

Computing Services



UNIVERSITY OF
BATH

Service Charter for IT Support

Document Information

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Revised By					
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1. Charter Overview

This document represents a Service Charter presented by Computing Services for the provisioning of IT services required to support and sustain the service requirements for the University of Bath.

This Charter remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Charter outlines the parameters of all IT services covered as they are mutually understood by the primary stakeholders. This Charter does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The purpose of this Charter is to ensure that the proper elements and commitments are in place to provide consistent IT service support and delivery to the Customer by Computing Services.

*The **goal** of this Charter is to provide the underlying principles for IT service support provision between Computing Services and Customer.*

The **objectives** of this Charter are to provide clear reference to:

- *Service ownership,*
- *Accountability*
- *Roles and/or responsibilities.*
- *Present a measurable description of service provision to the customer.*
- *Match expected service provision with actual service support & delivery.*

Please see Appendix 1 for further supporting information, including IT Strategy and Policies and additional Service Level Descriptions.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Charter and represent the primary stakeholders associated with this CHARTER:

Computing Services – (“Service provider”)

The University of Bath (“Customer”)

4. Periodic Review

This Charter is valid from the **Effective Date** outlined herein and is valid until further notice. This Charter should be reviewed at a minimum once per academic year; however, in lieu of a review during any period specified, the current Charter will remain in effect.

Where staff are named, it is at the date of the agreement and not in perpetuity.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager:	John Gardner / Adrian Hooper
Review Period:	Yearly
Previous Review Date:	01-08-2017
Next Review Date:	01-08-2018

5. Service Charter

The following detailed service parameters are the responsibility of the Computing Services in the ongoing support of this Charter.

Delivery methods

- Manned telephone support
- Monitored email support
- Remote assistance tools will be utilised where appropriate and available
- *Planned or Emergency Onsite assistance (extra costs may apply)*

5.1 Service Scope

CORE SERVICES

The following Core Services are covered by this Charter:

- Collaboration tools, including Email, Calendar, Desk-to-Desk voice and video
- Data Storage
- Desktop Computing
- Office Productivity Software
- Finance Systems

- HR Systems
- Student Records
- Teaching Systems
- High Performance Computing System
- Internet access including Wi-Fi
- IT Training
- Department specific software

Service specifics will vary and will be documented under Appendix 2 with appropriate Service Level Descriptions.

5.2 Levels of support

- 1. First line support** - Your call will initially be handled by the Computing Services Service Desk. Most support requirements should be resolved at this level.
- 2. Second line support** - If the first level support cannot resolve the query, they will refer it to systems and support staff in the Computing Services. These will be staff allocated to resolving queries about more complex problems which require a more detailed knowledge of a particular system.
- 3. Third line support** - If the second level support staff cannot resolve your query, they will refer it to systems experts not involved in specific day-to-day support. This should be a backup or consultative role so the term 'support' is used loosely in this context.

For more information, see Appendix 3.

5.3 Coverage Hours of Support

Coverage parameters specific to the service(s) covered in this Charter are as follows:

- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday
Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

5.4 Help Form

An online Service Desk IT Help Form providing access to support for the following services is also provided:

- Email and Calendar

- Core Systems
- Teaching room
- Desktop Computers
- File Storage
- Software
- IT Training
- Anti-virus Information
- User Account Management, including Password Reset
- Campus Computer Shop
- Help Out Of Hours for Printing

All Services are free at point of use unless otherwise stated. e.g. replacement consumables or specialist requirements.

6. Specialist Requirements or Enhanced Support

Travel costs for off-site support are transferable.

Additional specialist requirements will be entered in Appendix 2 by agreement.

When 3rd party support is required, then a transparency of external contract CHARTER terms will apply and be transferable, such as out-of-hours costs and availability.

7. Customer Requirements

Customer responsibilities and/or requirements in support of this Charter include:

- During University working hours the Customer must use the incident / request form (except in an emergency*)
- The Customer must report problems in a timely manner
- Provide reasonable access to equipment related to the incident or request
- Provide reasonable availability of customer representative(s) when resolving a service related incident or request
- Must adhere to the University's Policies regarding Computing systems and data, such as the Acceptable Use Policy
- Must not attempt to interfere with or remove security software, asset management agents or other settings required for safe operation and support of University IT equipment
- The Customer must report loss/theft of devices both on and off campus as a priority.
- Payment for all enhanced support costs must be made at the agreed interval
- Provide Service feedback as requested

* In an emergency situation the out of hours process applies where the Security Dept. should be contacted and standard University of Bath processes apply

8. Computing Services Requirements

Computing Services responsibilities and/or requirements in support of this Charter include:

- Meeting response times associated with service related incidents.
- Supporting urgent queries by Telephone and Remote Assistance as well as on site visits.
- Providing appropriate notification for all scheduled maintenance via all possible means including the Services Status Page at <http://go.bath.ac.uk/it-status>
- *No chargeable work will be done without written approval of the Customer*

9. Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be managed, communicated and documented to all stakeholders.

10. Escalation

Incidents and Service requests are subject to expectations of timely resolution. In the event of this not occurring, there is a clearly defined escalation process as stated in section 7 of Appendix 3, with automated notifications sent to staff in Computing Services.

11. Critical User Service Requests

Critical User service requests are documented within the Charter for Critical User support and remote assistance is provided in-line with specific timescales dependent on the priority of the support request.

12. Service Reporting

Reports on service performance will be available to review in the IT Service Management System Self-Service Portal for individual Incidents and Service Requests.

Reports on tickets by organisational unit will also be developed and shown, based on the following:

How many:

- Total tickets submitted by Organisational Unit
- Individual ticket totals
- Performance of Computing Services against CHARTER (by priority)
- Total Incidents (what went wrong)
- Total Service Requests (what was needed)
- Total tickets escalated (breached CHARTER)

Additional reports are available upon request. It is anticipated that as the service develops, additional trending reports will be made available, both as a default and upon request.

For all tickets escalated to Computing Services Assistant Director or above (see Appendix 3), a written explanation will be provided to the customer regarding cause if requested. In exceptional circumstances, a review meeting may be called with the Customer to discuss specifics.

Appendix 1 - Strategy, Policies and additional documentation

IT Strategy Document 2013 – 2018

<http://www.bath.ac.uk/bucs/aboutbucs/strategy.bho/index.html>

Computing Service Policies:

<http://www.bath.ac.uk/bucs/aboutbucs/policies-guidelines/index.html>

Acceptable Use Policy

<http://www.bath.ac.uk/bucs/aboutbucs/policies-guidelines/policies-acceptable-use.html>

IT Training information:

<http://www.bath.ac.uk/bucs/services/ittraining/index.html>

Appendix 2 - Specific Requirements

Service Level Descriptions.

Specific Service information will be appended to this section.

They are subject to annual review as appropriate and by agreement.

Appendix 3 - Service Management and Incident criteria

1. Introduction

This document provides guidance on how Computing Services set the initial priority of Incidents reported, Service Requests made and to set expected response and resolution times.

2. What is an Incident?

An unplanned interruption to an IT service or reduction in the quality of an IT service. Incidents may prevent users from working or reduce their effectiveness.

The goal of the service is to get the individual working again as effectively as possible.

3. What is a Service Request?

A request from a user for information, or advice, or for a standard change or access to an IT Service. For example, to reset a password, or to provide standard IT for a new User.

4. Incident Response and Resolution targets*

Priority	Target Response	Target Resolution
Critical Reserved for Major Incidents	90% within 30 minutes	100% within 1 working day
Urgent	90% within 1 working hour	80% within 1 working day
High	90% within 1 working day	80% within 3 working days
Standard	90% within 2 working days	80% within 5 working days
Requests for services	100% within 5 working days	As specified in CHARTER for Service

*Teaching Room AV related Incidents continue to be subject to a specific response time target of 10minutes.

5. Response time

The response time commences from when a call is logged by Computing Services and a call reference number is allocated to the incident. This is distinct from automated acknowledgements sent by the system of receipt.

For example, if a standard Incident priority (response expected within 2 working days) call is received on Tuesday at 16:00, the target response time would be Thursday at 16:00.

For all Service Requests, the response time is a maximum of 5 working days and is subject to identical escalation as per below.

6. Resolution times

Resolution time commences from when a call is logged by Computing Services and a call reference number is allocated to an Incident.

If a further response is required from the Customer, then a 'Stop the Clock' system applies to the Incident.

Computing Services will aim to resolve all incidents on a permanent basis, however sometimes it is necessary to find an interim solution (work around) in order to restore a service with a longer term solution following. For example, if there was a faulty staff computer hard drive, an initial solution might be to use another computer, the permanent solution would be to repair or replace the faulty device. Resolution target times are therefore based on initial solution.

All calls will automatically update the Customer when closed with the last action information.

7. Escalation

Computing Services staff will be automatically warned of a potential breach of the target resolution time at 60% of the target time and when 80% of the target time is reached, the line manager is automatically notified. At 100%, the staff member, line manager and next appropriate level of management are notified and this continues at 20% increments. At the 200% and 400% of incident target thresholds, the appropriate Assistant Director and finally Director of Computing Services are notified

Elapsed Time	Persons notified
60%	Operator of call
80%	Operator & Line Manager
100%	Operator, Line Manager, Senior Manager
200%	Appropriate Computing Services Assistant Director
400%	Director of Computing Services

Appendix 4 – Scope of coverage by Charter

It is anticipated that this document covers all staff, students, researchers and visitors to the University as appropriate.

Charter History

Document Location

This document is only valid on the day it was printed.

The source of the document will be found at:

X:\BUCS\Admin\Service Management\Service Charter

Revision History

Revision date	Author	Summary of Changes	Changes marked
15/9/2017	Gordon Roberts	First issue	n/a

Approvals

This document requires the following approvals:

Name	Signature	Title	Date of Issue	Version
Service Owner	n/a			V1
Technical Service Owner (Computing Services)	n/a			

Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version	Status