

Student Virtual Lab (SVL) Service Description

Attribute	Description
Service Category	Desktop Services
Service Name	Student Virtual Lab Desktop Infrastructure (SVL)
Service Description	<p>SVL provides CSULB approved software to students and faculty anytime and anywhere with an internet connection. Students and faculty can access approved software without the needing to physically be on campus. Access will be available 24/7. This service will further add value for students learning remotely via online and hybrid courses.</p> <p>The following software are currently available:</p> <ul style="list-style-type: none"> • ArcGIS • AutoCAD • Minitab • MATLAB • SAS • SPSS • Office 2016 • Web Browsers (Internet Explorer and Google Chrome) <p>Included in this service is a maximum of 2 GB of temporary storage per user per semester. All data is purged at the end of each semester.</p>
Audience	Primarily for current students but also available to faculty and staff
Service Levels	<p>Service will be available 365 days per year and 24/7, with exception of mandatory routine maintenance, which will be scheduled during lowest impact times. The internal service coordination will involve the following:</p> <ul style="list-style-type: none"> • Information Technology Services (ITS) Roles: <ul style="list-style-type: none"> • Create and maintain the dev and prod Infrastructure • Perform necessary testing • Create and maintain base image, including monthly patches • Diagnosing and resolving application and Windows issues not related to virtualization • Diagnosing and resolving application and Windows issues that are virtualization specific • Provide communication regarding maintenance windows • Academic Technology Services Roles: <ul style="list-style-type: none"> • Obtain and maintain enterprise software licensing and software vendor relationships • Support end user communication to faculty
Requirements	Users must have an active campus ID and password to access services.
Service Costs	There are no costs to students, as Student Excellence Funds (SEF) support this service.
Requesting the Service	Faculty and staff have access to this service (see Resources section below). Students require a sponsoring faculty member to request access for them. Faculty can email DoIT-ServiceManagement@csulb.edu to request access for their students. Provide a list of which software is required, along with the course names and numbers so that entire classes can be granted access.

<p>Requesting Service Enhancements</p>	<p>Service enhancements/requests will be reviewed on a case-by-case basis.</p> <p>Any special software application requests can be reviewed on a case-by-case basis and will require up to a 4 to 6 week period for review, testing, and implementation; it is advised that any new implementations are not done during active semesters to minimize disruptions.</p> <p>It is recommended that any new software application added to the environment first be tested in a live classroom lab for at least one term before it is virtualized within the SVL service. This helps ensure that technical staff that supports the new software application has had an opportunity to discover any bugs and gain some relevant experience with the application.</p>
<p>Support Contact</p>	<p>The Technology Help Desk (THD) will provide tier 1 support. If issues need to be escalated for assistance beyond THD, a support ticket will be created and escalated to the appropriate tier 2 support, which may include ITS-SSG or Academic Technology Services (ATS).</p>
<p>Resources</p>	<p>Student Virtual Lab (SVL)</p>