



SCI Physical Facilities and Technical Infrastructure SOP

September 26, 2015

Austin Campus
Brownsville
Campus Corpus
Christi Campus
Harlingen
Campus Pharr
Campus



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SCI Physical and Technical Infrastructure SOP

PURPOSE

The purpose of this SOP is to ensure that campuses maintain their physical facilities to a standard that supports and enhances the education of students. The technical infrastructure is a key component in all phases of a student's educational experience and requires regular evaluation and maintenance.

RESPONSIBILITY

It is the responsibility of each campus team to ensure that all facilities and equipment are in good working order and to arrange for repair and/or to report any need for repair or replacement in a timely manner. It is the responsibility of the Information Technology department to ensure that the technical infrastructure is maintained and represents current technology.

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FACILITY

Each school utilizes a facility checklist which has weekly, monthly, quarterly and annual items that are to be reviewed and assessed. The checklists, once completed, are stored at the campus and are reviewed during the internal audit visits. Each facility must meet any applicable local, state or regulatory requirements pertaining to the condition of the facility and equipment. If the state or locality requires an inspection, the results of that inspection is posted in the facility.

Any items that need repair are addressed immediately. Each facility has a repair and maintenance budget for each month that provides adequate funds for repairs and maintenance purposes.

Each campus is responsible for ensuring that the building is cleaned twice daily either through a cleaning company or employees hired for this purpose.

TECHNICAL INFRASTRUCTURE

SCI employs both physical and hybrid environments and the premise environments are inspected regularly.

Hardware

Life expectancy of all hardware at SCI uses the standard five (5) year depreciation model. As new equipment is purchased to replace old equipment on an annual basis, the old equipment is recycled as hardware components for our Computer Specialist Program where students have an introduction to new and equally important older technology.

Wide Area Network (WAN)

The SCI WANs are contract based services and are reviewed in accordance with the contract and emerging technologies. The purpose is to maintain high internet connectivity for both staff and students.

Networking Equipment

SCI depreciates its network equipment on a life expectancy of five (5) years with periodic reviews as necessary. Annually, during our CAPEX budgeting process, the need for new equipment is reviewed and appropriately budgeted for during the next fiscal year.

Computer based services

All computer based services are delivered by enterprise class servers that use RAID 5 controllers for system redundancy. These system are depreciated on the five (5) year life expectancy, and once the systems are replaced, the old systems are wiped and used in the Computer Support

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Specialist Program.

Technical Assistance

As end-users experience system problems, SCI employees use a web-based help desk application called Spiceworks. This system is used to report any and all issues pertaining to software and hardware programs. The tickets are prioritized based on High, Medium, and Low priority scheme, which includes escalation processes within the IT department and with SCI vendors.

Online/Hybrid:

SCI has contracted MoodleRooms to operate the learning management system called Moodle, which facilitates an online learning platform for the Hybrid and Online student population. Accounts are created by the IT department, and passwords / account information is provided to Academics so students receive their respective information.

MoodleRooms performs a nightly backup of their systems and maintains the data in their offsite the data center. Course content used to build online classes are also maintained on SCI servers with restricted access to members of the Academic Department.