



# Combined IT Services

Support Service definitions (2009/10)

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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
6 April 2009	Nathan Prisk	0.07	Update of descriptions and further information
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	Director – Academic Services		
Michele Shoebridge	Director – Academic Services		
Nathan Prisk	Head of IT – Combined IT services Tremough		
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?	Elements of or Description of this service	How much or how quickly can I expect this service to be delivered?	Who provides this service?
<b>Set up an IT account at Tremough and Exeter quickly.</b>	<ul style="list-style-type: none"> <li>Account set up for a new starter</li> <li>Granting access when working from the 'other' site (Exeter or Tremough)</li> <li>Guest account set up</li> <li>Individual group booking</li> </ul>	Email, ring or visit the servicedesk at Tremough with requirements. Some requirements for official forms to be signed before activation.	T/E
Access to the IT <b>applications</b> that I need.	<ul style="list-style-type: none"> <li>IT services can only support a small percentage of software available to the University.</li> </ul> <p>Microsoft Office products SPSS, Matlab, ArcGis &amp; Mathcad.</p>	Support on these packages can be given by the service desk all other requests will be dealt with on an understanding that support is limited.	T
<b>When I have an IT issue or support need, to have it dealt with seriously and promptly and to have appropriate follow up.</b>  <b>Have confidence that any underlying problems identified in the IT equipment or systems will be dealt with professionally.</b>	<ul style="list-style-type: none"> <li>All IT issues to be initially logged with the Tremough IT service desk</li> </ul>	<p>Tremough Service desk open 8.45am – 9.00pm Mon – Fri and 10am – 6pm Sat/Sun.. Further out of hours support via the Streatham out of hours support line 01392 xxxxxxx</p> <p>Incidents logged with the Service Desk will be prioritised according to their impact and urgency</p> <p>We will aim to respond to incidents, depending on their priority, within agreed time windows</p>	T
<b>Be able to track my IT incidents on line –</b> (regardless of whether this is something logged at Exeter or Tremough).	The user can access information about the status and priority of their logged incidents	<p>Online tracking of my incidents: <a href="http://servicedesk.falmouth.ac.uk">http://servicedesk.falmouth.ac.uk</a></p> <p>This will require a Tremough IT account and password.</p>	T
<b>Use my IT systems 24 x7</b> (subject to planned maintenance)	A/V equipment and support is subject to a separate service catalogue.	Core Hours for IT services are : 08:45hrs to 17:00hrs	T

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windows).		<p>IT systems can be used 24x7 but support and normal incident resolution will be provided within core hours.</p> <p>Reporting of and response to Major Incidents will continue out of core hours if necessary.</p> <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:  <a href="http://servicedesk.falmouth.ac.uk">http://servicedesk.falmouth.ac.uk</a></p>	
<b>Have a PC, that is regularly patched with up to date virus protection, that will run my standard applications.</b>	<ul style="list-style-type: none"> <li>Only centrally provided and maintained PCs will have this service. School's will be required to maintain their own protection and their own equipment.</li> </ul>		T
<b>My standard desktop PC and printer to be replaced periodically so that it remains capable of delivering my IT services.</b>  <b>Have framework contracts in place to ensure standard equipment can be purchased at competitive prices.</b>	<ul style="list-style-type: none"> <li></li> </ul>	<p>This is a school responsibility.</p> <p>The University will sign up to procurement contracts.</p>	T
<b>Print my work on a suitable printer (where available a high volume multiple functional device is encouraged).</b>	<ul style="list-style-type: none"> <li></li> </ul>	This is a school responsibility.	T
<b>A simple procedure to access the UoE network regardless of my location.</b>	<ul style="list-style-type: none"> <li>Full documentation and protocols are available and are subject to security policies and procedures</li> </ul>	Switch ports will need to be set to VLAN900 to enable full University of Exeter connectivity	T/E
<b>Access my applications, data, email and calendar when remote from the University campus</b>	<ul style="list-style-type: none"> <li>Blackberry mobile device service</li> <li>Outlook Web Access Service</li> <li>Remote access solution</li> </ul>	This service extends to provision of the service and receiving Service Desk calls. Home visits and trouble shooting are not a service provided.	E

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sites.			
Pro-active communication on IT matters.	<ul style="list-style-type: none"> <li>Nominated IT liaison from within IT department allocated for each school</li> </ul>	ITG the IT user groups meet once a term and each school can send a representative	T/E
Have a smooth and as invisible as possible 'authentication' process to University systems.	Growing 'single sign on'		T/E
Have a clear and simple statistical report of the services delivered.		Incident reports are available on request.	T
Assistance in procuring IT equipment and software that adheres to University standards and is supported.	The service desk can coordinate requests with various suppliers		T
<p>Have adequate computer storage space for the information I need to keep.</p> <p>Have an automatic backup of the data I hold on my standard PC.</p> <p>Be able to promptly restore data to my standard PC from backup.</p>	Backup and restore of normal administration files on a PC or laptop (Word files, excel spreadsheets etc). This excludes research-generated data.	<p>Schools are able to buy space centrally or have local storage solutions depending on requirements.</p> <p>Apple macs may have a more limited access to this facility.</p>	<p>?</p> <p>E</p> <p>E</p>
Advice and support for students' personal laptops		Via the service desk.	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.		IT services complies to as many BS7799 security procedures and guidelines that it can achieve within the constraints of budget.	T
Have Cluster space PCs provided for		3037 50+ PCs, Printers	T

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<b>student access to University systems.</b> <b>Have these cluster PCs replaced periodically.</b>		LRC level 1 60+ PCs, Scanners & printers MSC Suite 35 PCs, printers Gym Training suite, 18 PCs Open access PC in Library Other clusters are available but come under School replacement funding	
<b>Have confidence that in the event of a disaster my centrally-stored information can be recovered quickly and be made accessible promptly.</b>			T
<b>A reliable desktop telephone service</b>			T
<b>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.</b>			E
<b>Standard software license management taken care of for me.</b>			T/E
<b>Installation of standard Scanning and Multi-functional devices.</b>			T
<b>IT skills training</b>	This is currently a chargeable service		T
<b>Conference support</b>	Conference charging		
<b>Student residential network</b> that delivers telephony and internet services to student residences.			T
<b>Disposal process</b> for IT equipment that meets the University and regulatory demands for sustainability.			

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Assistance with <b>the co-ordination of the IT aspects</b> of an office move or other changes.			
<b>I recognise that I have certain responsibilities in this partnership. These include.....</b>			
I will use the Tremough Service Desk as the single point of contact for initial contact about all IT 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.			