sub-sites Create sub-areas Responsible for content	Has sub-site creation rights	SP Admin College/School/ Departmental representative with approved training
Site Administrator	Responsible for site provisioning of all sub-sites; responsible for administering and maintaining site Manage security for all sub-sites	Has sub-site creation rights	A Site Owner with elevated security rights
Site Owner	Primary and Secondary site owner Manage the site layout (look and feel), structure, and content Content creation	Grant access to a site, but not sub-sites No sub-site creation rights	Departmental head; team lead; end user; anyone requesting a site
Search Administrator	Determine content crawling of sites (data sources and crawl schedules) necessary to monitor content for inaccuracies		OIT Systems

Stakeholder Roles

Role	Responsibilities and Tasks	Permissions	Candidate Example
Developer	Responsible for building the framework and features of site collections and sub-sites Build the SharePoint look and feel Modify SharePoint templates as needed Build new web parts Write ASP.Net code Participate in design tasks as needed Participate in development and testing		Coordinated through OIT User Services – SP Admin & CWS

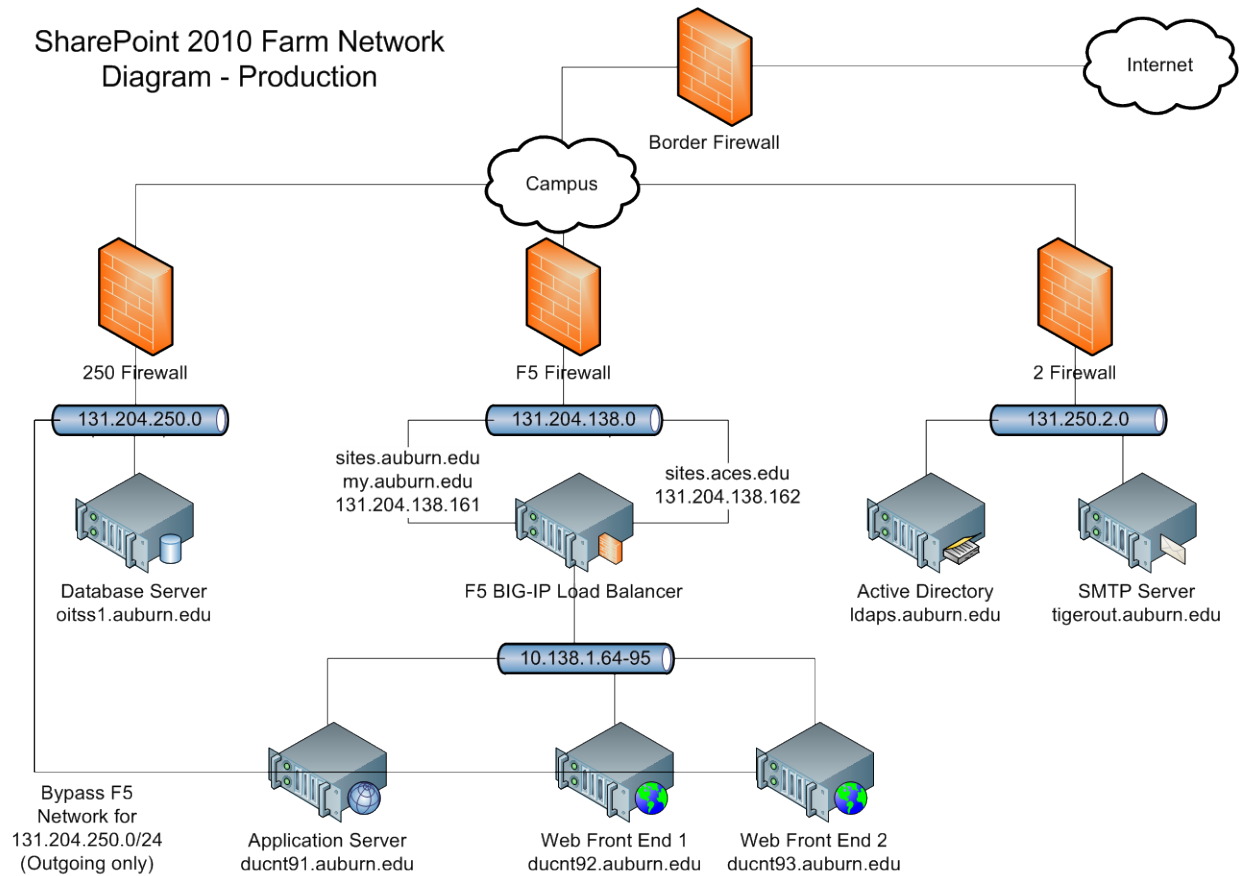| Role	Responsibilities and Tasks	Permissions	Candidate Example
	as needed		
Application Resources	Request site collection applications and third party applications installation Request applications or web parts that leverage KPI data Request approval of Business Intelligence, Reporting, Dashboards, and data analytics for their site Develop custom web parts and submit for approval prior to deployment		Site Collection Admins
Stakeholder	Responsible for owning and directing a specific piece of a site collection, relevant to their college, department, or team		Typically, departmental head or project /team leader
Compliance	Responsible for content and design compliance with legal mandates in accordance with Auburn University policies and procedures Assist with compliance policy creation Educate users on compliance Audit and enforce compliance Educate users about site standards		OCM, SCAs, Auditors

4.4 Equipment

The following equipment is subject to this governance plan except where existing IT governance policy dictates otherwise. In cases of discrepancy, the existing IT governance policy will prevail.

Production Server Farm
Our farm consists of internet, intranet, and extranet content. We do not have separate servers for each.

Server Role	Server Name (FQDN)	IP Address
Web Front End 1	ducnt92.auburn.edu	10.138.1.65
Web Front End 2	ducnt93.auburn.edu	10.138.1.66
Application Server	ducnt91.auburn.edu	10.138.1.64
Database Server - SQL Server 2008 R2	oitss1.auburn.edu	131.204.250.64
Database Server - SQL Server 2008 R2 (Warm-Standby)	ducnt82.auburn.edu	131.204.250.154
SAN Array	Parker SAN	N/A

SharePoint 2010 Farm Network
Diagram - Production

Internet

Border Firewall

Campus

250 Firewall

F5 Firewall

2 Firewall

131.204.250.0

131.204.138.0

131.250.2.0

sites.auburn.edu
my.auburn.edu
131.204.138.161

sites.aces.edu
131.204.138.162

Database Server
oitss1.auburn.edu

F5 BIG-IP Load Balancer

Active Directory
ldaps.auburn.edu

SMTP Server
tigerout.auburn.edu

10.138.1.64-95

Bypass F5
Network for
131.204.250.0/24
(Outgoing only)

Application Server
ducnt91.auburn.edu

Web Front End 1
ducnt92.auburn.edu

Web Front End 2
ducnt93.auburn.edu

Test and Development Environment

The SharePoint test environment resides within the production farm. It is a separate web application so memory is segregated, but it shares the same 1

Server Role	Server Name (FQDN)	IP Address
Web Front End and Application Server	ducnt99.auburn.edu	131.204.250.165
Database Server - SQL Server 2008 R2	oitss4.auburn.edu\mssql4	131.204.250.173
SAN Array	Parker SAN	N/A

4.5 Locations

This governance plan covers all SharePoint usage campus-wide. The following locations are governed by this plan:

Auburn University – main campus

5   Governance Hierarchy

5.1 SharePoint Management

Management of SharePoint as a university resource will address both IT infrastructure operations and the SharePoint application usage. SharePoint as a campus resource will ultimately be governed by the SharePoint Oversight Committee (SPOC) as directed by the Executive Director, Office of Information Technology. SPOC shall carry out their directives and manage day-to-day operational and administrative issues. Additionally, each college, school and department requesting SharePoint sites will have its own Site Collection Administrator who will manage SharePoint locally and escalate issues up to SPOC as necessary.

5.2 SharePoint Governance

The SharePoint Oversight Committee (SPOC) will provide a unified, centrally governed approach to the SharePoint environments. This team is the overriding authority for all architectural, design and development decisions, including all policies and procedures created for the SharePoint environments in accordance with Auburn University policy and the Office of Communication & Marketing (OCM) Web guidelines. OIT will strongly influence foundational and framework-related issues.
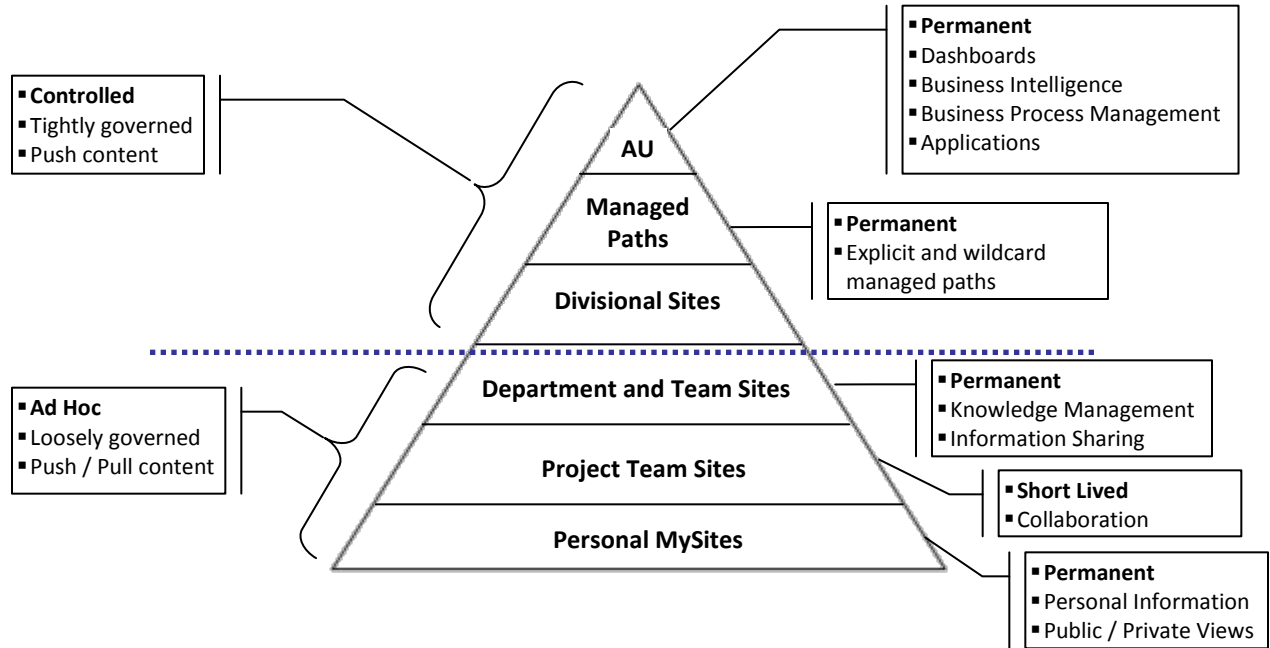
The following areas will be considered by the SPOC for inclusion in this governance plan:
- Internal/external users, internal/external data sources and inputs/outputs
- Personal, team, departmental, divisional and global considerations
- Colleges, schools, divisions, departments, subsidiaries and affiliates
- Technologies, processes, logistics and finances
- Cultural, political, religious, social, economic and gender forces and influences

How to Get Involved

Employees interested in becoming member of the SharePoint Oversight Committee may be able to volunteer their services by contacting campus SharePoint administrators directly at spadmin@auburn.edu.

5.3 Governance Model

Classifications	Characteristics	Owners
Campus Site or Site Collection	• Permanent • Controlled; tightly governed • Push information to users • Dashboards, Business Intelligence, BPM • Applications, Content	SharePoint Administrators
Divisional Site Collections	• Permanent • Controlled; tightly governed • Push information to users • All public sites - content is divisional information • Dashboards, Business Intelligence, Applications, Content	Site Collection Administrators
Department and Team Sites	• Permanent and Temporary • Sharing information (push / pull) • Collaboration • Ad hoc, lax control	Site Collection Administrator or Site Administrator
Project Team Sites	• Short lived, timed expiration • Collaboration • Ad hoc, lax control	Site Collection Administrator or Site Administrator
Personal MySites	• Permanent • Personal info • Pull information • Ad hoc, lax control	Graduate Students Employees

6 OPERATIONS POLICIES

6.1 System Administration

Tasks
Manage SQL Databases and available storage space
Backup and restoration schedules and audits
Audit security logs
Automatic monitoring
Maintain the servers (service packs, etc).
Set and manage quotas for sites as directed by the SPOC
Provide self-support for hardware and software. Where escalation is required, escalate through normal channels (third party vendors and partners).
Monitor regularly for inactive GIDs
Perform routine releases and upgrades to the application

Documentation
Document the installation and configuration of the system in its environment. The system must be documented well enough so as to be reinstalled and reconfigured to last known good operating standards, should it become necessary to do so.
Document and maintain a list of scheduled tasks.
Document support resources and escalation points of contact.

Policies
Disaster Recovery
SharePoint farm recovery must provide a full recovery from last backup. Recovery of lost sites will be to the current state of the site at the time the last backup was done.
Regional sites are limited to true disaster recovery (i.e., no item level recovery).
Hardware
Access to and governance of hardware is subject to existing IT policies.
Hardware will be kept up to date with latest service packs and security updates.
Hardware configurations will adhere to policies created by SPOC.
The SharePoint servers should be used for SharePoint only.
Change Management
SPOC will be responsible for communicating to all SharePoint users any required changes to infrastructure components prior to performing those changes.
SPOC will be responsible for communicating to all SharePoint users any required changes to the software application, including custom web applications or web parts.

Scheduled Tasks
The system provides for some self-maintenance in the form of scheduled tasks, those tasks that

run automatically and unattended on a routine, scheduled, basis.

There is a need to coordinate the timing of the scheduled tasks to ensure no conflicts of scheduled tasks.

Scheduled Tasks	Schedule
Active Directory imports	Nightly
Index replication	Various content-dependent schedules during non-business hours.
Indexing of content	Various content-dependent schedules.
File system and database backups	File system: Nightly; Database: Hourly; Farm: Weekly
Inactive GID monitoring	Nightly
Data replication, if needed for disaster recovery purposes	Real time – every 15 minutes

6.2   SharePoint Administration

Tasks
Create new site collections and assigning Site Collection Administrators.
Configure site collections or referral to an appropriate Site Collection Administrator.
Initial permissions of site collections
Recommend and enforce policy
Enforce allowable / prohibited file type storage
Create site templates as requested/needed
Modify permissions for SharePoint sites

Documentation
Create online documentation for training and support needs. This documentation might include a listing of FAQs, "How To's", and a Glossary of terms.

Policies
These policies are subject to the Application Usage Policies. For example, Site Collection Administrators and SharePoint Administrators will adhere to site provisioning policy as defined under Application Usage Policies when provisioning sites.
SCAs will coordinate with SPOC for policy creation and enforcement. Site Collection Administrators can install custom web parts on the server with approval from SP System Admin or SPOC.
Site Collection Administrators cannot install other apps including custom web applications. This specifically includes SQL Server applications with approval from SP System Admin or SPOC.

Releases and Upgrades
Releases and upgrades will be installed on the Development farm and tested prior to moving into the Production environment.

6.3 Extranet

Outward facing SharePoint Extranet environments are subject to existing Office of Communication and Marketing (OCM) web content policies (http://www.auburn.edu/communications_marketing/styleguide/styleguide.pdf)

Partners, customers, and suppliers must not be able to see confidential data or data intended for parties of conflicting interest.

7   APPLICATION USAGE POLICIES

Policies
Site Provisioning
New sites will be created on sites.auburn.edu or sites.aces.edu or my.auburn.edu, as appropriate.
Site Collections on sites.auburn.edu will be placed under one of the following managed paths: admin, academic, research, group, outreach or stuorgs.
Requests for Site Collections that cannot be categorized will be referred to SPOC for approval or rejection.
Site Collection requests must identify a certified, permanent Site Collection Administrator.
Site Collections may be requested by an employee or graduate student with an active AU username.
Site Collection Administrators will be responsible for provisioning and managing top level sites, but they may grant provisioning permissions (create, administer, delete) over their own sites to other users.
Design
All sites will also follow a consistent baseline design template to ensure consistency and usability across collaboration sites. Sites and Site Collections are based on templates that are centrally designed in accordance with OCM guidelines and Auburn University policy. (see Extranet section 6.3) In the case of ACES, templates will also be governed ACES/Ag IT and ACES Communications and Marketing Departments guidelines.
Employees, graduate students and retirees will be able to create their own My Site and manage sub-site creation in their My Site up to the 250MB storage quota.
Intranet Aggregate Sites should only be used in instances where: ▪ Content that applies to multiple parts of the organization is being aggregated and made available. ▪ There is a commitment of resources for a site. ▪ The site can be recognized as a top level topic within the organization and is enduring.
User Access
All potential SharePoint Site or Site Collection Administrators must review the training materials and complete a skills assessment prior to becoming a Site or Site Collection Administrator.
Off-campus collaborators may be able to access Auburn University's SharePoint environment through an OpenID account.
OpenID users must accept and abide by Auburn University acceptable use policy to use AU SharePoint Resources.

Partners, customers, and suppliers must not be able to see confidential data or data intended for parties of conflicting interest.

Site Management

Site auto expiration: To ensure stale sites are removed and data storage is reclaimed, sites untouched for 365 days will be slated for automatic deletion. Site owners will be notified via email if their site is slated for deletion and provided with a mechanism to remove it from the automatic deletion list.

Development

For any development work, stakeholders should first contact their distributed IT department's developer if one exists, then contact central OIT if necessary.

Custom development needs to be first scoped by the developer and then approved by the Site Collection Administrator. This includes any development under Windows Workflow Foundation (WinFX) and SharePoint Designer Workflows.

SharePoint Designer, Visual Studio and any other web development tool provided by Microsoft for development in SharePoint may be used for the development of the SharePoint user interface. The use of these development tools will be limited to SCA's, with individual exceptions being granted by Site Collection Administrators for Site Designers and Owners.

Auburn University/ACES Employees must develop websites in compliance with Internet design standards and laws concerning copyrights, proprietary names and trademarks.

Storage Quotas

Auburn University's custom configuration of SharePoint imposes a 250MB limit on the size of a single document that can be uploaded into a document library.
- 250 MB of storage is allotted for each user's My Site.
- 10GB of storage is allotted for all site collections.
- SCA's receive alerts when storage is at 90% of quota.
- SharePoint administrators can override storage quota for Site Collections with the approval of SPOC.

Document Management

Documents shared across multiple divisions should be stored on an Intranet Aggregate Site or in a site collection under the "group" managed path on sites.auburn.edu.

Video files should not be house on SharePoint servers. Video files should be housed on Auburn University's streaming media server instead.

Posting software to SharePoint must comply with the above quotas and prohibitions and with the rules of software distribution as stated in the Auburn University ERP Data Protection Policy

Some file types may be prohibited as determined necessary by SPOC. Users may petition SPOC for addition of allowable file types.

Content Management

Content will be maintained by the appropriate content owner, typically the author of the content.

Content posted to SharePoint as:
- INTERNAL is not to be transmitted outside Auburn University. Content that is not identified is considered to be INTERNAL unless it is posted to a public facing site, in which case it will be designated as PUBLIC USE.
- CONFIDENTIAL is not to be transmitted or shared with anyone who does not have authorization to see it.
- PUBLIC USE has been deemed to not contain proprietary or confidential information and

> may be shared with anyone.
> - PRIVILEGED is regarded as attorney-client communication and shall be dated and not transmitted or shared with anyone who does not have authorization to see it.
> - COPYRIGHTED shall be assumed to be protected by copyright and shall be dated and marked. It shall show the copyright owner's name and shall not be reproduced in electronic or hard-copy form without authorization. Copyrighted material will not be added to the site without the proper licensing or approval.

SCA and Site Owners should publish content in a way that ensures confidential content is only shared on sites with limited access.

Conduct

Auburn University Employees/ACES or guests and agents of Auburn University/ACES using the Auburn University SharePoint environments are representing their organization. They are expected to follow all Auburn University/ACES IT Network Policies currently in place.

8   COMMUNICATIONS AND TRAINING

8.1 Communication Plan

Communication to Auburn University regarding this governance plan will be in the form of web content on a publicly available site off the home page of the Auburn University SharePoint site at https://sites.auburn.edu. A copy of the latest version of this document will be posted there.

8.2 Training Plan

For any new system, a solid training plan is required if the users are going to adopt the new system and use it effectively in their daily activities. Training requirements are listed below.

Training
All users of the system will require some form of training.
Administrative Computing Coordinators and IT Providers need education of the product including capabilities and site provisioning.
Site Owners and Site Collection Administrators need advanced training, including office integration and Security Policies. Specific training is required before sites are granted.
End Users need usage overview training.
Help Desk personnel require training and troubleshooting analysis. Tier two or tier three support should be considered for official, externally-provided training.
Training tools may include: - "How to" documentation (such as what exists today) - Instructor-led training - Online labs hosted on a sandbox environment

Training will initially consist of online reference materials for both typical end users (addressing "How To" information) and system administrators (addressing more technical issues such as SharePoint deployment "best practices").

8.3 Support Plan

Support for the SharePoint environments will be provided within the existing IT support framework of the university. The support system consists of a network of support professionals at the office, department, college and campus-wide levels. The OIT HelpDesk will provide first level support to route calls to the appropriate SharePoint expert. Administrative Computing Coordinators, IT Providers, and Site Collection Administrators will provide second level support and pass on issues they cannot resolve to OIT SharePoint experts and SharePoint administrators for third level support.

The types of support required for SharePoint Products and Technologies are Operational support (both back-end system administrator and front-end SharePoint administrator support) and Application Support for end users.

Who to Contact

Operational Administrator Support

Site Collections Administrators will support the day to day operational issues for their SharePoint deployments. Infrastructure issues requiring technical escalation will be escalated to the regional IT contact and subsequently to the OIT contact. Final escalation would be to the appropriate hardware or software vendor.

Application Support

SCA's, distributed IT Providers and/or the OIT HelpDesk will be the primary end user support contact for their location to answer simple end user questions.

Support Availability

Support Group	Special Functions	Availability
User Self Help	▪ Online information on the OIT web site ▪ Microsoft SharePoint Products and Technologies help documentation	7 days x 24 hours
Tier 1 ▪ Site Collection Administrator ▪ IT Provider ▪ OIT Help Desk	▪ Basic product support; general how- to and troubleshooting questions from users ▪ Escalations to tier 2	Normal AU business office hours
Tier 2 ▪ SCAs	▪ Perform routine tasks such as creating new sites ▪ Provision team sites ▪ Resolve site access issues ▪ Change site ownership ▪ Request increase in storage quota ▪ Pass escalations to tier 3	Normal AU business office hours
Tier 3 ▪ SharePoint Administrators ▪ SPOC	▪ Create or delete sites ▪ Redirect or rename site ▪ Fulfil site restore requests ▪ Resolve escalated issues ▪ Increase storage quota	Normal AU business office hours

9 REFERENCES

Office of Communications & Marketing Style Guide and Identifications Standards Manual
http://www.auburn.edu/communications_marketing/styleguide/

IT Policies   http://www.auburn.edu/oit/it_policies/index.php

ERP Data Integrity and Access Policy
http://www.auburn.edu/oit/it_policies/erp_data_integrity_access_policy.php

ERP Data Protection Policy
http://www.auburn.edu/oit/it_policies/erp_data_protection_policy.php

ERP Sensitive Data Policy
http://www.auburn.edu/oit/it_policies/erp_data_protection_policy.php