

Service Standards: ICT Services – February 2010

Service Area	Standard (Measurable)	Customer Responsibility	Monitoring/Evaluation	Review Date
<p>IT Help Desk (IT Support)</p>	<p>Core opening hours: Mon to Thurs – 8.30 a.m. to 5.30 p.m. Fri – 8.30 a.m. to 5.00 p.m. Non-core opening hours (term-time only): Mon to Thurs – 5.30 p.m. to 9.30 p.m. Sat – 9.30 a.m. to 4.30 p.m.</p> <p>Calls received by phone, emails to IT Support mailbox, personal visit (by phone or personal visit during non-core opening hours).</p> <p>A job number will be generated for all calls to the Help Desk.</p> <p>Progress updates provided on request.</p> <p>Automated feedback on call closure.</p>	<p>Report IT/telephone problems to the Help Desk (not individual members of the team) supplying:</p> <ul style="list-style-type: none"> • SC number where available • location • full fault description 	<p>Opening hours advertised by office door and on Intranet, unplanned closure report.</p> <p>Presence of IT Support Procedure on Intranet, annual review.</p> <p>HEAT no of received calls report, auto-response email sent items.</p> <p>Samples of HEAT 'Techie Notes'.</p> <p>Auto-response emails.</p>	<p>Termly</p>

<p>Network & Email Account Management</p>	<p>Account Generation - Staff Accounts Accounts generated on recruitment within 5 days but generally within 24 hours of the request being posted.</p> <p>Account creation confirmed by an email to the Library Manager and the ILT Assistant team.</p> <p>Accounts disabled on contract termination within 24 hours of the request being posted.</p> <p>Account Generation - Student Accounts Accounts generated automatically within 24 hours of the student's data being entered on the College's MIS.</p> <p>Student accounts expire automatically following a 30-day period of inactivity once their enrolled status ceases.</p> <p>Account Faults/Configurations – All Users Reported account faults are resolved same day, usually immediately. Configuration change requests received via the IT Support Help Desk and actioned within 5 days having confirmed precise requirements.</p> <p>Our combined target for both Account Fault and Account Configuration requests is 2 days.</p>	<p>HR notify ICT Services of staff joiners/leavers via shared Induction folder.</p> <p>Live link with QLS database.</p>	<p>HEAT Staff Starters report plus 'Staff Starters' database.</p> <p>'New Staff' folder shared with ILT team</p> <p>HEAT Leavers report plus 'Staff Leavers' database.</p> <p>Automated emails show number created daily.</p> <p>Student Expired Accounts report.</p> <p>HEAT Accounts report – average duration.</p>	
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<p>Hardware Provision</p>	<p>Upgrades Computer base units are replaced according to a 3-year rolling-replacement schedule unless otherwise dictated by software requirements.</p> <p>Other equipment is replaced at end of life.</p> <p>Additional Hardware Most requests are addressed via Business Planning and where approved will be met at the latest by Feb half-term.</p> <p>Adhoc requests where approved will be met within agreed timescales.</p> <p>Equipment requests for users with disabilities are met where a suitable solution is not already in place and where financially viable.</p>		<p>Installs spreadsheets by year.</p> <p>Installs spreadsheets by year. Business Planning spreadsheets by year.</p> <p>Document: Support for Students with LD&D, Log of LD&D Requests</p>	
<p>Software Acquisition/Licensing</p>	<p>Software installed within 5 working days following delivery to ICT Services.</p> <p>Software requests for users with disabilities are always met where financially possible.</p>	<p>The Evaluation, Acquisition, Copying and Installation of Computer Software Procedure must be adhered to.</p>	<p>HEAT Software Installs report – average duration (including Network Team).</p> <p>Document: Support for Students with LD&D, Log of LD&D Requests</p>	

<p>Desktop Support</p>	<p>Desktop Support is provided in two ways:</p> <ul style="list-style-type: none"> • First Line Support (Help Desk) • Second Line Support (IT Technician team) <p>FLS is generally completed within 15 mins of fault reporting.</p> <p>Our combined target for both FLS and SLS is 2 days.</p> <p>(N.B. Our Desktop Support team update most of their job records at the end of each day and this inevitably affects the total call duration.</p> <p>N.B. Mitigating factors reliant on other agencies (e.g. outside support contractors, outside suppliers, other College areas) may also adversely affect call completion time.)</p>	<p>Report IT problems to the Help Desk (not individual members of the team) supplying:</p> <ul style="list-style-type: none"> • SC number where available • location • full fault description <p>Permit remote desktop support where offered to enable immediate fault resolution.</p>	<p>HEAT Equipment Report – average duration (excl Network Team and Scheduled calls)</p> <p>HEAT report showing percentage of all calls which are under 24hrs (excluding Scheduled calls).</p> <p>HEAT Survey issued for period of one week Termly (currently trial phase)</p>	
<p>Planned Maintenance</p>	<p>Planned maintenance impacting on individual College areas or all College areas will be communicated by email at least 24 hours in advance.</p>	<p>Avoid using named network services during planned maintenance.</p>	<p>Email notifications.</p>	

Network Performance	<p>We accept that individual instances of unplanned Service interruption (affecting either individual services or the whole network) will happen from time to time but these are kept to a minimum.</p> <p>Users are kept informed of fault diagnosis and fault resolution by email or by telephone throughout these periods.</p>	<p>Avoid using affected services whilst essential diagnostics are being run and fixes applied.</p>	<p>Network/Telecoms Service Interruptions records</p> <p>Email notifications/progress reports</p>	<p>Termly</p>
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N.B. Further Service Standards for this College area are still in progress.