

# **FAS Academic Term Start-up**



## Fall Term 2015: Critical Events and Dates

July 16	Extension School online registration open for degree candidates
July 20	Extension School registration open for all students
May 30 – July June – Sept 9	Expository Writing Math placement exam deadline
August: 3 <sup>rd</sup> week	Fall registration open for College & GSAS students
August 21	GSAS residence halls open
August 25	Freshmen Move-in Day
August 27	GSAS class registration deadline GSAS Orientation and Dudley Fest
August 30	Registration deadline for Extension students
September 1	Registration deadline for undergraduates
September 2	First day of classes for FAS, GSAS, and Extension School
September 10	Study Card Deadline for FAS and GSAS

## Spring Term 2016: Critical Events and Dates

November 12	Extension School online registration open for degree candidates
November 16	Extension School registration open for all students
January 11	January @ GSAS begins
January 16	Spring registration open for GSAS students
January 20	Spring registration open for College
January 24	Registration deadline for FAS and Extension School
January 25	First day of classes for FAS, GSAS, and Extension School
January 29	Study Card Deadline for FAS and GSAS

## Service and Application “Hit List”

<b>2015 - 2016 Deadline / Key Peak Load – Dates</b>	
May 15	Google account claiming
May 15	PIN creation for incoming students
May 22 – June 4	Athletics membership enrollment
May 29	Deadline for students to use the directory update portal tool located in the old my.harvard
May 30 - Sept. 15	Placement Exams
Aug 24 – 25	StarRez – student housing check-in
Aug 24 - 28	Network Registration
Sept 10	Fall Study Card Deadline
<b>Spring 2016</b>	
January 29	Spring Study Card Deadline

# Fall Term Start-up Change Management Process

- Change Freeze for Critical Services
  - No significant changes 2 weeks before and after the start of classes (September 2)
    - **2015: August 17 – September 11**
    - Standard changes (e.g., security patches) may continue as usual
  - Exceptions require approval from  $\geq 3$  operational Managing Directors and/or deputy CIO
    - Ben Gaucherin, Sue Walsh, Bob Wittstein, Peter Baskette, Alan Wolf and Jason Snyder
    - Change exception request template:  
<http://huit.harvard.edu/term-startup-exception-guidelines>
- Change “Chill” for Other Services
  - Reduce risk of disruptions by minimizing changes

# Fall 2015: HUIT User Support

- **First Year Move-in Day, August 25**
  - Parents Fair (Annenberg Hall)
  - Science Center Walk-up Station
- **HUIT Here to Help - Pop-up Support – NEW!**
  - September 2 – 11
    - Additional week of September 14 – 18, if warranted
  - Anchored by Support Services staff
  - Presence from TLT/ATG, SIS and RO as available
  - Locations include:
    - Barker Center
    - CGIS
    - Maxwell Dworkin
    - Northwest Labs
    - Science Center

# Role of SLT Members

- **Ensure seamless service delivery** during this critical time
  - Know and monitor your area’s involvement in term start-up
  - Arrange for sufficient staff coverage
    - Essential personnel are under a vacation freeze, while other staff are under a vacation “chill”
    - Facilitate your team’s participation in key preparation and support activities
- **Address any service issues quickly**
  - Mobilize staff and other resources as needed
  - Familiarize yourself and your team with the Major Incident and Crisis Management processes
- **Minimize changes** and other potential disruptions
  - Avoid change freeze black out dates
- **Participate and encourage your teams** in supporting new students and their parents



# **FAS Academic Term Start-up: Critical Services**



# Term Start-up Critical Services

- “Term Start-up Critical Services” are those essential to:
  - Onboarding students, faculty and staff
  - Course delivery
  - Communications and support
- The list is validated each year by Service Owners prior to the change freeze
- **All incidents affecting Critical Services are handled as Major Incidents during Term Start-up**

# Fall Term Critical Services

Service Area	Critical Services/Applications
Academic Technology Services	Academic Integrity Policy Tool
	www.courses hosting service
	Canvas
	Harvard Wikis
	iSites
	Registrar Term Tool
	Survey Tool
Administrative Technology Services	Athletics Membership
	Course Evaluations – Reporting
	FAS Directory Update Tool
	Freshman Forms
	Freshman Seminars
	NCAA Compliance/Communication Form
	Online Placement Exams
	OSL Hub (Simplicity)
	Section Allocation Tool
	StarRez
	StudioAbroad (Office of Int'l Programs)
	Cross Registration
	University-wide course catalog

# Fall Term Critical Services

Service Area	Critical Services/Applications
Identity & Access Management	Harvard.edu web site
	Active Directory (AD) for FAS
	IDM Provisioning
	LDAP
	MIDAS
	PIN
	PIN Self Service
	XID Authentication
	XID Self-Service/Management
Infrastructure	Oracle databases for: FAS Registrar's Office iCommons FAS Admissions Library Technology Services
	SQL databases for: FAS Financial Aid Office GSAS Financial Aid Office
	FAS Unix Email Account System
	AutoRegistration
	DNS
	Network Load Balancers
	NOC Portal
	Wired Network
	Wireless Network
	FAS File Server

# Fall Term Critical Services

Service Area	Critical Services/Applications
SIS	Course Catalog
	Student Records & Advising
	my.harvard
Support Services	KeyServer
	HUIT Website
	ServiceNow
	Lab Computers
	PaperCut
Unified Communications	@College Email (Google)
	@g email (Google)
	@Mail (Google Apps)
	Contact Center (I3/ACD Phone System)
	Exchange Online
	FAS Exchange
	ICEmail
	Lync
	MessageMe
	ProofPoint

## Key Business/Org Partners for Term Start-up

<b>Name</b>	<b>Area</b>	<b>Phone</b>
Mike Burke	Registrar Office Apps	O: 495.1546 M: 617.596.3704
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Gerrie Mahoney	Athletics Apps	O: 495.2781
Sheila Thimba	College Apps	O: 495.7987
Patrick O'Brien	GSAS Events	O: 496.5275 M: 617.909.7034
Jennifer Chapman	FAS Office of Student Life Events	O: 496.3657 M: 617.921.0213
Brandon Edwards	FAS Freshman Dean's Office Events	O: 496.1305 M: 336.970.3768
Katie Steele	FAS Freshman Dean's Office Events	O: 495.1576 M: 617.599.4377