

IT Service Definition – Staff v1.0

Desktop & Collaboration Steering Group

University of Chichester

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1.0 Introduction

1.1 Purpose

The purpose of this document is to outline the core services and support provided by IT Services to staff at the University of Chichester, which includes personal computing, technical infrastructure and corporate systems. This document is agreed and reviewed by the University's Desktop & Collaboration Steering Group and details the responsibilities of the IT Services department and those of its customers.

1.2 User Responsibilities

All users of IT Services' systems and facilities are expected to:

- Be aware of relevant policies and procedures, as published on Portia. Specifically, the [Data Protection Policy](#) and the [Data and Systems Security Policy](#), including the appended Computer User Code of Conduct.
- Develop an appropriate level of knowledge to support their use of IT systems and services, availing themselves of the staff development opportunities on offer.

2.0 IT Provision

IT Services offer support for computer hardware owned by the University. This includes both Microsoft Windows and Apple Mac computers. The standard desktop provision is based on Microsoft Windows; however Apple Mac machines may be requested if adequate justification is provided. The provision of these systems is governed by the [IT Provisioning Policy](#). All requests for any IT hardware or software must be made in accordance with this policy.

2.1 Standard Software

All University provided Windows based standard computers come with a variety of software. Depending on requirement, additional software can be requested. For full details, see [appendix 1](#).

2.2 Standard Services

IT Services provide standard computer access to:

- Network file storage (H & S drive)
- a University email account
- SkyDrive (online shareable storage)
- the University Portal (Portia)
- SONAR
- Self Service Portal
- managed printing facilities
- the Internet (either through a wired or wireless network)

2.3 Non Standard Software and Services

Access to non-standard software and services (i.e. corporate systems and secure web services) is available upon request via the IT Service Desk and will be subject to Departmental Head/Line Manager approval. Only software that directly relates to University work can be installed.

3.0 How Support is Accessed

3.1 IT Service Desk

The IT Service Desk is a functional unit that provides support to members of the University.

3.2 Contact Details

IT Help pages: <http://help.chi.ac.uk> (Self help and information)

Self Service Portal: Access is provided through Portia via this link: <https://hornbill.chi.ac.uk/sw/selfservice/> or at this website:



Email: itservicedesk@chi.ac.uk

Face to face:

Bishop Otter Campus	Foyer of the Learning Resource Centre (LRC)
Bognor Regis Campus	G1 of the Business Management and IT Building (BMIT)

Telephone: (01243 81) 6444 (urgent issues only)

Note: After 16:30 on weekdays and on weekends during semester time, the phone service will revert to voice mail only; however calls are regularly checked during opening hours and all urgent calls will be responded to within 2 hours.

During high demand prior to 16:30, calls may not be answered and go to voicemail if all team members are with other customers.

The **preferred method of contact** is through the Self Service Portal. Here, users can 'Report a Problem', 'Request a Service' and view details of open and closed calls.

3.3 Hours of Operation

The IT Service Desk's availability is different between semester time and other times.

Semester time: Other times:

	Semester time:	Other times:
Monday to Thursday	8:30 – 21:30	8:30 – 16:30
Friday	8:30 – 18:30	8:30 – 16:00
Saturday	10:00 – 16:30	Closed
Sunday	10:00 – 21:30	Closed

Note: There is no support from IT Services during bank holidays and other University closure periods.

3.4 Classroom Technical Support

Overview

The majority of classrooms are equipped with a networked computer and audio/visual equipment. Three times a year these rooms are tested to ensure all equipment is functional.

Each room is provided with written instructions on how to operate the equipment and users should familiarise themselves before use. However, when faults are encountered, emergency technical support is available.

Only faults with University owned equipment can be investigated. When equipment cannot be repaired or replaced quickly, temporary set-ups may be provided where appropriate. Despite IT Services' effort to standardise classroom equipment and stock replaceable parts, it is not guaranteed that replacement parts/equipment will be available immediately due to the variations of models being used. This includes, but is not limited to: projector bulbs, audio equipment, speakers and interactive white-boards.

Note: Technicians are not provided to check equipment before a session, nor can a technician be provided to operate equipment during a session. Should training in the use of equipment be required, a session can be booked via the IT Service Desk – this cannot be provided at short notice and at least a week’s notice should be allowed. It is expected that users develop the necessary level of competency in using available equipment to prevent unnecessary call-outs.

Emergency Contact Details

If there is a technical fault which is preventing the delivery of a taught module, presentation or meeting, a technician can be reached on the following numbers:

Chichester: (01243 81) 6140 Bognor Regis: (01243 81) 2107

Calls to these numbers may be diverted to a mobile; therefore it may take up to 40 seconds to be answered. In the unlikely event that the phone goes to voicemail, please ensure you leave your name and location of the incident.

Availability

Semester time:

	Chichester	Bognor
Monday to Thursday	08:30 – 21:30	08:30 – 16:30
Friday	08:30 – 18:30	08:30 – 16:00
Saturday	10:00 – 16:30	N/A
Sunday	10:00 – 21:30	N/A

Other times:

	Chichester	Bognor ¹
Monday to Thursday	08:30 – 16:30	08:30 – 16:30
Friday	08:30 – 16:00	08:30 – 16:00
Saturday	N/A	N/A
Sunday	N/A	N/A

Response Time

IT Services aim to respond to classroom technical emergencies immediately and if necessary a technician will attend to the fault within 10 minutes. When faults cannot be fixed straightaway, temporary measures will be put in place, where possible.

Classroom Technical Support for University Events

IT Services does not provide a technician to be in attendance during events. However, we will respond to classroom technical faults as described above, during advertised service hours. If the organiser of a University event feels that a technician is required, this can be requested through the Self Service Portal but IT Services cannot guarantee someone will be available. If an arrangement is made, the requesting department must cover the cost of the technician’s time at their standard rate. IT Services require a minimum of two weeks’ notice to review these requests.

3.5 Temporary Classroom Audio/Visual Setups

Despite the large majority of teaching and meeting rooms having a permanent audio/visual installation, staff users can request a temporary audio/visual setup. Requests for this service must be made via the Self Service Portal using the ‘Classroom Equipment Request’ form. Please allow at least 2 full days’ notice when booking equipment. You will need your library card number to book this service. The following equipment can be set-up for you or collected from the Equipment Loans service points in the LRC BOC or G1 BMITS BRC:

¹ During these times there may be an hour period during midday when this service is not covered to allow for a lunch break.

- Portable projector
- Laptop with Microsoft Office installed (Internet may be available depending on location)
- Portable projector screen

You must return the equipment to Equipment Loans when you have finished with it.

4.0 Level of Support Provided

4.1 Software Support Levels

The University has a large portfolio of software available. IT Services' support for the use of each software package is dependent on the level it is in.

Level 1: Support is available from the Service Desk for commonly used functions and facilities of the package.

Level 2: Support is available for commonly used functions and facilities of the package, but access to this support may require advance booking and consultation.

Level 3: Access to support for specific functionality may be available but is very limited and access to it will always require advance booking and consultation and may require consultation with a third party.

Level 4: IT Services cannot provide support for the use of this software.

Availability of software support varies depending on day and time. A chart outlining support levels, availability and training opportunities can be viewed in [appendix 1](#).

4.2 Corporate Systems Support and Training

Basic user support and training for each Corporate System is the responsibility of the department that uses it. Specialist external training for specific Corporate Systems is agreed at the relevant Steering Board and organised via Application Solutions to ensure the best use of funds allocated for this purpose.

4.3 Support Not Included

IT Services will not support the following:

- Personal equipment (except a 'best efforts' attempt to connect laptops to the internet)
- Applications installed on personal equipment.

4.4 Software Licensing – Home Use

University owned software can only be used on University owned machines. However, arrangements have been made to allow for some software applications to be installed on staff personal computers.

Currently they are:

- Microsoft Office
- SPSS (available to students as well)
- McAfee Anti-Virus

The above software can be borrowed from the Library counter on both campuses and requires users to sign a licence agreement.

4.5 Academic Discounts

It is possible to purchase certain equipment and software from participating retailers at educational discounts for personal use. Currently, the companies offering educational discounts are as follows:

- Apple (<http://www.apple.com/uk/education/how-to-buy/>)
- Dell (<http://www.dell.co.uk/epp>)
- Microsoft Office (<http://www.microsoft.com/uk/education/studentoffer/>)

Purchasing from one of these schemes must be done by the individual and **not** through the University's internal ordering process. Certain schemes require the purchaser to use their University email account to place an order. IT Services will not be responsible for any aspect of these transactions.

5.0 Incident Management

“Incident” – when something is not working in the way it should and is potentially stopping users from working or reducing their productivity.

5.1 IT Services' Responsibilities

Incident Logging

Incidents reported to the IT Service Desk will be prioritised based on their severity:

1	Is preventing multiple users from working. For example, complete failure of the network logon service, or failure of a network switch supporting a large number of users.
2	Is completely preventing a user from working. For example, a classroom emergency preventing teaching, a major hardware failure to a user's PC, or a locked network account.
3	Is causing the user an inconvenience or limiting their ability to work. For example, failure of a printer or a problem with one particular software package.
4	There is no impact to the user's ability to work

As a first-response, all incidents logged to the IT Service desk are given a call reference number. Those that are not dealt with immediately will be confirmed via an email to the affected user. This unique reference number will be required when updating and tracking a call. Each user can track and update their open calls via the Self Service Portal, located within Portia or here: <https://hornbill.chi.ac.uk/sw/selfservice/>

The IT Service Desk's first-response target time is within 2 hours from the time the incident is logged during hours of operation.

Incident Escalation

The IT Service Desk's target is to resolve 80pc of incidents without the need for technical escalation. However, when an incident cannot be dealt with at the first point-of-contact, it is escalated to one of the following teams:

Team	Responsible for incidents that...
2 nd Level	cannot be resolved remotely or requires Dell engineers to provide replacement parts (e.g. replacement of faulty equipment)
Operations	are related to infrastructural faults (e.g. server errors, network malfunctions)

Application Solutions	are related to corporate systems (e.g. Finance, HR, Student Records, web systems)
E-Learning	are related to Moodle and other e-learning tools
Reprographics	are related the Equitrac Managed Printing system

Depending on the incident, these teams may escalate to an external support company where appropriate.

Incident Resolution

When an incident is thought to be resolved, IT Services will contact the affected user either by phone or email to ask for confirmation that the incident has indeed been resolved or a suitable workaround been put in place. If the user does not respond within 5 working days the call will be closed automatically.

5.2 Customer Responsibilities

Reporting Incidents

Before contacting the IT Service Desk to report an incident, users should check the “Status of IT Services” on the Portia home page (see section 6.0) to see if their incident is related to a known problem. Any workaround will be recorded here.

All incidents should be reported via the self-service portal using the ‘Report a problem’ link unless the incident is preventing you from doing so, in which case the incident can be reported in person at the IT Service Desk or by telephone. The following information should always be included:

- Contact telephone number
- Detailed description of the incident
- Availability constraints
- Location of incident




During incident investigation, IT Services may ask for additional information. It is essential that responses to these queries be answered. If no response has been received within 10 working days, IT Services will assume the incident is resolved and the call will be closed.

6.0 Problem Management

“**Problem**” – is the unknown root cause of one or more existing or potential incidents.

Communication of Known Problems

All known problems will be communicated via the “Status of IT Services” traffic light system found within Portia and the IT Help pages (<http://help.chi.ac.uk>). Upon discovery, the traffic lights will be changed according to the following definitions:

-  - Problem(s) has a high impact
-  - Problem(s) has a medium impact
-  - No reported problems

Details of the problem(s) can be viewed by accessing the ‘details’ link located below the traffic lights. If there is an appropriate workaround, it will be recorded here.

If the problem affects access to Portia, the IT Help pages or has a ‘high impact’ on users a service status message will be put on the IT Service Desk voicemail. This can be listened to by phoning the IT Service Desk at (01243 81) 6444.

7.0 Service Requests

“**Service Request**” – is when a request to change an existing system, item or service is made.

7.1 Raising an IT Service Request

All service requests must be raised via the self-service portal, using the ‘Request a Service’ link. Certain requests have a specific set of questions which will need to be answered before the request is logged. If there is not a specific service request link that matches the request, the ‘General IT Request’ link should be used.

The following information should always be included when requesting a service:

- Detailed description of the request and what system/service it relates to

All service requests raised with the IT Service desk are given a call reference number. This unique reference number will be required when updating and tracking the request. Each user can track and update their open requests via the Self Service Portal, located within Portia or here: <https://hornbill.chi.ac.uk/sw/selfservice/>

7.2 Service Requests Requiring Approval

Certain service requests require approval before they are implemented. These approvals are categorised as follows:

Pre-approved

These are common requests which have a pre-defined process and approval is automatically given (e.g. request for a network account for a new employee)

Management approval required

Director, Head of Department or Faculty Management approval is required before the request is actioned. This normally involves the purchase of additional non-standard hardware/software or a significant investment of time by IT Services (e.g. requesting an additional computer or a creation of a bespoke database). For IT equipment or software, refer to the [IT Provisioning Policy](#).

Steering Board approval required

Service requests requiring changes to existing systems or development of new systems that would:

- (a) affect a large number of users or
- (b) require a large amount of dedicated resource/development time from within IT Services or
- (c) require a significant investment

will need specific user group/steering board approval. There are several established user groups and steering boards which are responsible for specific areas/systems managed by IT Services. They are as follows:

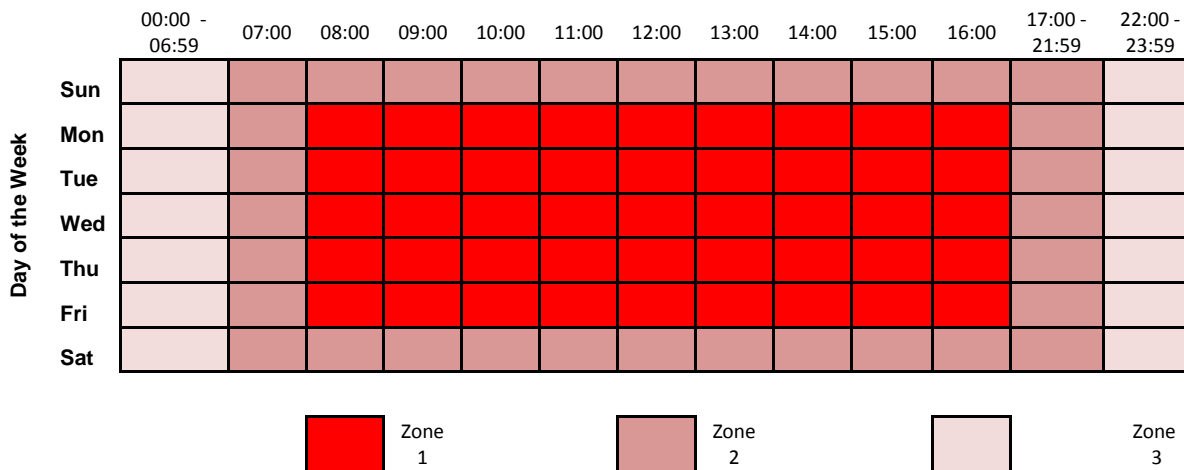
- Desktop & Collaboration
- Student Information Systems
- Facilities Systems
- Media Centre
- HR, Finance & Payroll
- Web Channels

8.0 Data Backup and Recovery

Full details of the data backup and recovery routine can be found in the Data & Systems Security policy located [here](#).

9.0 System Availability

IT Services strive to provide access to our systems 24/7. When an incident/problem is identified that results in a service or system outage, we will respond according to the time zone it was identified in. Time zones are grouped into three and described below.



Zone 1	Normal working hours when staff will be on-site and able to respond to any problems that occur.
Zone 2	'Out of hours' working will commence to investigate 'severity one' incidents/problems.
Zone 3	'Out of hours' working will commence to address potential disasters only. Disasters require urgent action to stop or limit damage to IT assets or University information. Examples include: the triggering of the server room fire suppression system, failure of server room environmental controls system, failure of the SANS system. Rectification/recovery of systems would be done during Zone 1 and Zone 2 periods.

Note that out-of-hours working is provided by the IT Operations team, who are responsible for the IT infrastructure (server hardware and networking). They will restore services where possible, but are unable to address problems affecting the operation of corporate software systems.

Although the use of different IT services will vary throughout the calendar year, the zone definitions are standard throughout. This will ensure that services are maintained to a set constant standard for all users of the system. Note: public holidays and other days on which the University is officially closed will be treated as part of Zone 3.

10.0 Scheduled Maintenance & Changes

10.1 IT Services Controlled Systems

IT Services do not have a regular window for maintenance of the University's major IT systems. All major updates are performed in Zone 2 except where this is judged to pose excessive risk (normally because of non-availability of third party resources required to support the maintenance). Before maintenance tasks are performed, every effort will be made to minimise user impact, and appropriate information will be circulated via Portia and email a minimum of one week in advance.

Twice per year, IT Services reserves a one-week block during which major upgrades or other activities, which cannot be undertaken without significant impact on services, will be scheduled. In addition, testing of disaster recovery procedures will take place at these times. The weeks are selected in consultation with senior management. As always, the impact of these essential actions will be kept to a minimum, we will consult with groups most affected, and communicate plans well in advance.

Currently, these weeks are:

- 1st week in January
- 3rd week in July

10.2 Out-Sourced Services

Systems which have been out-sourced to 3rd party companies are not directly under the control of IT Services; therefore, IT Services staff cannot perform some maintenance, nor repair some faults. Each out-sourced system comes with its own Service Level and is outlined in the chart below:

Service	Company	Maintenance notice	Fault response time
Email, Calendar, SkyDrive	Microsoft	1 week	1 business day
Internet	Lense	1 week	4 hours
Inter-site link	Neos	N/A	4 hours
Printing	Ricoh	N/A	4 hours
Apple computer component / replacement	Apple	N/A	Return to base (only within first 3 years of ownership)
Dell computer component / replacement	Dell	N/A	Next business day (must be logged with Dell before 3pm)

Appendix 1a – Core Software: Support Level, Training, Licences and Availability Chart

Support Level Definitions

- Level 1: Support is available from the Service Desk for commonly used functions and facilities of the package.
- Level 2: Support is available for commonly used functions and facilities of the package, but access to this support may require advance booking and consultation.
- Level 3: Access to support for specific functionality may be available but is very limited and access to it will always require advance booking and consultation and may require consultation with a third party.
- Level 4: IT Services cannot provide support for the use of this software.

Opening Hours v. Support Levels

Semester time:

	Level 1,2 & 3	Level 1
Monday to Thursday	8:30 – 17:00	17:00 – 21:45
Friday	8:30 – 16:30	16:30 – 18:45
Saturday	N/A	10:00 – 16:45
Sunday	N/A	10:00 – 21:45

Other times:

	Level 1,2 & 3
Monday to Thursday	8:30 – 16:45
Friday	8:30 – 16:15
Saturday	N/A
Sunday	N/A

Software	Support Level	Licences	Training		Availability	
			Basic	Intermediate	Standard	On request
Access	4	Site				✓
Adobe Reader	4	Site			✓	
Adobe Writer	4	Limited				✓
Contribute	3	Limited	✓			✓
Excel	2	Site	✓	✓	✓	
Infopath	4	Site			✓	
Internet Explorer	1	Site			✓	
Moodle	1/2	Site	✓	✓	✓ (students)	✓ (staff - post training)
OneNote	4	Site			✓	
Outlook Desktop	2	Site	✓		✓	
Outlook Live	1	Site	✓		✓	
Powerpoint	2	Site	✓	✓	✓	
Project	4	Site			✓	
Publisher	4	Site			✓	
Skydrive	2	Site	✓		✓	
SPSS	4	Site			✓	
Visio	4	Site			✓	

Appendix 1b – Corporate Systems: Support Level, Training and Availability Chart

(Support offered is based upon analysis of each specific request and so can vary)

Software	Support Level	Training			Availability	
		Basic	Intermediate	Specialist	Standard	On request
Ciphr HR System	3	✓ (via HR)		✓ (via Steering Board)		✓
Ceridian Paypoint	3	✓ (via HR)		✓ (via Steering Board)		✓
Conference Reporting	3					✓
ERIC	2					✓
External Examiners Database	2					✓
Forum Student Accommodation and Conference	2	✓ (via BSS)		✓ (via Steering Board)		✓
HESA HR	2					✓
Parking Permits Database	2					✓
QL Reporting	2					✓
QLX Finance System	3	✓ (via Finance)		✓ (via Steering Board)		✓
SAS Archive	2					✓
SITS Admissions and Student Records System	3	✓ (via User Depts)		✓ (via Steering Board)		✓
Sireporting	2					✓
Student Handbook	2					✓
Student Services Database	2					✓
Web Enquiries Database	2					✓

Appendix 1c – Web Services: Support Level, Training and Availability Chart

(Support offered is based upon analysis of each specific request and so can vary)

Software	Support Level	Training			Availability	
		Basic	Intermediate	Specialist	Standard	On request
Online Student Accommodation Booking	2				✓ (applicants with specific status)	
Admissions Portal	2				✓ (all applicants)	✓ (admin portal)
Catering Online	2				✓	
Ciphernet	3	✓ (via HR)		✓ (via Steering Board)		✓ (via HR)
Day Visitor Parking	2					✓ (via Estates)
Job Vacancies	2	✓			✓	
Module Guide	2				✓	
News	2				✓	
Online Courses Database	2				✓	
Online Payments (WPM)	3/4			✓ (via Steering Board)	✓ (payment screens)	✓ (admin via Finance)
Online Purchasing System	3/4		✓ (via Finance)	✓ (via Steering Board)		✓ (via Finance)
Open/Taster Days	2				✓	
Ordering a Prospectus	2				✓	
Portia	2/3/4				✓	
SONAR Staff (including MAF)	2	✓	✓			✓
SONAR Students	2					✓
Student Handbook	2					
Student Union Voting	2				✓	
University Calendar	2				✓	