IT Services

Generic Service Level Agreement
IT Service Desk Priorities

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Contents

1. Introduction

IT Services provides a comprehensive range of services, including answering questions, fulfilling requests and restoring normal levels of service when problems arise.

1.1. Purpose

This document outlines what service you can expect when reporting an incident (a question, problem or request) related to IT services to the IT Service Desk.

1.2. Scope

This setting out of service expectations for incidents is part of a wider programme of work in IT Services focused on adopting a common set of processes and procedures, and an industry best practice framework ITIL (http://www.itil-officialsite.com/). IT Services will review service expectations for incidents and this document on an annual basis.

2. Service Provision

2.1. Overview

IT Services support comprises three main elements:

- **IT Service Desk** where you can report an incident. Where possible, the IT Service Desk will attempt to resolve the incident. If this is not possible, the Service Desk will pass the incident onto another team:
- **Faculty IT (FIT) teams** who support faculty-specific services, maintain local IT hardware and are sometimes the expert who can visit in person. More information on the FITs and their coverage can be found at: https://www.bristol.ac.uk/it-services/locations/fits .
- **Specialist teams** who maintain centrally supported services (including email, telephony and networks) and can fix problems and answer more detailed questions about those services.

2.2. Logging an incident

Incidents can be logged through the Service Desk online, by email, phone, or face-to-face:

Web: Self service tool (UoB only) https://servicedesk.bristol.ac.uk/tas/public/
Email: service-desk@bristol.ac.uk
Phone: 0117 92 87870   Mon-Fri 8:00am - 5:15pm
Address: 5 Tyndall Avenue, Bristol, BS8 1UD   Counter service: Mon-Fri 9:00am - 5.00pm

All incidents are given an incident number, which will be quoted in an acknowledgement email as soon as the incident is logged. If you need to correspond further about an incident please include the incident number in the email subject line.

The web Self Service tool can be used to track the progress of all your incidents, showing any progress or associated correspondence. Further information or questions can be added and these will be seen by IT Services staff looking at each incident.

2.3. Remote Access

In order to help diagnose and fix faults support staff may use remote access tools to connect to your computer or phone. This will only be done with your agreement where possible, and with respect for your privacy.

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2.4. **Self Help**

IT Services are working to improve their web resources in order to support the quick and easy discovery of answers to common problems and queries. Resources include an A-Z list of service, Service Desk FAQs and an Ask IT facility (for help from the wider community with home and mobile IT needs) (http://www.bristol.ac.uk/it-services/), and a learning resources area (http://www.bristol.ac.uk/it-services/learning).

3. Priority Allocation and Resolution Targets

The following impact and urgency criteria are used to determine the priority given to an incident:

Impact Definitions

- **Very High** A core IT Service has failed, or is degraded, affecting a significant number of users, or

  Significant damage to the University may result from the incident, e.g. loss of revenue, reputation or security.

- **High** A core IT Service has failed, or is degraded, affecting a small number of users, *or*

  A non-key service has failed, or is degraded, impacting multiple locations or users, *or*

  A user's desktop has failed.

- **Medium** A non-key service has failed, or is degraded, affecting a few users.

Urgency Definitions

- **Very High** Critical University deadlines are at risk, *and* no workaround is available.

- **High** No workaround is available, *but* there is no immediate University deadline *or*

  A workaround is available, *and* there is an immediate University deadline.

- **Medium** A workaround is available, *and* there is no immediate University deadline.

Priority Allocated

		Impact		
		Very High	**High**	**Medium**
Urgency	**Very High**	Priority 1	Priority 2	Priority 3
	High	Priority 2	Priority 3	Priority 4
	Medium	Priority 2	Priority 4	Priority 5

Resolution Targets by Priority*

	Target Resolution Time	**Resolution Target**
Priority 1	1 day	90%
Priority 2	3 days	90%
Priority 3	5 days	90%
Priority 4	8 days	90%
Priority 5	15 days	90%

The resolution target time applies to standard University working hours only: Monday – Friday, 09:00-17:00, excluding Bank Holidays and University closure days.

In the majority of cases we will resolve your incident before the times stated above.

*IT Services will review these targets annually.

4. Resolution Times

Resolution time commences from when an incident is logged on our Service Desk system and an incident reference number is allocated. The resolution time applies to standard University working hours only: Monday – Friday, 09:00-17:00, excluding Bank Holidays and University closure days. Where a resolution requires information from yourself or information/support from an external vendor the resolution time will be put "on hold" until the information/support is received.

Whilst we aim to resolve all incidents on a permanent basis, our immediate priority is to get you back up and running so you can continue your work, with a longer term solution following. For example if there was a faulty printer, an initial solution might be to borrow or map to a working printer, the permanent solution would be to repair or replace it. Resolution target times are therefore based on initial solution.

Where the solution is not permanent:

- For University-owned personal equipment (e.g. desktop, printer in your office) we will update you, and put your incident "on hold" until we have fully resolved it, and then close the incident. For example, if a part for a printer was ordered, the incident would not be closed until the part was installed and the printer was working.

- For shared equipment and services (e.g. lecture theatre PCs, network problems) we will update the incident as resolved and close the incident. The underlying problem would then be managed internally by us until its resolution. For example, if a malfunctioning lecture theatre PC was replaced with a working one, or network problems were temporarily resolved, the incident would be closed and we would resolve these problems internally.

5. Closing an incident

When an incident is judged to be resolved we will send you a completion email: if we don't hear from you within 7 days suggesting the incident is not resolved, the incident will automatically be closed and you will be sent an email to this effect. At this point, if you feel the incident has not been resolved, you can reply to the email and the incident will be reopened. The completion email directs you to our web Self Service tool where you can review the incident history, provide feedback and/or reopen the incident.

6. Communications

6.1. Unplanned service downtime

We will contact key users (e.g. Senior Managers, Faculty Managers) if a service becomes unavailable.

You can check the status of key services via our website:

http://www.bristol.ac.uk/it-services/news/status/

Key service status news can also be accessed via our news page, which gives details of all our news channels, including RSS feed, Twitter, Facebook, email list and news bulletin:

http://www.bristol.ac.uk/it-services/news/.

6.2. Planned service downtime

We will communicate with key users directly about planned service downtime (for example, for maintenance and improvements). Planned service downtime will also be communicated through our website as above.

In addition regular network maintenance is undertaken each Tuesday 7.00am - 9.00am by IT Services and by our network provider, JANET. Any interruption to service is usually of a short duration (less than 15 minutes), and notice is not usually given. Many IT and telephony services are provided over the network, and so may be inaccessible during these periods.

6.3.   Feedback about service

Should you have any concerns you should take these up with the person or section dealing with your particular issue in the first instance (for example, the Service Desk http://www.bristol.ac.uk/it-services/contacts/ or your Faculty IT (FIT) Support Team Manager http://www.bristol.ac.uk/it-services/locations/fits). Alternatively, feedback your comments through our web form http://www.bris.ac.uk/it-services/about/feedback/ and we will address your issue.

If you are still not satisfied you can contact the Assistant Director, Service Delivery (http://www.bris.ac.uk/it-services/about/staffprofiles/senior-managers-it.html).

6.4.   School, Faculty and Research Planning

IT Services is pleased to support Schools, Faculties and research projects in the planning and strategy of their IT needs. Such discussions can take place via a number of routes including:

- School/Faculty IT Committees (where they exist)
- Faculty IT (FIT) team Managers (http://www.bristol.ac.uk/it-services/locations/fits)
- IT Services Faculty Account Managers (http://www.bristol.ac.uk/it-services/about/accountmgt.html)

7.   Expectations

7.1.   User responsibilities

All IT users are expected to act responsibly in their use of their PC, storing files in a centrally provided filespace, and following university advice on information security and data use: http://www.bristol.ac.uk/infosec/.

7.2.   Five basic checks before you contact the IT Service Desk

1. Check the IT status page, to see if it is part of a wider issue: http://www.bris.ac.uk/it-services/news/status/.
2. See if your colleagues have a similar problem.
3. Check that the problem is still present after the machine has been restarted.
4. For power, network, mouse or keyboard problems make sure the cables are connected securely (at both ends!). Do this when the power is off.
5. For password problems, check your password works elsewhere.

7.3.   Five pieces of information that will help us

The following minimum level of information (where relevant) will help us process your incident more quickly:

1. The IT Services tag number (a maroon, barcoded sticker labelled "IT Services" that should be found on all University hardware) or the extension number of faulty phone line.
2. If something is not working, what are the specific symptoms and/or error messages? What triggers the error?
3. Is there a deadline for your query?
4. Which of the five basic checks (above) have you tried?
5. Further contact details if appropriate (e.g. a mobile number, the name of a colleague to act as contact or the location of the machine in question if different from yours).

If the above information relevant to the type of incident is not provided, your incident may be put on hold.

7.4. Self-service forms

There are now self-service forms available for some IT requests, for example requests for hardware orders, access and permissions and telephone services. These can be accessed from IT Services front page: http://www.bris.ac.uk/it-services/.

8. Exceptions

8.1. Expected delays

Often incidents can be resolved more quickly than the target times but there may be occasions when resolution takes longer. In particular:

- During very busy times of the year (such as the first few weeks of the Autumn term) when the we anticipate a very high number of calls.
- Where a resolution requires information/support from external vendors.
- Where a resolution requires more information from you.

8.2. Support restrictions

Support, and therefore resolution times, will only apply to University-owned equipment *within warranty*, supported software, hardware and operating systems:

- Software: https://www.bristol.ac.uk/software/software-list/

- Hardware: https://www.bristol.ac.uk/it-services/policies/uobonly/scope.html

- Operating systems: https://www.bristol.ac.uk/it-services/advice/operatingsystems/

Requests for help with unsupported services may be undertaken on a "reasonable endeavours" basis.

8.3. Change requests

Some incidents may represent a request or change in an IT Service, which would be beneficial, but does not stop staff from working. In such cases IT Services will negotiate directly with you an estimated time for completion. If such requests require systems development, capital expenditure or significant amounts of resource then approval to proceed by the Systems and Processes Investment Board will be needed. In such cases the Strategic Projects Office should be contacted for further information and advice:
http://www.bristol.ac.uk/strategic-projects/services/businesscases

9. Reporting and monitoring

Performance against targets will be monitored on a monthly basis. User satisfaction will be monitored through a combination of our regular IT Services user surveys, and interviews. Performance and user satisfaction will be reported periodically to the Senior User Group (https://www.bristol.ac.uk/it-services/about/what/it-services-sug/), and this document, including resolution times will be reviewed annually.