

Service Standards: Cross-College Resources – February 2010

Service Area	Standard (Measurable)	Customer Responsibility	Monitoring/Evaluation	Review Date
Customer Contact	<p>Opening hours: Monday-Thursday 8:45am – 5.15pm Friday 8:45am – 4.20pm</p> <p>Customers can contact Resources by phone, email, in writing or in person.</p> <p>An online form can be used to submit requests – Outlook Public Folders.</p> <p>Emails to the Resources mailbox read the same day and actioned according to the type of request.</p>		<p>Opening hours advertised outside Resources office, on Intranet and in staff Guide to Resources.</p> <p>Resources Mailbox – Sent Items.</p>	Termly
Loan Equipment Availability	<p>Equipment availability/demand is monitored at termly team meetings.</p> <p>Usage statistics are generated for the ICT Services Performance Report on a Termly basis.</p> <p>Business planning requests are met.</p> <p>Equipment levels are adjusted annually/more frequently depending on demand levels.</p>	<p>Identify requirements in business planning.</p>	<p>Team meeting minutes, refused loans, late returns.</p> <p>ICT Services Performance Report</p> <p>Finance bids</p> <p>Purchasing records, team meeting minutes.</p>	<p>Termly</p> <p>Termly</p> <p>Annually</p> <p>Termly</p>

<p>Equipment Repair</p>	<p>If possible, fault resolved using first line support either verbally in person or on the phone or in writing by email within a delay of 24 hours.</p> <p>If other cases, Resources Technicians will attend to the equipment within a delay of 24 hours.</p> <p>If the equipment cannot be fixed in this time delay then it will be replaced if at all possible or decommissioned if no longer required.</p> <p>If equipment is taken away for repair and a replacement is not available, the customer will be provided with timescales for replacement/repair.</p> <p>N.B. Mitigating factors reliant on other agencies (e.g. outside support contractors, outside suppliers, other College areas) may adversely completion times for repairs/replacements.</p>	<p>Report faults to Resources by phone, email or in person supplying:</p> <ul style="list-style-type: none"> • type of equipment • location of equipment • contact name/number • nature of fault 	<p>Presence of Resources Support Procedure on Intranet, annual review.</p> <p>Equipment Repair Forms, Team Meeting Minutes</p>	<p>Termly</p>
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<p>Standalone Photocopiers</p>	<p>Resources carry out a monthly routine inspection of standalone photocopiers.</p> <p>Reported faults are responded to and repaired where possible by Resources within 24 hours.</p> <p>If not resolvable in-house, Resources will notify our external support contractor. The maximum callout delay is then 1 working day.</p> <p>Resources collect monthly volumes from all standalone photocopiers on 30th or 31st of each month or the next possible working day.</p> <p>Totals are entered into a spreadsheet which is shared with the Reprographics team for reporting purposes by the 5th working day of the following month.</p>	<p>Individual hosting areas are responsible for contacting Resources if they are aware of a technical problem with a copier and require first-line support.</p>	<p>Photocopier Readings 2005 Onwards</p> <p>Photocopier Quality Record Sheets (1 per copier)</p> <p>Photocopier Readings 2005 Onwards</p>	<p>Termly</p>
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