

IT Services: Service Level Agreement



IT Services provides a wide range of computing and communication facilities for staff and students.

IT Services has a clear customer focus, which is aimed at:

- Providing a high quality service
- Ensuring services meet customer requirements
- Monitoring the performance of our services
- Providing a cost effective service
- Applying a flexible operation appropriate to the vision of the University
- Providing effective communication and keeping our customers informed
- Achieving customer satisfaction

The purpose of this SLA is to set out the services provided by IT Services. The services provided are described along customer responsibilities and target performance.

IT Services is managed by Steve Leggetter and there is a copy of the departmental structure is available [here](#). Key Contacts for the team are:

IT Director	Steve Leggetter	steve.leggetter@northumbria.ac.uk
Infrastructure	Geoff Hogg	geoff.hogg@northumbria.ac.uk
Delivery Assurance	Simon Corbett	simon.corbett@northumbria.ac.uk
Business Relationship	Joe Evans	joe.evans@northumbria.ac.uk
Service Design	Daniel Poole	daniel.poole@northumbria.ac.uk
IT Security	Richard Martin	richard2.martin@northumbria.ac.uk

Terms and Abbreviations

Term/Abbrev	Definition
NorMAN	North East Metropolitan Area Network
SuperJanet	UK Educational and Research Network
KNOW HOW	IT Services Information portal

Operational Service Level Agreement - Summary

IT Services provides all students and staff with the following service levels, some services are not normally available to students.

	Service	Target	Student	Staff	Notes
Getting Help	IT Helpline and problem resolution	24 hours a day, 365 days a year	✓	✓	
Obtaining hardware, software and access to key systems	New username & password (Northumbria and Partners/Agency)	2 business days following approved request	✓	✓	Staff users must be enrolled by HR. Student users by academic registry.
	Temporary/Guest username and password	Same business day following approved request	✓	✓	Accounts expire automatically.
	New or replacement standard PC	Next business day following approved request	x	✓	Normally issued from stock for staff users.
	Specialist computer hardware	Delivery timescales will be advised	x	✓	Availability depends on supplier lead times
	Mobile phone or mobile computer device	10 working days following approval	x	✓	Some items issued from stock, others ordered.
	Specialist software	Delivery timescales will be advised	x	✓	Availability depends on supplier lead times
	Desktop software	100% - pre-installed	✓	✓	
	New user of University business systems	1 day following request approval	x	✓	Training is a pre-requisite for some systems.
Availability of key systems and services	Business systems for University staff	99% scheduled service hours	x	✓	
	Printing solutions	99% scheduled service hours	✓	✓	
	Network access	99% scheduled service hours	✓	✓	
	Personal storage systems	99% scheduled service hours	✓	✓	
	Email services	99% scheduled service hours	✓	✓	Microsoft SLAs
	Voice telephony services	99% scheduled service hours	✓	✓	
Changes to services	University business systems	Delivery timescales will be advised	x	✓	Implementation usually depends on supplier lead times.
	Software at the desktop or server	Delivery timescales will be advised	✓	✓	In accordance with supplier recommendations.
	Hardware upgrades	Delivery timescales will be advised	✓	✓	As required or specified by supplier.

The Services

Internally IT manages its services in four areas:

1. Desktop computing and support
2. Central computer hardware and networks
3. IT Strategy and the introduction of new systems
4. Day to day operation of existing business systems

A brief summary of the range of services offered by IT Services is set out below.

1. Desktop computing and Support

IT Helpline

The IT Services Helpline provides a first point of contact to IT Services for most users. Helpline Advisers provide help with a wide range of standard queries and ensure that problems are dealt with. The Helpline also deals with requests for new IT equipment and manages the communications to all staff about service availability for all systems.

Standard Hardware

IT Services advise and recommend the choice of IT equipment. This includes purchases made with external/research funding. IT Services also co-ordinates the ordering of all IT equipment and software to ensure cost-effective investment in IT.

Standard Software

Much of the University's desktop software is licensed under a central license agreement from Microsoft. Other software, which has been properly evaluated, is available from a recommended software list. Requests for software can be made through IT Services Helpline.

Desktop Support (including Audio Visual)

- Support for around 8,000 University desktop computers. Core support includes:
- Installation of relevant software
- The setup of network connections, access to email, network file space and Internet
- Fault diagnosis
- Application of fixes on software and hardware

2. Central Computer Hardware and networks

Networks

Manages the University networks including the campus' mobile network and importantly its connection to JANET, which interconnects Northumbria with the national university network.

Servers

Management of the University's core servers housed in specially equipped data centres with secure, temperature-controlled environments. Key activities include server back-ups, upgrades, patches, and service enhancements. These servers host main University systems, departmental systems, web sites, and student and staff network file space.

Telecommunications

IT Services are responsible for the management of the University's Telephone systems, which includes all cordless handsets, desk sets and mobile phones.

Security

Maintaining IT Security and virus protection and providing advice and guidance.

The IT Security policy is available on the web at: www.northumbria.ac.uk/it/regs

Configuration

Developing and maintaining standard and specialist software 'images' for staff desktops, open access areas and IT Teaching lab. IT Services also maintains a University wide printer strategy including deployment of MFP and student print credit,

3. IT Strategy and the introduction of new systems

Strategy

Development of IT strategy and architectures, which determine the solutions available to the University to deliver Vision 2025 and corporate strategy.

Selection and delivery

Designing, selecting and implementing the systems described in the IT Strategy and architecture

4. Day to day operation of existing business systems

Support

Maintaining a wide range of the Universities existing systems to diagnose and fix problems, which arise as well as applying and testing supplier upgrades and patches.

Enhancement

Working with the users and suppliers to specify, develop and test changes to existing systems as these arise.

Identity Management

Supporting and maintaining identity and access to systems by delivering a single view of a user's identity across the University

Integration

Developing and managing the integration points between existing systems

Operational Service Level Agreement - Detailed

IT Helpline & Problem Resolution

Service Provided	First line support to staff, students, external customers and partner Universities. 24 hours a day all year round.
Customer responsibilities	Provide adequate information in order that a ticket can be logged relating to the nature of the query.
Target	100% availability. 96% SLA met 60% Resolve at point of call
Notes	Where possible customer should use the self-service portal.

New Username & Password

Service Provided	IT Services provide all University staff with a computer username to Access University IT resources. Your user account will allow you to access all your university IT resources, including your U Drive, e-mail, access to wired computing devices on campus, wireless connectivity on-campus, plus all the resources available via the web, such as Simply Web, Blackboard, Library Search and My Northumbria.
Customer responsibilities	Customers are responsible for keeping their computer username and password secure, and for using them in an acceptable manner. Full details are available at www.northumbria.ac.uk/it/regs
Target	Next business day followed approved request.
Notes	Staff users must be enrolled by Human Resources. Student users must be enrolled by Academic Registry.

Temporary Username & Password

Service Provided	In the event that a Student requires additional access to their account after closure, we have provide temporary access for a period of 24 hours.
Customer responsibilities	Customers are responsible for keeping their temporary username and password secure, and for using them in an acceptable manner. Full details are available at www.northumbria.ac.uk/it/regs
Target	Next business day followed approved request.
Notes	Where appropriate accounts will be merged. Accounts automatically expire.

New or replacement standard PC

Service Provided	IT Services provide University Staff with a fit for purpose networked desktop PC to enable University Staff to adequately carry-out the duties of their post.
Customer responsibilities	None
Target	Next business day followed approved request.
Notes	PCs are normally issued from stock for staff users. Customers may request that their PC be assessed for fitness for purpose by IT Services technical staff.

Specialist computer Hardware

Service Provided	IT Services provide University Staff with specialist computer hardware to enable University Staff to adequately carry-out the duties of their post.
Customer responsibilities	To provide adequate details to enable an assessment of what equipment is required. Funding will need to be agreed with the Faculty or service in advance of an order being placed.
Target	Availability is dependent on supplier lead times
Notes	Customers will be provided with regular email updates.

Mobile phone or mobile computing device

Service Provided	IT Services can provide University Staff with a mobile phone or mobile computing device, along with ancillary equipment such as headsets.
Customer responsibilities	www.northumbria.ac.uk/it For some devices funding will need to be agreed with the Faculty or Service in advance.
Target	Mobile phones next business day following approved request. Mobile computing device may take up to 10 working days following an approved request.
Notes	Customers will be provided with regular email updates.

Specialist computer Software

Service Provided	IT Services provide University Staff with specialist computer software to enable University Staff to adequately carry-out the duties of their post.
Customer responsibilities	To provide adequate details to enable an assessment of what software is required. Funding will need to be agreed with the Faculty or service in advance of an order being placed.
Target	Availability is dependent on supplier lead times
Notes	Customers will be provided with regular email updates.

Desktop software

Service Provided	<ul style="list-style-type: none"> • Windows 10/7 operating system • Microsoft Office 2016 Professional • Internet Explorer 11 • Skype for Business • Current University anti-virus software
Customer responsibilities	None
Target	Preinstalled software ready for use 100% installed and configured
Notes	None

Other Desktop Software

Service Provided	<p>Other applications can be accessed via Citrix Receiver from your desktop or installing locally via advertised programmes.</p> <ul style="list-style-type: none"> • Project • Visio • Minitab and SPSS/AMOS • Endnote • NVivo • MindGenius • TurningPoint • SMART • WINZIP • Matlab
Customer responsibilities	Customers are able to install all components self service
Target	Available 24 hours. Not currently measured
Notes	None

New User of University Business Systems

Service Provided	SITS, SAP, Oracle
Customer responsibilities	Customers may request access to the above via their line manager making a request to the IT Helpline
Target	Within four business days following an approved request
Notes	Approved requests via specialist teams in Academic Registry, Finance and Human Resources

Business Systems for University Staff

Service Provided	IT Services provide University Staff access standard Business Systems such as SAP, SITS, Web Services and Oracle
Customer responsibilities	None
Target	99% of scheduled service hours. Our core service hours are 08:30 – 17:00 Monday to Friday
Notes	In the event of changes to the availability services IT Services Helpline will provide information via one or more of the following methods: <ul style="list-style-type: none"> • Email • IT Services Web pages • Telephone prompts • SnapComms • Social media feeds e.g. Facebook & Twitter

Network access and Wi-Fi connectivity

Service Provided	IT Services provide University Staff and Students with a secure, high-speed, wired network and Wi-Fi services connecting all University sites, including the main campus, CCE, Coach Lane, London campus and NDC in Gateshead.
Customer responsibilities	Only University provided equipment can be connected.
Target	99% of scheduled service hours. Our core service hours are 08:30 – 17:00 Monday to Friday
Notes	In the event of changes to the availability services IT Services Helpline will provide information via one or more of the following methods: <ul style="list-style-type: none"> • Email • IT Services Web pages • Telephone prompts • SnapComms • Social media feeds e.g. Facebook & Twitter

Personal Storage

Service Provided	IT Services provides all University staff and students with 5 GB with of personal networked file space also known as the U drive
Customer responsibilities	Storage of University related files Full details are available at www.northumbria.ac.uk/it/regs
Target	99% of scheduled service hours. Our core service hours are 08:30 – 17:00 Monday to Friday
Notes	In the event of changes to the availability services IT Services Helpline will provide information via one or more of the following methods: <ul style="list-style-type: none"> • Email • IT Services Web pages • Telephone prompts • SnapComms • Social media feeds e.g. Facebook & Twitter

Email Services - Students

Service Provided	Provided by Microsoft as Office 365. Students are provided with 2 GB of space. Access to calendars and SkyDrive.
Customer responsibilities	Your @northumbria email account will always be used for University official emails.
Target	
Notes	

Email - Staff

Service Provided	
Customer responsibilities	All University Staff are provided with a 2 GB enterprise e-mail account using Microsoft Exchange. This includes e-mail, calendar, tasks and Public folders when accessed through MS Outlook 2010. Access can also be gained through the Outlook Web App. www.northumbria.ac.uk/it
Target	Target 99% of scheduled service hours. Our core service hours are 08:30 – 17:00 Monday to Friday
Notes	In the event of changes to the availability services IT Services Helpline will provide information via one or more of the following methods: <ul style="list-style-type: none"> • Email • IT Services Web pages • Telephone prompts • SnapComms • Social media feeds e.g. Facebook & Twitter

Customer Services

IT Services Helpline provides first line support for IT, Student Finance & Switchboard services when the University is closed. It also provides external support for partner Universities (NorMAN). The Helpline handles in excess of 500 calls per day with a first time resolution rate of 60% at first point of contact.

The IT Services Helpline is a 24 hour, 365 day operation

The switchboard is staffed by IT Services:

Monday – Thursday 17:30 – 07:30

Friday 16:30 – Monday 07:30

* Plus all University closure days.

The IT Service Helpline can be contacted on

Email it.helpline@northumbria.ac.uk

Phone 0191 227 4242

Chat northumbria.ac.uk/itchat



twitter.com/NorthumbriaIT

IT Helpline

IT Services Helpline is the single point of contact for all IT related communications. IT Services Helpline provides first line support for IT, Student Finance & Switchboard services when the University is closed.

IT Services Helpline will monitor all open incidents and escalate unresolved incidents to individuals and groups who can help to resolve the problem. When a problem arises, we will deal with it based on an initial assessment as follows:

Severity Table

Severity Level	Type	Description	Recorded & Escalated	Response Time	Target Resolution	
1	Service Critical	Failure of a critical server, application or service. I would normally prevent a significant number of users from working, or causes significant business impact. Request for AV assistance in a classroom or lecture theatre.	15 minutes	30 minutes	4 hours	60% of calls are resolved at first point of contact
2	User Critical	Stops a single user from working. e.g. user account issue or PC fault	15 minutes	4 hours	Within 2 working days depending on nature of fault.	
3	Non-Critical	Failures of other equipment E.g., printers fault where there is a work around.	15 minutes	1 day	Within 4 working days depending on nature of fault.	
4	Non-Urgent	Other non-urgent requests or requests that have a specific date/ time request	15 minutes	1 day	6 weeks	
	Emails	Any requests received via email	4 hours	1 day	As per severity level	
	Instant Chat	Online requests for assistance	5 minutes	Immediate	As per severity level	

Calls that are escalated beyond the Helpline teams are dealt with during the period of standard office hours 08:00 – 17:00. However, the Helpline resolves 60% of calls at the point of contact.

Specialist Services and Support

Other services are provided by IT Services and detailed information can be found in our full service catalogue, which can be found at www.northumbria.ac.uk/it

Communications with our customers

Customer services will communicate with the business in relation to Scheduled and Emergency maintenance. All changes relating to major university services are approved via the departments change management process the details of which can be found at: www.northumbria.ac.uk/it

Scheduled maintenance is a necessary activity, which if not carried out would have an adverse impact on customers. This work could include non-mission critical patching and anti-virus updates.

- Monthly scheduled periods in the out of hours period at weekends, subject to risk assessment, change control and signed off by Change Advisory Board
- Advertised on IT Services Web Pages

Emergency Maintenance is necessary when a service failure occurs which will severely impact on the business if no further action is taken. This work could include mission critical patching, anti-virus updates hardware failures.

- Advertised by email, telephone prompts, SnapComms and IT Services Web Pages.

Other customer communications

- IT Services is committed to customer focus through effective liaison and communication with staff and students.
- Social media streams Facebook and Twitter.
- Self-service portal KNOW HOW
- University level committees
- IT Services Business Relationships are established in many departments of the University to consult and inform staff about University IT strategy and proposals.
- In addition to these Groups and Committees, news and information about IT Services as well as advice on use of IT is available at www.northumbria.ac.uk/it

Evaluation criteria and reporting process

- All queries and requests to IT Services routed via the Helpline are logged on the Helpline database, allowing analysis of requests. This highlights problem areas and staff training requirements.
- Performance in responding to requests is also be monitored.
- Customer satisfaction is monitored through surveys, user groups and other liaison activities.
- Network and server availability and performance are monitored through system logs and downtime records.

Customer Feedback and Complaints

IT Services has a clear customer focus, which is aimed at providing a modern, flexible, high quality IT service appropriate to the goals of the University and our customers.

We welcome any opportunity to improve on the services we provide and encourage both positive and negative feedback from our customers.

Our feedback and complaints handling procedure is intended to provide a quick and simple process for you to discuss any issues or concerns you may have, so that we may improve upon the way we deliver services to all of our customers.

Giving Feedback or Making a Complaint

If you would like to leave feedback or are not satisfied with our services, please let us know as soon as possible, so that we can do our best to put things right.

All feedback is reviewed by management to monitor customer satisfaction and ensure our continual service improvement.

Please use our online IT Feedback form at www.northumbria.ac.uk/itfeedback