

Current Date	5/7/14
Project Name	SISCalendar
Project Manager	ITS EWA
Project Team Members	ITS EWA & SE Sr. Project Team SIS.io
Scheduled Go-Live Date	5-8-14

Application/Service Description

Is this a new service, an upgrade to an existing service, or a replacement of an existing service?	New
By what name(s) do users refer to this service, or the service it replaced?	SISCalendar
Briefly describe the purpose of this application/service:	To Provide students a way to view their schedule outside of SIS, allow them to see their classes on the RIT Map, and to download their class schedule as an iCal file to import into the calendar application of their choice
Who are the users of this application/service?	All persons at RIT who are

	currently taking classes, including Global Campuses
Approximately how many users directly interact with this application/service?	up to ~17,000
Are there expected peak times of usage for this service? (e.g. "Last two weeks of the fiscal year," or "Monday through Friday from 8-10 am.")	Yes, between the Start of registration to maybe the 2nd week of the semester
Does the application/service require users to log in?	yes
If login is required, please indicate what account is needed (e.g., RIT Computer Account, Finance Domain account, Application-specific account, etc.).	RIT Computer Account
If the service uses an application-specific account, who is responsible for provisioning and managing accounts?	N/A
Please indicate whether the following specific groups of users are able to access this application/service:	
RIT Students	Yes
RIT Faculty	Yes
RIT Staff	Yes
RIT Alumni	No
RIT Retirees	No
Vendors/Contractors	No

Visitors/Guests	No
Please provide any additional detail about who is authorized to access this service/application	Anyone with a Student, Faculty, or Staff account type; or a Student Affiliation

Incident Management and Request Fulfillment

To whom do end users report incidents? What is the process for recording reported incidents?	<i>Call the ITS Service Desk, who will then file a ticket with ITS EWA</i>
Where does the incident get escalated if it is not immediately resolved?	ITS EWA
How does an end user request access to this service?	<i>User's do not request access, it is granted if they have a student affiliation</i>

Service Levels

Is support required off hours? (Normal business hours are considered 8:00 a.m. to 5:00 p.m. Monday through Friday)	TBD
If Yes, are appropriate processes in place to ensure that all needed RIT and vendor contacts are available off hours?	
Is off hours support strictly service restoration, or is additional support expected? (e.g. questions, account management, other)	
Standard ITS incident response times are detailed here: Incident Management Response Expectations . Do those meet the expectations of the users/owners of this service? (if not, please specify discrepancies)	

System Requirements

What operating systems does this application/service intend to support?	<i>Web Application</i>
What web browsers does this application/service intend to support?	<i>All Major browsers(Current Version) and Mobile Browsers</i>
Are there required plugins or add-ons necessary for web browsers? (Examples include Java SE, Adobe Flash, Adobe Reader, Silverlight, etc.) If yes, please note if there are specific versions required.	JavaScript
Are there different browser or OS requirements for administrators within the application/service?	N/A

Software Deployment and Packaging

Will any software need to be deployed to client workstations?	<i>No</i>
How will the software be updated after it has been deployed?	
How frequently, or on what schedule, will the software need to be updated?	
Is there an agent that must be installed on workstations? What is the performance impact of this agent?	

Is there a vendor-supplied installer for the software to be deployed? Has it been evaluated for enterprise deployment?	
Does the software installer need to be repackaged?	
Do we need to deploy any initial configuration along with the software that is policy-based and may be separate from the packaging process?	
How frequently will the software have to be repackaged, to accommodate major or minor upgrades?	
Are updates to the software necessary to coincide with ongoing upgrades/updates to servers for the system?	
Who is responsible for upgrades to the system?	
What are the standard changes for the deployed software?	

Licensing

What are the initial licensing terms, as they relate to deployment of client software?	N/A
What are the licensing terms, as they relate to renewal of the license or removal of the software at its expiration?	N/A
Who will be assigned to administer the licensing?	N/A
Who is going to pay for the license?	N/A

Who is going to do any technical evaluation related to the licensing?	N/A
Is there enforcement of licensing via DRM, hardware dongle, network server, or other means?	N/A

Access Controls

Does the ITS Service Desk have access to the system or application? If not, can they monitor system status some other way?	Some of them. Most likely can be monitored by Zabbix/Hobbit
If the Service Desk does have access, can this extend to student employees?	Students are the only ones who will have access
How is the service monitored, and by whom? Does the Service Desk have access to the monitoring tool?	Unknown
Is the Support organization responsible for the maintenance of access controls such as new accounts, access privileges, etc? If so, please document in detail the approval process, including required forms, necessary approvals, and other considerations.	No, all student accounts will have access to use this application

Communication

Is there any campus-wide/targeted communication expected from the Support organization, either as part of the project or regularly afterwards? (e.g. Planned maintenance, service disruption notification, etc.)	No, Soft-launch
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Training and Documentation

Have the necessary Enterprise Support staff been trained to use and support the system or application?

Yes

List the 10+ questions that customers are expected to ask, and provide desired answers or responses.

Why can't I log in?

Only those currently taking classes can log in, if you are enrolled in at least one class and can't login, please contact the ITS Service Desk.

My class schedule is wrong.

The application pulls your class information directly from SIS, if it doesn't display the SIS data please contact the ITS Service Desk

Why can't I download my calendar?

You must have JavaScript enabled and accept the liability statement before downloading your calendar.

Why aren't I able to view all of my classes on a map?

The RIT Maps application requires time to add new buildings to the map, therefore, if your class is in a newer building it most likely hasn't been added to the RIT map yet.

Why isn't the maps link clickable in my calendar?

Some calendar applications (such as Google Calendar) do not allow urls to be rendered. If you copy the url and paste it into your browser manually, the link will still work.

Why don't all my courses show exams?

SISCalendar displays only the exams that are shown in SIS. If you have an exam listed in SIS that is not shown in SISCalendar, contact the ITS Service Desk.

Why does my schedule show multiple locations for a

class?

SISCalendar intelligently combines locations when your course has multiple locations associated with it. Multiple locations will only be shown for courses that have the same instructor and meet at the same time but have several different possible meeting places.

Where is my Exam schedule?

Because exam schedules may change throughout the semester, you must download your exam schedule using the separate “Download Exams” button found next to the “Download Schedule” button.

Why do I have multiple events on my calendar?

We cannot delete events from your calendar, so if you downloaded or imported your calendar more than once, duplicate events will be displayed. You must manually delete the class series you no longer want.

How do I remove/modify classes on my calendar?

You can edit each series manually using your calendaring application.

Why can't I view classes from a different Semester?

SISCalendar only allows you to view courses from the current semester, two semesters previously, and the next semester (after registration time period only). You will not be able to view any semesters farther back than that.

Why aren't school breaks and holidays showing up?

SISCalendar only displays those holidays and days off that are reflected in SIS. If there is a holiday shown in your SIS weekly schedule that is not shown in SISCalendar, contact ITS Service Desk. Some calendar programs also do not respect adding “exceptions” to their events. This means that in those cases, SISCalendar has no way of notifying your calendar application that a regularly

scheduled class should not occur on a specific date, and so your calendar will still show class on that(those) day(s).

My exam schedule has changed. Why doesn't my calendar reflect that?

SISCalendar has no way to update or modify your schedule once you have downloaded an iCal. If an exam changes, you will need to download a new iCal file and reupload your exam schedule. Make sure to remove the old exam schedule first. SIS is the authoritative source for this information.

Why aren't swapped schedule days (like Columbus day) correct in my calendar?

SISCalendar can only match the schedules that SIS shows. In the case of things like Columbus Day or other times an alternate schedule may be observed, SISCalendar, if SIS shows a different schedule than SISCalendar, contact the ITS Service Desk.

Supporting Info or Other Comments

Please add any additional supporting information here