

# SHEPHERDSTOWN SHARES

## IT Service Catalog

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*Shepherdstown, West Virginia*

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# 1. Introduction & Purpose

This IT Service Catalog is the definitive reference document for all technology services provided by the Shepherdstown Shares IT Department to staff, volunteers, community members, and program participants. It defines the scope, delivery, and quality standards for each service offering.

Shepherdstown Shares is a community resource-sharing organization rooted in mutual aid and neighborly support. Our IT services are designed to amplify the organization's impact by providing reliable, accessible, and secure technology infrastructure.

## Purpose of This Catalog

- Provide a clear, single reference for all available IT services
- Define responsibilities of both IT staff and service users
- Establish measurable service quality expectations (SLAs)
- Streamline service request and fulfillment processes
- Support transparency and accountability in IT operations

## Scope

This catalog covers all IT services delivered to Shepherdstown Shares staff, volunteers, board members, and program participants. Services delivered by third-party vendors under contract are included where they are managed by the IT Department.

# 2. IT Department Overview

<b>Mission</b>	Deliver reliable, secure, and community-centered technology services that support Shepherdstown Shares' mission of resource sharing and mutual aid.
<b>Vision</b>	An inclusive, accessible digital environment where every member of our community can participate fully in sharing programs and organizational life.
<b>Values</b>	Accessibility • Security • Reliability • Transparency • Community-First Design

## Department Roles

Service	Description	Owner	SLA	Access
<b>IT Manager (John Meeker)</b>	Sole IT staff; responsible for all IT services, support, vendor relations, infrastructure, and security	IT	N/A	Internal

### 3. Service Categories

IT services are organized into the following categories to facilitate easy navigation and clear ownership:

Service Category	Description Focus
End-User Computing	Security Services
Network & Connectivity	Application & Software
Data & Storage	Support & Help Desk
Communication & Collaboration	Community Portal Services

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## 4. End-User Computing Services

End-User Computing services ensure that all staff, volunteers, and authorized community members have access to the devices and computing environments needed to perform their roles effectively.

### 4.1 Device Provisioning & Management

Service	Description	Owner	SLA	Access
<b>Laptop / Desktop Setup</b>	New device imaging, software installation, account configuration for onboarding users	IT Admin	3 business days	Staff
<b>Device Refresh</b>	Hardware replacement for end-of-life or failing equipment	IT Admin	5 business days	Staff
<b>Mobile Device Setup</b>	Smartphone/tablet enrollment, email and app configuration	John Meeker	2 business days	Staff
<b>Peripheral Setup</b>	Printers, scanners, monitors, keyboards, and accessories	John Meeker	1 business day	Staff/Vol.
<b>Remote Workstation</b>	VPN and remote desktop configuration for off-site staff	IT Admin	2 business days	Staff

### 4.2 Software & Licensing

Service	Description	Owner	SLA	Access
<b>Software Installation</b>	Approved software deployed to managed devices on request	John Meeker	1 business day	Staff
<b>License Management</b>	Tracking and renewing software licenses across the org	IT Manager	Ongoing	IT Only
<b>Software Procurement</b>	Evaluation and acquisition of new software tools	IT Manager	2–4 weeks	Staff Request

## 5. Network & Connectivity Services

Reliable network connectivity underpins all digital services. The IT Department manages the organization's internal network, internet access, and remote connectivity infrastructure.

### 5.1 Internet & LAN Services

Service	Description	Owner	SLA	Access
Internet Access	High-speed broadband connectivity for all organizational locations	IT Admin	99.5% uptime	All Staff
Wi-Fi Access – Staff	Secure WPA3 wireless network for organization devices	IT Admin	99.5% uptime	Staff/Vol.

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## 6. Data & Storage Services

The IT Department protects organizational data through robust storage solutions, backup routines, and data lifecycle policies aligned with our privacy commitments to community members.

### 6.1 File Storage & Sharing

Service	Description	Owner	SLA	Access
<b>Google Drive (Cloud File Storage)</b>	Google Drive – centralized, versioned document storage accessible from any device via browser or desktop app	IT Admin	99.9% uptime	Staff/Vol.
<b>Google Shared Drives</b>	Google Shared Drives for department-level file storage with role-based access controls; owned by the org, not individuals	IT Admin	99.9% uptime	Staff
<b>Personal User Storage</b>	Google Drive personal storage included with each Google Workspace account (pooled org storage; 15 GB default per user)	IT Admin	99.9% uptime	Staff
<b>External Storage Loans</b>	Temporary USB or external drives for special projects	John Meeker	1 business day	Staff

### 6.2 Backup & Recovery

Service	Description	Owner	SLA	Access
<b>Automated Daily Backup</b>	Nightly backup of all organizational data to encrypted off-site storage	IT Admin	1 business day	Automatic
<b>File Recovery</b>	Restoration of accidentally deleted or corrupted files from backup	IT Admin	1 business day	Staff Request
<b>Disaster Recovery</b>	Full-system restoration procedures in case of major data loss event	IT Manager	1–2 business days	IT Managed

## 7. Communication & Collaboration Services

Communication and collaboration tools enable effective teamwork among staff, volunteers, board members, and community participants both on-site and remotely.

### 7.1 Email Services

Service	Description	Owner	SLA	Access
<b>Staff Email Accounts</b>	Gmail via Google Workspace – @shepherdstownshares.org mailboxes with pooled storage, spam filtering, phishing protection, and 30-day archiving	IT Admin	99.9% uptime	Staff/Board
<b>Email List Management</b>	Google Groups used as mailing lists for programs, committees, and org-wide announcements; managed in Google Workspace Admin	IT Admin	1 business day	Staff Request
<b>Email Aliases</b>	Google Workspace email aliases and routing rules (e.g., info@, programs@) forwarding to staff Gmail inboxes	IT Admin	1 business day	Staff Request

### 7.2 Video Conferencing & Meetings

Service	Description	Owner	SLA	Access
<b>Zoom &amp; Google Meet – Video Conferencing</b>	Zoom for remote staff and board meetings; Google Meet for quick internal calls. Both integrate with Google Calendar for one-click meeting links	IT Admin	99% uptime	Staff/Vol.
<b>Zoom Webinars</b>	Zoom Webinars for large-audience community programs, donor events, and Zeffy-integrated fundraising campaigns; supports Q&A, registration, and recordings	IT Admin	Planned	Staff Request

### 7.3 Collaboration Tools

Service	Description	Owner	SLA	Access
<b>Project Management Platform</b>	Google Workspace tools (Sheets, Sites, Tasks) combined with third-party integrations for task tracking, project boards, and team coordination	IT Admin	99% uptime	Staff/Vol.
<b>Internal Chat / Messaging</b>	Google Chat – real-time messaging and Spaces for team channels, direct messages, and integrated file sharing	IT Admin	99% uptime	Staff

Service	Description	Owner	SLA	Access
	via Drive			
<b>Shared Calendar</b>	Google Calendar – shared org calendars for events, programs, room booking, and volunteer scheduling; integrates with Gmail and Meet	IT Admin	99.9% uptime	Staff/Vol.

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## 8. Security Services

Protecting the personal data of our community members and the integrity of our systems is a fundamental responsibility. Security services are proactive and continuously maintained.

### 8.1 Identity & Access Management

Service	Description	Owner	SLA	Access
<b>User Account Provisioning</b>	Creation of user accounts and system access upon onboarding	IT Admin	1 business day	IT Managed
<b>Access Deprovisioning</b>	Prompt removal of access for departing staff and volunteers	IT Admin	1 business day	IT Managed
<b>Multi-Factor Authentication</b>	MFA enforcement on all organizational accounts and systems	IT Admin	Continuous	Mandatory
<b>Password Management</b>	Organization-wide password manager for secure credential storage	IT Admin	99.9% uptime	Staff/Vol.
<b>Role-Based Access Control</b>	Permissions assigned by role; least-privilege access policy enforced	IT Admin	Ongoing	IT Managed

### 8.2 Threat Protection & Monitoring

Service	Description	Owner	SLA	Access
<b>Endpoint Security (AV/EDR)</b>	Antivirus and endpoint detection on all managed devices	IT Admin	Continuous	Automatic
<b>Email Security / Anti-Phishing</b>	Filtering of malicious emails, phishing links, and spam	IT Admin	Continuous	Automatic
<b>Firewall &amp; Intrusion Detection</b>	Network-level threat monitoring and blocking	IT Admin	Continuous	Automatic
<b>Security Patch Management</b>	Regular OS and application patching on a defined schedule	IT Admin	Monthly	Automatic
<b>Security Awareness Training</b>	Annual cybersecurity training for all staff and volunteers	IT Manager	Annual	Staff/Vol.

## 9. Application & Software Services

The IT Department manages and supports the applications that power Shepherdstown Shares' programs, operations, and community engagement.

### 9.1 Core Organizational Applications

Service	Description	Owner	SLA	Access
<b>Zeffy – Donor &amp; Campaign Management</b>	Zeffy (100% free nonprofit platform) – donor records, donation forms, campaign management, fundraising campaigns, event ticketing, and financial reporting with zero platform fees	IT Admin	99.5% uptime	Staff
<b>Community Sharing Platform – In Planning</b>	PLANNED – Online portal for item listings, time-banking, and resource exchange; platform selection and build-out in progress	IT Admin	In Planning	Not yet live
<b>Volunteer Management System – In Planning</b>	PLANNED – Dedicated volunteer scheduling, tracking, and communication system; platform under evaluation	John Meeker	In Planning	Not yet live
<b>Sortly – Inventory Management</b>	Sortly for tracking donated goods, shared items, equipment, and supplies; barcode/QR scanning, quantity alerts, and location tagging	IT Admin	99% uptime	Staff/Vol.
<b>QuickBooks Online – Accounting &amp; Finance</b>	QuickBooks Online for bookkeeping, invoicing, expense tracking, nonprofit financial reporting, and integration with Zeffy donation data	IT Admin	99.9% uptime	Finance Staff
<b>HR / Payroll System</b>	Employee records, benefits, and payroll processing	IT Admin	99.9% uptime	HR/Admin

### 9.2 Public-Facing Digital Presence

Service	Description	Owner	SLA	Access
<b>Organization Website (Wix)</b>	Wix-hosted public website; drag-and-drop CMS for content updates, event pages, program listings, and Zeffy donation form embeds	IT Admin	99.5% uptime	Public
<b>Social Media Integration</b>	Technical support for social media tools and scheduling platforms	IT Admin	1 business day	Comms Staff
<b>Zeffy Online Forms &amp; Donation Pages</b>	Zeffy-hosted donation pages, program registration forms, event ticketing, and peer-to-peer fundraising campaign pages embedded on the org website	IT Admin	99% uptime	Public/Staff

Service	Description	Owner	SLA	Access
Newsletter Platform	Email marketing and community newsletter distribution	IT Admin	99% uptime	Comms Staff

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## 10. IT Support Services

John Meeker is the sole IT contact for all support needs. He is committed to responsive, friendly, and effective assistance for every member of the Shepherdstown Shares community.

### 10.1 Support Tiers

Service	Description	Owner	SLA	Access
<b>Basic Support</b>	Password resets, account lockouts, basic troubleshooting, how-to guidance	John Meeker	1 business day	All Users
<b>Technical Support</b>	Software issues, device problems, connectivity troubleshooting, configuration	John Meeker	1 business day	All Users
<b>Advanced / Complex Support</b>	Complex infrastructure issues, security incidents, and problems requiring vendor escalation or extended research	IT Admin	1 business day	Escalated
<b>On-Site Support</b>	Physical presence at org facilities for hands-on technical assistance	John Meeker	Scheduled	Staff

### 10.2 Self-Service Resources

Service	Description	Owner	SLA	Access
<b>IT Knowledge Base</b>	Online guides, FAQs, and how-to articles for common tasks and issues	IT Admin	Always available	All Users
<b>Password Self-Reset Portal</b>	Users can securely reset their own passwords without contacting John directly	IT Admin	99.9% uptime	All Users
<b>Software Request Portal</b>	Online form to request software installation or license approvals	John Meeker	1 business day	Staff
<b>IT News &amp; Maintenance Alerts</b>	Proactive communications about outages, maintenance windows, and updates	IT Admin	1 business day notice	All Users

## 11. Service Request Process

All IT service requests should be submitted through the appropriate channel to ensure timely tracking and resolution. Walk-in requests are welcomed but may have longer response times than ticketed requests.

### 11.1 How to Submit a Request

Step	Action	Details	Expected Outcome
1	<b>Submit Request</b>	Email johndmeeker@protonmail.com with a description of your issue or request	Ticket created; confirmation email sent
2	<b>Triage &amp; Assignment</b>	John reviews and categorizes the request; response within 1 business day	Assigned to appropriate technician
3	<b>Resolution</b>	John works the issue; resolution target is 1 business day for most requests	Issue resolved; complex issues may require additional research or vendor support
4	<b>Confirmation</b>	User is contacted for verification that the issue is fully resolved	Ticket closed with satisfaction noted
5	<b>Follow-up</b>	Complex or recurring issues receive a root-cause review	Process improvement documented

### 11.2 Request Channels

- Email: johndmeeker@protonmail.com (primary channel)
- Response times may vary based on complexity and current workload
- Urgent issues: flag as URGENT in email subject line for faster response
- Walk-In: By appointment – contact John to schedule
- After-Hours: johndmeeker@protonmail.com – for critical outages, mark subject CRITICAL

## 12. SLA Framework

Service Level Agreements (SLAs) define the expected response and resolution times for IT services and support requests. All times refer to business hours (Monday–Friday, 9 AM–5 PM EST) unless otherwise noted.

### 12.1 Priority Levels

Service	Description	Owner	SLA	Access
<b>Critical (P1)</b>	Complete service outage affecting all or most users; data breach or security incident	IT Admin	1 business day	1 business day
<b>High (P2)</b>	Significant impairment of a critical service; multiple users affected	IT Admin	1 business day	1 business day
<b>Medium (P3)</b>	Single user impacted; workaround available; non-critical system degraded	John Meeker	1 business day	1–2 business days
<b>Low (P4)</b>	Minor issue, how-to question, general request, enhancement or new feature	John Meeker	1 business day	2–5 business days

### 12.2 SLA Exclusions

The following situations may affect SLA compliance without penalty:

- Scheduled maintenance windows (communicated 24 hours in advance)
- Third-party vendor outages beyond IT Department control
- Force majeure events (natural disasters, power grid failures)
- User delays in providing required information or access
- Requests submitted outside business hours

## 13. Contact Information

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<b>IT Contact Email</b>	johndmeeker@protonmail.com
<b>IT Contact</b>	johndmeeker@protonmail.com   Response typically within 1 business day
<b>After-Hours Urgent</b>	johndmeeker@protonmail.com   Mark subject line: CRITICAL
<b>Urgent Requests</b>	johndmeeker@protonmail.com
<b>John Meeker</b>	johndmeeker@protonmail.com
<b>Office / Walk-In</b>	By appointment – email johndmeeker@protonmail.com to schedule
<b>How-To Help</b>	Contact johndmeeker@protonmail.com for guidance and how-to assistance

### Shepherdstown Shares IT Department

*Serving our community through reliable, secure, and inclusive technology.*

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