

IT SERVICES

Service Level Definition

For Centrally Provided Services to Academic
Schools and Corporate Services Directorates

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1 GENERAL OUTLINE

This Service Level Definition summarises agreed levels of service provided by IT Services and the respective roles and responsibilities of IT Services and user schools/directorates.

IT Services provides full support for *publicly available equipment* managed by IT Services, including support for all software to the level indicated on the current Software Categorisation List (see Appendix 1).

IT Services will advise departments on procurement and installation of their own equipment and on selection of software when appropriate expertise is available. However, staffing levels are inadequate to provide a full Facilities Management or maintenance service for a School / Directorate's own equipment and software. Centrally managed services have absolute priority. IT Services regrets that it has insufficient resources to install or modify a department's own hardware or software, to take backups on another department's behalf (other than departmental servers) or to write or modify software, scripts or macros for individual departments or users. Such work can only be undertaken subject to availability of resources and on a 'best endeavours' basis.

However, IT Services will install special purpose software for an individual School/Directorate on centrally managed equipment, subject to adequate notice and the availability of appropriate resources (see section 4.2).

IT Services reserves the right to withdraw old items of equipment or software from its schedules when it is no longer possible to support them cost-effectively or they have been superseded by better products. However, due warning will be given via IT Services Account Managers or direct contact with users as appropriate.

2 INCIDENT REPORTING

2.1 Contact Arrangements

The IT Support and Telecoms group, in the form of ICT Service Desk and IT Support, provide first and second level support on any centrally supported service. Support includes desktop equipment, applications and equipment maintenance. The purpose of the ICT Service Desk and IT Support teams is two-fold: to provide help and assistance where possible, and to initiate a problem resolution procedure for any problems that cannot be resolved immediately.

Although requests for work on departmental equipment will be considered, IT Services is not able to guarantee response time since **such work will be subject to staff availability and central services must always take priority**. IT Services is also required to recharge such work to the school/directorate concerned.

Specified software will be fully supported, with all other requests being handled on a best endeavours basis. These will be reviewed regularly as new products are introduced.

ICT Service Desk will be available from 07:30 - 17:30 weekdays. Team meetings will be held from time to time; at such times a voicemail facility will be available. The service will not be available when the University is closed. There will be one telephone number for all calls - **extension 3333**. Outside of these hours an out-of-hours support service hosted by the University of Northumberland will be available. The service will operate every night, 5.30 p.m. to 07.30 a.m. and at weekends from 5.30 p.m. on Friday until 07.30 a.m. on the following Monday. Alternatively, you can still leave us a voicemail to be acted upon when ICT Servicedesk next opens. Electronic mail can also be sent to mailbox ictservicedesk@Bradford.ac.uk.

A problem/request logging system (currently RMS Servicedesk) will be employed to track calls and ensure that requests and problems are logged; users will receive email confirmation when a job is both logged and closed. This will provide details of the job and an RMS job reference number; please quote this reference number in all enquiries or correspondence. Users may also track the current status of their jobs via the RMS web based interface at: <http://ictservicedesk.bradford.ac.uk>.

Log in using your University of Bradford username/password. Then navigate via the options on the left hand side of the screen, clicking on **Service Desk, Support Calls / Incidents and Search by Call / Incident Number**. You will then be prompted for your call reference number.

As Learner Support Services (LSS) provides both computer network and voice connections we need at least ten working days notice of new staff or staff office moves which will require us to change our network or telephony configuration. Please submit the web form at: www.bradford.ac.uk/lss/telephones.

This will be automatically forwarded to ICT Servicedesk.

Any member of staff from the School/Directorate may call extension 3333. However, the School/Directorate will be expected to nominate a contact person who will be able to assist IT Services staff to gain access to offices and other areas where they are required to carry out work.

Students will normally refer a problem with equipment or software to a member of staff who will report it to ICT Servicedesk (to ensure that a return call can be made). However, ICT Servicedesk does not replace the IT Help service on level 0 JB Priestley building, which will be available as usual for student queries.

Please note, abusive callers will not be tolerated. All ICT Servicedesk and IT Support staff are under strict instruction to terminate such calls, until the individual concerned can discuss their problem/request in a reasonable manner. Persistent offenders may be disciplined under the University's Code of Practice on Personal Harassment or University Ordinances and Regulations.

2.2 Escalation Procedure

Please note that the escalation procedure below only applies to faults on centrally managed equipment/services or the data and telephone networks. IT Services' first responsibility is to support equipment for central services. This will always take

priority over work on a School/Directorate or individuals own equipment, which can only be undertaken when sufficient time and resources are available.

To ensure that the School/Directorate receives an acceptable level of service, IT Services monitors the progress of a request through its Call Tracking Procedure. All calls to ICT Servicedesk are logged.

If you have an emergency (e.g. a file server is out of action affecting the majority of staff or a teaching cluster) please ensure that ICT Servicedesk is informed when you place the call. This will ensure that the work is scheduled appropriately.

Following initial investigation, we will normally provide you with an estimate of the expected time to completion. If a fault is not solved in the designated time, it will automatically be referred to more senior staff within IT Services.

If the delay is due to circumstances beyond our control (e.g. maintenance supplier repair times) we will normally notify the departmental contact.

However, if you are concerned about the progress of a logged call or feel that response is inadequate, e.g. if the response is not within the designated time, please follow the escalation procedure below.

- Call has been logged but there has been no contact within the designated response time. Contact ICT Servicedesk on extension 3333.
- The task was due for completion and is now overdue. Contact ICT Servicedesk on extension 3333.
- The Department is unhappy with progress or considers response is inadequate. Contact the Deputy IT Support and Telecoms Manager, Christine Thacker, on extension 5919, or alternatively, your IT Services Account Manager.
- If further action is required (for example, if all the above are unavailable). Contact the Head of IT Support and Telecoms, Roger Goodair, on extension 5332, or the Director of IT Services, Graham Hill, on extension 3115.

2.3 Priorities and Service Level Targets

Priority	Route	Description	Example Definition
1.	ICT Servicedesk	Critical / Major	Business critical service unusable: LDAP authentication, email, campus wide network issue, telephone system. Major University Service down: VLE, Saint, Powersolve etc. Novell Netware (G & H drives). Building specific network issue (e.g. Richmond Building).
2.	ICT Servicedesk	Major	Major service running but with serious degradation (e.g. Email, CBApps, VLE, Network Printing, Saint etc). Group or individual unable to fulfil role: PC, network connection or telephone down.
3.	ICT Servicedesk	Administration	Administrative tasks: setting up new accounts e.g. Email, Novell, VLE, MM, Saint etc.
4.	ICT Servicedesk	Minor / Individual	Non critical hardware/application problem on single PC: (e.g. CD drive, USB ports etc).
5.	ICT Servicedesk	Planned Changes / Minor Issues	Planned changes to Voice/Data network. Hardware/Software problem – Service unaffected.
6.	ICT Servicedesk	Development	Agreed Development or project work with deadline.
7.	ICT Servicedesk	Development	Agreed Development or project work – no deadline.
Priority	Target RESPONSE Timescale		Target SOLUTION Timescale
1.	1 hour		4 hours
2.	4 hours		1 working day
3.	1 working day		2 working days
4.	2 working days		5 working days
5.	2 working days		10 working days
6.	2 working days		30 working days
7.	2 working days		60 working days

NB: Members of staff should note that the expected completion date quoted, represents the latest date we would normally expect your request to be completed by, not the definitive date when your job will be attended to; your request may be actioned well in advance of the expected completion date, e.g. a job with a target solution of 5 working days may well be completed on the same day it was logged.

3 GENERAL CONTACT ARRANGEMENTS

Users are notified of changes in IT services or important events through regular Staff Briefing announcements, through a number of electronic mail lists, and through direct contact with departmental representatives via account management processes. We also maintain a pro-active service status page on the web which is also accessible with a wide variety of mobile devices. In addition, details of IT services and facilities may be found at:**Error! Hyperlink reference not valid..**

IT Services welcomes suggestions or feedback on the adequacy or otherwise of its services either direct, through the Service Desk customer satisfaction surveys, our web-based feedback form at: www.bradford.ac.uk/lss/it-services/ictfeedback.php or in writing, via electronic mail to the Director at g.c.r.hill@bradford.ac.uk.

3.1 Public Clusters (personal computers and workstations)

IT Services provide details of the availability of equipment in Public Clusters across the campus via www.bradford.ac.uk/lss/it-services/ and a number of plasma screens located in the J B Priestley Library Building. Availability will vary with opening times of different buildings.

Some clusters may be booked for class sessions but IT Services will restrict block booking to ensure that open access clusters are available at all times. The serviceability target for PC equipment is 99% during opening times, subject to staff availability outside office hours.

IT Services will:

- install, configure and manage public cluster equipment and software;
- monitor performance, usage and capacity;
- arrange cyclic upgrading of public cluster equipment;
- give notice of intended changes to hardware or software where users may be affected;
- install new equipment or upgrade existing equipment with minimum disruption to services particularly during teaching weeks;
- perform routine maintenance on public cluster equipment and servers;
- investigate workstation or server faults taking appropriate remedial action or reporting equipment failure to maintenance companies;
- install special purpose software for individual departments subject to 4.2 below;

- install and test appropriate bug fixes;
- upgrade operating systems when appropriate;
- maximise availability subject to response times of outside service suppliers (maintenance organisations and other University support departments), security arrangements and building opening hours;
- ensure as far as possible that all equipment is available for booked sessions.

Departments will be expected to:

- provide advance warning of significant changes in demand or requirements;
- inform IT Services promptly if equipment or software is failing;
- inform IT Services if it is essential that all equipment is available in a booked room, eg for examinations;
- provide in timely manner versions of specialist software, owned by the department and made available on public systems, that are compatible with the current or planned releases of the appropriate operating system, as this affects upgrade strategy;
- additional software requests should be made by no later than 31st March, for inclusion into the next academic year cluster build; software media should be provided no later than 14 days after this date.

3.2 Electronic Mail

Electronic Mail is provided for staff and student communication for academic purpose. The central mail servers will be available 24 hours per day, 7 days per week with a serviceability level of over 99%, subject to staff availability outside office hours.

IT Services will:

- maintain electronic mail servers and use equipment of adequate capacity and reliability, minimising delivery times and monitoring performance, usage and capacity;
- install new equipment or upgrades to existing equipment with minimum disruption to services particularly during teaching weeks;
- maximise availability subject to response times of outside service suppliers (maintenance organisations and other University support departments), security arrangements and building opening hours;
- perform routine backups of centrally stored files as appropriate;
- give notice of intended changes to hardware or software where users may be affected;
- scan messages for viruses and spam and take appropriate action.

Users are expected to:

- comply with University Regulations in the use of Electronic Mail;
- recognise that electronic mail is not a secure medium and is therefore not appropriate for confidential communication without strong encryption.

3.3 Information Service

The Information Service will be available 24 hours per day, 7 days per week with a serviceability level of over 99%, subject to staff availability outside office hours.

IT Services will:

- maintain information services equipment of adequate capacity and reliability;
- install new equipment or upgrades to existing equipment with minimum disruption to services particularly during teaching weeks;
- maximise availability subject to response times of outside service suppliers (maintenance organisations and other University support departments), security arrangements and building opening hours;
- perform routine backups as appropriate;
- give notice of intended changes to hardware or software where users may be affected;
- will provide appropriate browsing tools in PC clusters and in the standard staff desktop;
- will maintain a source of information on IT Services facilities via the LSS Customer Services team.

Users are expected to:

- comply with University Regulations and in particular laws of copyright and libel;
- be aware of the dangers of downloading software or other material from external sources.

3.4 Printing Services

Printing services will be available to users submitting print requests 24 hours per day, 7 days per week with a serviceability level of over 99%, subject to staff availability outside office hours.

IT Services will:

- maintain central printing facilities of appropriate capacity and diversity with a target maximum turn round time of 2 hours;
- install new equipment with minimum disruption to services;

- maximise availability subject to response times of outside service suppliers (maintenance organisations and other University support departments), security arrangements and building opening hours;
- give notice of intended changes affecting users.

Departments and users are expected to:

- comply with University Regulations, particularly those prohibiting production of potentially offensive material (unless for authorised academic purpose);
- provide advance notice of significant changes in demand or requirements.

3.5 Campus Network

The campus network will be operational 24 hours per day, 7 days per week with a serviceability level of over 99%, subject to staff availability outside office hours.

IT Services will:

- maintain a network of adequate capacity and reliability for cross campus and external communication;
- maximise availability subject to response times of JANET. Please note an at-risk period is in operation for essential maintenance and upgrade work to JANET, YHMAN, and the University Campus Network; this takes place every Tuesday 07:00 – 09:00 hrs.;
- use protocols adopted by and equipment recommended by the academic community;
- install new equipment or upgrades to existing equipment with minimum disruption to services;
- operate and perform periodic checks of the network infrastructure;
- liaise with contractors when new or modified data sockets are required by departments;
- install and document network sockets;
- investigate individual connection problems taking appropriate remedial action or reporting network equipment failure to maintenance companies;
- provide an appropriate level of support for remote access to the campus network.

Departments will be expected to:

- give adequate notice (10 working days) when new sockets are required (x3333);
- provide funding for voice and data cabling and equipment in their areas;
- comply with the University networking strategy, with University Regulations and with the Acceptable Use Policy of JANET and remote services.

3.6 External Network Links

IT Services will:

- maintain external links of adequate capacity and reliability for communication through national and international networks;
- maximise availability subject to response times of JANET, and other network suppliers. Please note an at-risk period is in operation for essential maintenance and upgrade work to JANET, YHMAN, and the University Campus Network; this takes place every Tuesday 07:00 – 09:00 hrs.;
- perform periodic checks of external links and monitor traffic levels and install new equipment or upgrades to existing equipment with minimum disruption to services;
- configure equipment to ensure an appropriate level of security against disruption.

Departments will be expected to:

- comply with JANET Acceptable Use Policy.

3.7 Access to Administrative Information

IT Services provides access to administrative data either directly via software packages or indirectly via end-user reporting tools. In either case appropriate security is enforced, with only authorised users provided with access. Permissions for access are approved by Data Stewards who are specialist users with responsibility for their area of expertise. Many systems are only available on-campus, to allow the campus Firewall to protect them from unwanted attention; others may be accessed off-campus if permission has been given by Information Systems Committee. If you are unsure whether a system is available off-campus please contact IT Services for advice. Usernames and passwords are provided to authorised users by IT Services.

3.8 General Responsibilities of IT Services

IT Services will:

- monitor the usage of equipment, the network and software;
- discuss with departments, as appropriate, any areas of concern and recommendations for future purchases;
- organise procurement of new or replacement facilities as appropriate.

4 SOFTWARE

IT Services is responsible for a large library of software applications available on the various platforms. Such software remains on the list (see appendix A) as long as

there is University wide interest, or until a licence expires. IT Services will normally provide at least 6 months notice before withdrawing a product and will only normally withdraw products during the summer break.

Some products that have been purchased through CHEST are subject to contracts of limited duration (typically 3 or 5 years). IT Services can make no guarantee that such contracts will continue beyond the current term.

Proposals for new software for central purchase should be submitted via your IT Services Account Manager. A request for special funding will be made based on the detail of the proposal. Such requests are only normally approved if there is widespread interest in a product and centralised purchase would be cost-effective for the University.

4.1 Software on public clusters and central servers

IT Services will:

- maintain software on the current Software Categorisation List (see appendix A) to the level indicated;
- install or upgrade software on servers or individual machines as appropriate;
- minimise changes during semesters to avoid unnecessary disruption;
- give at least one semester notice of major software changes;
- ensure that appropriate licences and maintenance have been arranged in advance for all software maintained by the IT Services;
- ensure that appropriate licence tracking or licence management software is used where licences require it.

Departments will be expected to:

- provide advance warning of significant changes in demand or requirements;
- inform IT Services promptly if equipment or software is failing;
- inform IT Services if it is essential that all equipment is available in a booked room, eg for examinations;
- provide in timely manner versions of specialist software, owned by the department and made available on public systems, that are compatible with the current or planned releases of the appropriate operating system, as this affects upgrade strategy;
- additional software requests should be made by no later than 31st March, for inclusion into the next academic year cluster build; software media should be provided no later than 14 days after this date.

4.2 **Special software for departments**

IT Services will, subject to availability of appropriate resources:

- install special purpose software for an individual department or group of departments.

However, departments will be expected to:

- provide the IT Services with early information on applications which may be required and discuss the resources they require with IT Services at least two months in advance;
- give at least two months notice if software is to be installed to a deadline;
- work with IT Services to test newly installed software;
- use only recommended software where appropriate;
- provide evidence that the software is appropriately licensed for its intended use (see below);
- perform appropriate tests on newly installed software. In the case of CAL material staff of the department concerned will normally liaise with the Centre for Educational Development;
- confirm when software is performing to their satisfaction;
- fund software and maintenance contracts where appropriate;
- provide in timely manner versions of specialist software, owned by the department, that are compatible with the current or planned releases of the appropriate operating system, as this affects upgrade strategy.

All use of software on University equipment must be covered by appropriate software licensing and note that Microsoft or FAST may audit the University to ensure that all use of software is covered by an appropriate licence. In order to comply with licensing requirements and British Law, a department using its own software will be expected to:

- purchase appropriate licences for all use of software;
- arrange software maintenance where appropriate;
- purchase appropriate licence tracking software if required.

5 **MAINTENANCE AND SUPPORT OF EQUIPMENT IN OTHER DEPARTMENTS**

IT Services is responsible for the support for publicly available equipment and the software used on it. Resources are inadequate to provide a maintenance or support service to departments with their own equipment. In particular, IT Services does not have a stock of spares or loan equipment for departments.

However, IT Services can advise departments on appropriate maintenance; please contact ICT Servicedesk on 3333 or the University Purchasing Officer (3060) for

further details. Departments are strongly advised to arrange maintenance of their equipment through a maintenance contract, insurance cover or extended warranty agreement.

Some departments elect to pay for equipment repairs on a parts and labour basis from a supplier. IT Services has a list of companies that provide such a service.

Thus although IT Services cannot undertake maintenance itself, it will:

- provide a department with a list of appropriate maintenance/repair organisations;
- advise on faults which are not the responsibility of a maintenance engineer;
- advise departments if repairs are not economically viable.

and departments will be expected to:

- arrange appropriate maintenance for their own equipment;
- arrange access to faulty equipment for maintenance engineers;
- hold appropriate spares for equipment they cannot afford to be without .

In the case of support and planning of departmental facilities, IT Services will:

- advise on suitable hardware and software when appropriate expertise is available;
- advise on suitable network configurations;
- arrange or provide training courses for departmental support staff as appropriate (eg network operating systems administration);
- organise site licences or bulk purchase of commonly used software, eg NetWare etc.

Departments are expected to:

- purchase, support and maintain their own equipment as appropriate to their needs;
- train appropriate staff in their department for installation and support;
- plan timely replacement of obsolete equipment and software;
- take appropriate backups of non-centrally managed filestore.

APPENDIX A: SOFTWARE SUPPORTED BY IT SERVICES

NOTE: *Departments are responsible for ensuring that they hold current licences for all the software they use.*

IT Services supports a wide range of software applications. They are available on appropriate centrally managed equipment and a large number are available for sale via IT Services/LSS Admin or for direct distribution through the network.

A full list of supported software applications and their level of support is available from the Welcome Desk in the J B Priestley Library or on the Web at:

www.bradford.ac.uk/lss/it-services/softwarecat/index.php

Many products or variants of them are available on various platforms. Applications are categorised, showing:

- **Software Level:** the status and availability of the software;
- **Support Level:** the advice, documentation and training available, and
- **Licence Information:** the licence status of the product.

APPENDIX B: INFORMATION TECHNOLOGY STRATEGY

The current Information Technology Strategy can be viewed at:
www.bradford.ac.uk/lss/regulations/policy/ict-strategy.php

B.2 IT Framework - The Four Tier approach

This IT Strategy recognises the benefits of a four layer approach to IT provision:

Tier 1: The Personal Layer

Students and staff provide their own IT equipment for personal use. They can access University services using a variety of communication technologies (wireless, broadband, mobile etc). Access is also universally available from a number of private Halls of Residence. A number of supplier agreements are in place to facilitate purchase of IT services.

Tier 2: The Department Layer

Facilities purchased and maintained by Academic Schools and Corporate Service Directorates reflect their academic and administrative needs. IT Services is not directly responsible for some departmental IT equipment but it does advise on compatibility with University infrastructure. In addition, IT Services provides at an agreed price and service level, a “Facilities Management” service.

Service consistency is extremely important and increasing internal competition is not helpful, from the perspective of student or staff experience. It can lead to fragmented approaches which are not integrated. The last decade has been a period where we have driven efficiencies within departments – there is now a need to move away from customised approaches to standardised requirements between departments. It reflects the need for new approaches to deliver shared space, shared administration and shared IT Services. This is not about the freedom of academic schools and directorates in respect of their professional disciplines.

Tier 3: The University or Generic Layer

IT Services leads, manages and maintains the infrastructure, network, computer servers and general use student PC clusters and provides a wide range of generic IT services appropriate to both academic and administrative processes. Secure and flexible access to information is a University priority. IT priorities will be transparent and plans will be approved through a formal process – there will be consultation about new or changed services, there will be specification and tender work including business process review wherever possible, and there will be professional implementation as a service.

Tier 4: The World or External Layer

The primary route for external communication and access to national and international networks and networked computer facilities is a high speed link to the Yorkshire and Humberside Metropolitan Area Network and through it to the National Academic Network SuperJANET. JISC, the Joint Information Systems Committee of the Higher Education Funding Councils, is responsible for strategic development of the national academic network and associated services and standards.