

IT Services for Exeter staff working from Cornwall



The definition of IT Services for Exeter staff and students working at Tremough

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Document History

Document location

This document can be accessed from the following location:

Revision history

The latest revision can be found at the top of the list:

Revision Date	Author	Version	Summary of Changes
27 January 2009	Mike Walton	0.04	Revision of existing SLA into a 'Service Catalogue'

Approvals

This document requires the following approvals:

Name	Title	Version	Date of approval
Anne George	<i>Correct role title?</i>		
Michele Shoebridge	Director – Academic Services		
Nathan Prisk	Head of IT – TCS		
Mike Walton	Assistant Director - ICSD		

Tremough IT Services for Exeter staff: what can I expect?

Aim

This document outlines the IT Services that Exeter academics, staff and students working or studying at Tremough can expect to receive.

This document is a 'service catalogue' for the academics, staff and students at Tremough. It is linked to more detailed service level agreement document that captures the more technical specifics of responsibility between Streatham and Falmouth IT departments for delivering this service.

What services can I expect? <i>I want to be able to.....</i>	Elements of or Description of this service	How much or how quickly can I expect this service to be delivered?	Aspiration for service development	Who provides this service?
Set up an IT account at Tremough and Exeter quickly.	<ul style="list-style-type: none"> Account set up for a new starter Granting access when working from the 'other' site (Exeter or Tremough) Guest account set up Individual group booking 	Nathan to populate this bit	Falmouth's AD work will speed this by the summer of 2009	T/E
Access to the IT applications that I need.	<ul style="list-style-type: none"> <u>Standard office productivity desktop applications</u> <u>Standard University business applications</u> 	Nathan to capture here the list of core, supported applications		T
When I have an IT issue to have it dealt with seriously and promptly and to have appropriate follow up. Have confidence that any underlying problems identified in the IT equipment or systems will be dealt with professionally.	<ul style="list-style-type: none"> <u>Specific Service Desk roles</u> 	<u>Service Desk availability.</u> <u>Ways of contacting the service desk and tracking your incident</u> Incidents logged with the Service Desk will be prioritised according to their impact and urgency. (see the definition of	Tracking incidents that span Exeter and Falmouth seamlessly.	T

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What services can I expect? <i>I want to be able to.....</i>	Elements of or Description of this service	How much or how quickly can I expect this service to be delivered?	Aspiration for service development	Who provides this service?
		<u>Prioritisation of incidents</u> We will aim to respond to incidents, depending on their priority, within agreed time windows (see the definition of <u>Incident response and resolution times</u>) <u>First call fix SLA</u>		
Be able to track my IT incidents on line – (regardless of whether this is something logged at Exeter or Tremough).		<u>Ways of contacting the service desk and tracking your incident</u> Online tracking of my incidents: http://servicedesk.falmouth.ac.uk Ensure that we are clear about the process for handing incidents between the service desks – ensure that the handoff is between the service desks.	Aspiration to merge service desk incident details.	T
Use my IT systems 24 x7 (subject to planned maintenance windows).	A/V equipment and support is subject to a separate service catalogue.	<u>Core Hours for IT services are :</u> <u>08:45hrs to 17:00hrs</u> <i>Jill / Jennie to work on this to seek to bring timings together</i> <i>AV excluded – separate agreement</i> IT systems can be used 24x7 but support and normal incident resolution will be provided within core hours. Reporting of and response to Major Incidents will continue out of core hours if necessary.	<u>Learning spaces core hours:</u> <u>09:00 to 18:00hrs?</u> <i>(Anne George to discuss)</i>	T

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What services can I expect? <i>I want to be able to.....</i>	Elements of or Description of this service	How much or how quickly can I expect this service to be delivered?	Aspiration for service development	Who provides this service?
		<p>There will be planned maintenance windows and physical building access to ensure IT equipment is maintained. These will be scheduled to minimise disruption and cost and will be communicated using the Service Desk web pages:</p> <p>http://servicedesk.falmouth.ac.uk</p>		
Receive support, remedial rectification of incidents, help on 'how to' use applications and desk-side support during core hours.	<p>Desktop Support service delivered by FCS is targeted at supporting standard IT equipment for normal administrative / office functions. Specialist research equipment will be supported from within individuals Schools.</p>	<p><u>Availability of Service Desk and Desk-Side Support Engineers / Consultants</u></p> <p>(Some Schools choose to supplement this standard Desktop Support service with their own school CDOs¹, particularly to support non-standard research-related equipment).</p> <p>We will explore charging for IT services for support beyond that for the standard support and standard equipment.</p>		T
Have a PC, that is regularly patched with up to date virus protection, that will run my standard applications.	<ul style="list-style-type: none"> <u>Information Security measures</u> 		<p>Network access control will control who can</p>	T

¹ CDOs; Computer development Officers

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What services can I expect? <i>I want to be able to.....</i>	Elements of or Description of this service	How much or how quickly can I expect this service to be delivered?	Aspiration for service development	Who provides this service?
			access the network in order to ensure that only 'clean' equipment can be connected to the network.	
My standard desktop PC and printer to be replaced periodically so that it remains capable of delivering my IT services. Have framework contracts in place to ensure standard equipment can be purchased at competitive prices.	<ul style="list-style-type: none"> • Definition of standard PC • Definition of a standard printer 	<i>This is a school responsibility.</i>		T
Print my work on a suitable printer (where available a high volume multiple functional device is encouraged).	<ul style="list-style-type: none"> • Definition of a standard printer 			T
A simple procedure to access the UoE network regardless of my location.	<ul style="list-style-type: none"> • <u>Specific data network</u> • <u>Janet connectivity</u> 	<u>Availability of data network</u>		T/E
Access my applications, data, email and calendar when remote from the University campus sites.	<ul style="list-style-type: none"> • Blackberry mobile device service • Outlook Web Access Service • Remote access solution 	This service extends to provision of the service and receiving Service Desk calls. Home visits and trouble shooting are not a service provided.		E
Pro-active communication on IT matters.	<ul style="list-style-type: none"> • Nominated IT liaison from within IT department allocated for each school 		Have an 'IT Liaison' service to help me explore how I can make better use of IT.	TE
Have a smooth and as invisible as possible	Growing 'single sign on'		Working to	T/E

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What services can I expect? <i>I want to be able to.....</i>	Elements of or Description of this service	How much or how quickly can I expect this service to be delivered?	Aspiration for service development	Who provides this service?
'authentication' process to University systems.			simply the authentication process from Tremough.	
Have a clear and simple report of the services delivered.		<u>Incident reports</u>	Working to develop a set of regular management information reports.	T
Assistance in procuring IT equipment and software that adheres to University standards and is supported.				T
Have adequate computer storage space for the information I need to keep. Have an automatic backup of the data I hold on my standard PC. Be able to promptly restore data to my standard PC from backup.	Backup and restore of normal administration files on a PC or laptop (Word files, excel spreadsheets etc). This excludes research-generated data.	This needs a little more thought as to how AD will work for Tremough-based Exeter staff Does this include Apple Macs or not?		? E E
Advice and support for students' personal laptops				T
Have an appropriate information assurance/security regime to give me confidence in the integrity and security of the information I am accessing and storing.	Information Security <u>Network Security</u>		Information security policies are under constant revision and development.	T

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What services can I expect? <i>I want to be able to.....</i>	Elements of or Description of this service	How much or how quickly can I expect this service to be delivered?	Aspiration for service development	Who provides this service?
Have Cluster space PCs provided for student access to University systems. Have these cluster PCs replaced periodically.		Define here what clusters and how many PCs. Define here the standard software that will be provided on cluster PCs.		T
Have access to suitable audio-visual equipment for centrally-owned & chargeable rooms and support in operating this equipment.				T
Have confidence that in the event of a disaster my centrally-stored information can be recovered quickly and be made accessible promptly.				T
A reliable desktop telephone service				T
Have an agreed-standard mobile phone or PDA-type device (which is supported by University staff) that allows me to access my emails, contacts and calendar when working remotely from the University.				E
Standard software license management taken care of for me.				T/E
Installation of standard Scanning and Multi-functional devices.				T
IT skills training	This is currently a chargeable service		Move to dedicated IT Skills trainer.	T
Conference support	<u>Conference charging</u>			

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What services can I expect? <i>I want to be able to.....</i>	Elements of or Description of this service	How much or how quickly can I expect this service to be delivered?	Aspiration for service development	Who provides this service?
Student residential network that delivers telephony and internet services to student residences.			Move to provision of broadband TV service.	
Disposal process for IT equipment that meets the University and regulatory demands for sustainability.				
Assistance with the co-ordination of the IT aspects of an office move or other changes.				
I recognise that I have certain responsibilities in this partnership. These include.....				
I will use the Falmouth Service Desk as the single point of contact for initial contact about all IT and AV issues.				
Standard equipment: wherever possible and in so far as it doesn't compromise my specialist research I will endeavour to use the University's standard equipment so that its support and replacement can be delivered as cost effectively as possible.				
Where I use specialist computing facilities for my research I will need to seek specialist IT support for this equipment from my school.	Individual Schools provide computing support for specialist research IT equipment.			
I will adhere to the University's access criteria for connecting into the University network.				

Service Description

Combined Central Service Desk

Description

The IT Service Desk delivers a pro-active front-line support service for all students and staff at University College Falmouth and University of Exeter, Cornwall Campus.

The Service Desk is the single point of contact for all queries (reporting of incidents/faults; requesting an IT service or seeking 'how to' advice) relating to personal computers and their applications, printers, desktop phones, mobile phones and other hardware, telephony, network and software issues.

The Service Desk owns and co-ordinates the effective management of incidents for all services used by Exeter staff and students working at Tremough.

Service Desk Responsibility

1. To log all incident details from email, the phone, text, on-line or face-to-face drop-in from staff or students
2. To categorise and prioritise an incident or service request
3. To resolve as many incidents at first call or otherwise assign resolution of each incident to a suitable technical resource.
4. To ensure the staff or student customer is kept up to date appropriately (the 'response' SLA below captures the minimum time to respond to a customer)
5. To own the incident until satisfactory resolution
6. To resolve incidents promptly (as defined in incident response SLA below)
7. To liaise closely with the Exeter Help Desk when an incident relates to an Exeter or Exeter-Tremough system or requires support from Exeter.
8. To follow up Servicedesk complaints and ensure satisfactory resolution.
9. To appropriately brief users of planned interruptions to service when maintenance is scheduled to take place, as well as details of upgrades, new products and services and suspension of services.
10. To develop and publish FAQ's and bespoke resources to enable users to resolve their own problems, thereby encouraging user confidence and independent learning.
11. To create and maintain IT user, email accounts and lists, maintaining full security of data.
12. To co-ordinate the IT induction Service for new starters.
13. To provide 'laptop clinics' for students' own laptops in the first fortnight of terms.

User Responsibility

1. To ensure that all service requests are logged through the central Servicedesk, you can contact us in person, by telephone, by email, text message or online via the self-service portal.

2. When logging a call, the following information is required i) Your full contact details, including your room number ii) The asset number of your machine iii) A full description of the fault, including any error messages received iv) When requesting a move of IT equipment, to specify your existing network point number (on the wall) and the new network point number of where you would like your equipment to be connected.
3. Each request for service should be submitted as a separate incident. A unique call reference number will be supplied electronically by the Service Desk for all calls logged. FITS will not officially recognise calls that do not have a call reference number.

Service Desk Contact Details

Tel: 01326 213822 or ext 3822

Email: Servicedesk@falmouth.ac.uk

Text no: 07511 398329 and start your text with **SD**

In – person: Our IT support offices are located:

- Level 1 of the Tremough Learning Resource Centre (LRC)
- Top floor of Woodlane library
- 1st floor of Woodlane Fox 2 (IT Suite)

Self-Service:

Users can log, update and track the progress of their support call using the self-service portal:

<http://servicedesk.falmouth.ac.uk>

The portal provides you with access to our knowledge base, hot and known issues notice board, the status of your current calls and a full history of your closed calls.

Response and Resolution Service Levels

First call fix

The Service desk will endeavour to resolve as many incidents as possible on 'first call' (i.e. whilst the customer is still on the phone logging the incident).

The service level for this will be 70% of incidents resolved on first call.

When a call is logged, Service Desk staff will allocate one of the following priorities to the incident:

SLA	Response time	Resolution time
Priority 1 (within the hour)	30 mins	1 hour
Priority 2 (Same day Resolution)	5 hrs	8 hrs
Priority 3 (48 hour response)	8 hrs	16 hrs
Priority 4 (Up to 2 Weeks)	8 hrs	80 hrs
Priority 5 (Would like to have...)	800 hrs	2920 hrs

SLA	Response time	Resolution time
Priority 1 (within the hour)	30 mins	1 hour
Priority 2 (Same day Resolution)	5 hrs	75% within 1 working day 99% within 2 working days
Priority 3 (48 hour response)	1 working day	75% within 2 working days 99% within 3 working days
Priority 4 (Up to 2 Weeks)	1 working day	75% within 10 working days 99% within 12 working days
Priority 5 (Would like to have...)	No fixed response	100% responded within 20 working days and resolution date agreed with customer

Priority 1- Highest level of incident

Defined as an incident that

- Prevents the effective use of any major service
- Seriously affects a substantial number of computer users, telephone or lecture attendees for Video Conferencing telematic lectures (e.g. 50 users)
- Implies a serious breach of security
- Has serious implications for the reputation of the University
- Has immediate and potentially serious Health and Safety implications
- In the opinion of the IT Service Desk Supervisor/Manager, is serious and requires immediate attention

- Occurs during a busy/critical period e.g. exam time/new intake/term time

Examples:

- Network/Server Down, and / or a Lecturer is unable to deliver a session with a large (50+) audience, due to faulty IT Equipment.
- External website failure
- Major University system failure e.g. APTOS; SITS, Concept, Millennium
- Mail server failure
- Complete or partial loss of campus network connectivity/multiple remote users unable to connect
- Core phone system outage
- Fire in building

Priority 2 – A serious incident

Defined as an incident that

- Prevents the effective use of any service and affects a substantial number of computer users in any department.
- Causes inconvenience to a substantial number of computer users in the University
- Implies a minor breach of security
- Has possible implications for the reputation of the University
- Has very serious implications for an individual user
- Has Health and Safety implications
- In the opinion of the Servicedesk staff, this priority is warranted.

Examples:

- Server down that prevents users from being able to operate as normal/ inhibits their usual business process(es)
- Degradation of internet connectivity affecting a substantial amount of users (e.g. 50 users)
- Printer not working that affects many users without alternative printer available
- A staff member unable to send or receive vital work-related email
- Partial campus network unavailable in a building
- Client software/hardware failure with no alternative equipment available for use
- A key PC that is down and is used for teaching (such as a presenter's PC affecting a substantial number of attendees (e.g. 50 users))

Priority 3 Normal level of incident

Defined as an incident that...

- Prevents the use of any fully supported service by an individual
- Causes inconvenience to a number of computer users in a department
- Has possible implications for the reputation of the University
- An individual user who does not know how to proceed in a fully supported application
- Has minor Health and Safety implications

Examples:

- Telephone fault, user cannot log-on
- A user who is unable to configure ResNet correctly
- User out of file space
- Single telephone fault
- Single user cannot print
- User has forgotten password

Priority 4 Lower level of incident or installation of new equipment

Defined as an incident that...

- Causes inconvenience to an individual
- A "limited support" category, for example an external SLA for non-essential equipment
- Is a request for a standard item of IT equipment

Examples:

- A user who wants to format a Word document in a particular way, for purely aesthetic reasons
- A user having problems with a setting that is inconvenient but does not stop them working
- Problem with a single PC in a cluster
- Complaints with systems or settings that are inconvenient, but does not actually stop the user from working.

Priority 5

Defined as an incident that...

- Requires software development or enhancement
- Upgrading existing hardware specification
- Providing access to new or additional IT services
- Involves the project and technical teams, e.g. request for new website functionality
- A requested timeframe for this request is implicit from the user

Examples:

- Requests that a user would like, although are not vital for day to day operations, i.e. Copies of Microsoft CD's covered under the UCF purchasing agreement, unsupported equipment, home equipment queries and installation of new replacement equipment where the user already has a working machine. This includes software / hardware that falls outside of the SLA. E.g. Installation of new replacement equipment, where the user already has a working machine.

Availability for Service Desk and Desk-side Support Engineers / Consultants

8.45am - 5.15pm Monday – Thursday

8.45am – 4.45pm Friday

Scheduled Closure

Standard FITS holidays

Saturday, Sunday

30 mins per week for FITS meetings

Failure Response

Calls will be answered by other FITS staff in the event of a closure of the Service Desk

Statistics and reports

Service Desk reports showing performance in responding and resolving incidents will be distributed to user groups, school managers and Academic Services SMT and DMT meetings as agreed.

Service Description

Data Network

Description

An institutional network within the Tremough campus, a high speed link between the Tremough and Streatham campuses and access to the internet.

Wireless access at certain areas within the Tremough campus.

Student network within the student residential accommodation offering internet, broadband TV and internet access.

TCS Responsibility

1. Maintaining fibre optic infrastructure to ensure peak performance for network traffic
2. Ensure all Active network kit and associated operating systems are up to date and fully functional
3. For all systems falling outside of FITS specification or departments not taking up full support the connection will be by a VLAN straight to the router via a proxy and onto the JANET backbone
4. Secure VPN connection to Exeter 144 range
5. Maintaining the firewall

Exeter ICSD Responsibility

1. Maintaining high speed (1Gb) link between Streatham campus and Tremough campus.

User Responsibility

1. The data network at Tremough is managed by the Falmouth IT team. Any connections into this network or additions to the network must be made in consultation with the Network manager and Head of IT. Charges may be levied.
2. Specific IP number requirements will have to be applied through the user groups and charges may be levied
3. Any user specific changes to routing tables or changes to active network equipment software may incur a charge to be levied
4. For unsupported systems users must maintain their own security and network intrusion detection

Target Availability for Data Network

Availability for data network within Tremough campus: 99.99% excluding planned maintenance windows

Statistics

5 Yearly fibre optic performance check

Up time figures on active equipment

Traffic monitoring within the RIP act (2000)

Service Description

Connectivity to Janet network

Description

Connection to the Internet through Janet

TCS Responsibility

1. Provide secure connectivity to the Internet through Janet (over a 100mb link, and maintain the routing hardware, the NAT (network address translation) tables, the routing tables and the firewall access lists that provide a secure data connection to the outside world)
2. The 100mb link is shared with UCF
3. Present to IT user Group the permanent bandwidth requirements for consideration
4. Manage and maintain a second failover circuit to SWERN over 34mb microwave link.

User Responsibility

1. Abide by the JANET acceptable use agreement and UCF User agreement

Target Availability

99.99% availability (JANET planned maintenance windows are 07:00 – 09:00 every Tuesday morning)

Service Description

Chargeable Work

Description

Provide support and advice to chargeable departments and SME's

TCS Responsibility

1. TCS will provide support on the users express agreement that a charge will be levied
2. The charge will be identified up front before any work will begin, the charge will cover technician time but will exclude any parts used
3. To finish the job quickly and efficiently, If a repair cannot be effected the customer will be notified and charge for the technician time only be levied

User Responsibility

1. Accept charges
2. Allow access to equipment
3. Supply any software/licence numbers

For IT support for commercial conference/ summer schools bookings, please specify your full contact details, requirements and deadlines to: IT Service Desk. University College Falmouth Level 1, LRC, Tremough Campus, Penryn, Cornwall, TR10 9EZ Email: servicedesk@falmouth.ac.uk, Tel: 01326 213822.

IT Support price list and Conference / Summer Schools:

Service / Equipment	Per day Inc VAT
Guest user IT account Price includes access to the internet and *Microsoft Office and Adobe Creative suite.	10p per user account
IT induction	£10 per hour
PC hire, configuration & set up Price includes PC with a Keyboard, Mouse & 17" Multimedia TFT	£35

Laptop (WIFI ready with lock) Price includes a guide to using WIFI and logging on to the laptop.	£35
B&W Printer hire & setup *It is the client responsibility to purchase & replace toner cartridges	£35
Printing costs	5p per A4 sheet black and white 12p per A3 sheet black and white 50p per A4 colour £1 per A3 colour
Telephone handset hire & setup	£30
Conference telephone hire & setup	£30
Extra WIFI coverage (installation of extra WIFI boxes to improve signal)	£30
Temporary shared network area	£30
IT Technical support, Mon to Fri 9 to 5pm £25 per hour	
Network point availability and connectivity. Room bookings should be able to provide this information. Please contact roombookings@tremoughservices.com or call ext 1754 or 3802. Or call the Service Desk ext 3822, servicedesk@falmouth.ac.uk	
4 way power extension leads –IT does not hold this in stock.	
AV Support/ Hire – Audio Visual Services team avs@falmouth.ac.uk	

In order to avoid disappointment, IT Services requires a minimum of **4 weeks notice** for all support/ hire requests. IT Services strongly urges the client to allocate a dedicated person as a single point of contact, for liaising with us over all support arrangements for a conference. A pro forma invoice confirming support required and costs will be issued to the client for authorisation, prior to the conference date.

*Please note that under our educational licence agreement, software can only be used in a non commercial capacity.

Target Availability

24 hours per day
365 days per year

Scheduled Closure

99% (Up to 3.5 days down time per year)

Failure Response

All faults to be responded to within 4 hours of notification.

Statistics

Via Servicedesk

Service Description

Information Security

Description

TCS will provide appropriate information security protection to the IT systems and data that University of Exeter staff use. This will include firewalls, appropriate logon protection, current anti-virus software on network, desktop and laptop computers.

TCS Responsibility

1. To provide a Firewall and maintain it to prevent malicious attacks on users computers/data.
2. To provide computer server-based user and password authentication system
3. To provide Anti-Virus software for all PC's and laptops (and Macintoshes when requested).
4. *To automatically* update all desktop and laptop (when connected) computers with current Anti-Virus Software.

User Responsibility

1. *Use strong passwords for authentication*
2. Abide by the rules set out within the University's policies and User agreement

Target Availability

24 hours per day
365 days per year

Scheduled Closure

Network availability 99% (Up to 3.5 days down time per year)

Statistics

Via Service Desk

Service Level Description

Name Resolution Service (until movement over to Exeter DNS range)

Description

DNS Service, WINS Service and DHCP Service for user choosing not to use UoE service

FITS Responsibility

1. To provide two servers running the DNS Service (Domain Name Service). These will offer resolution of FQDN (Fully Qualified Domain Names) to IP Addresses, thus allowing Internet browsing.
2. To provide to server running the WINS service (Windows Internet Naming Service). These will offer resolution of NetBios names (computer host names) to IP Addresses, thus allowing college computers to see the servers in the Network Neighbourhood.
3. To provide servers for each college subnet running the DHCP Service (Dynamic Host Configuration Protocol), thus allowing computers to receive an IP address, and receive information about DNS Servers, WINS servers and the Gateway address as the computer starts.

User Responsibility

All computers connected to the UCF network must be registered with FITS

Target Availability

24 hours per day
365 days per year

Scheduled Closure

99% (Up to 3.5 days down time per year)

Failure Response

Technician acceptance within 4 hours of notification

Faults to be rectified within 48 hours of notification, unless circumstances make this unfeasible i.e. off site maintenance required or warranty return/repair necessary

Statistics

N/A

Service Description

Open Access IT Suite Clusters

Description

Supervision and maintenance of Shared IT suite Clusters

TCS Responsibility

1. To ensure that all software and hardware functions correctly. All software must run without errors and all computers must be able to connect to the network, the Internet and be able to print.
2. To provide support for standard software as agreed by ITG.
3. Student support on standard software will usually be limited to 10 minutes of advice. Where the student requires further support they will be advised to seek guidance from their course leader.

User Responsibility

1. To adhere to the University's policies on the acceptable use of IT facilities. These include the use of University equipment and services for work-related purposes only, avoiding the use of unlicensed or illegal software, not holding or downloading pornographic, libellous or inflammatory material.
2. To report faults to IT staff promptly through the service desk.

Target Availability

During term time:-

9am – 12am Monday to Thursday
9am – 12pm Friday
10am – 6pm Saturday

Scheduled Closure

Standard National and UCF holidays. Non-term time dates also.

Service Description

Residences Network

Description

Support for Internet/Network connections in Residences

TCS Responsibility

1. To connect students' computers to the UCF network and ensure they have network and internet access and broadband TV services.
2. TCS will routinely monitor network traffic and Internet usage. Infringement of the User Agreement will result in immediate action being taken.

User Responsibility

1. To adhere to the University's policies on the acceptable use of IT facilities. These include the use of University equipment and services for work-related purposes only, avoiding the use of unlicensed or illegal software, not holding or downloading pornographic, libellous or inflammatory material.
2. To report faults to IT staff promptly through the service desk

Target Availability

Installation/maintenance: 9pm – 5pm Monday-Friday by arrangement
Usage: 24 hours a day, 365 days a year.

Scheduled Closure

(Installations) Standard National and UCF holidays. Non-term time dates.

Service Description

Management Information Computing

Description

Support for Registry users and Student database software and server

TCS Responsibility

1. Providing client-side support including client and software with liaison through to UoE MIS team.

UoE ICSD Responsibility

1. Maintaining the availability of the main UoE MIS systems; SITS & APTOS

User Responsibility

1. To log calls for assistance or to report a fault to the Tremough Service Desk.

Target Availability

Monday to Thursday 9:00 pm / 5:00 pm - Friday 9:00 am / 4:30 pm

Scheduled Closure

Standard National and UCF holidays
