

Computing Services Department User Service Levels 2010-11

Introduction

This document lays out the user services delivered by the Computing Services Department (CSD) at Canterbury Christ Church University. Many other services not listed here run behind the scenes and without these users would be unable to use other more direct IT services. This catalogue is only concerned with services directly accessed by users and not the many supporting services.

If a service required by any user is not listed below then they should discuss this with the Liaison team. It may be that the service can be developed (subject to budget), or it may be offered by colleagues elsewhere.

Computing Service Responsibilities

CSD aims to provide a reliable and secure computing infrastructure to allow the University to deliver its goals. We will manage, operate and maintain all existing IT services listed. Within available funding and resources, we will deliver a rolling upgrade and replacement programme for all equipment as well as where possible enhancements and new services. We will operate within budget for each year, and always offer value for money. We will publicise any proposed downtimes outside regular system maintenance periods for all services.

We will proactively collaborate with the wider UK HE community for mutual benefit. Normally we would aim to adopt early in a technology's maturity cycle, where there are benefits for the University, but IT infrastructure at CCCU will not normally be leading edge. We will aim to minimise the environmental impact of IT wherever possible, aiming to reduce energy and consumable consumption over time.

CSD will publish a 5 year rolling strategy and an annual operating plan. We will revise this service catalogue annually and publish an annual report detailing performance statistics and highlighting new and changed services and facilities for the previous year.

While we provide, maintain and support the technology, we will not normally train users, or operate any equipment or applications for users.

Opening hours

Although many services run 24 hours a day for 365 days a year the department is only staffed during office hours. We can therefore define three different periods:

Core hours	all CSD staff are available and faults will be acted on immediately (within the terms detailed below)
Extended hours	the i-zone is open and some CSD staff may be available. Some urgent faults may be acted on.
Closed	all other times. Currently there are no on-call arrangements , and so no faults will be addressed during this period

Current opening hours (June 2010) are:

Core hours	0900 to 1730, M-Th, and 0900 1700 F.
Extended hours	0830-1800 M-F

We will support an agreed list of out-of-hours events which will be supplied by the Marketing Department to CSD once a term. It may be possible to arrange for staff to be available for other events that take place during weekends or evenings. These must be discussed well in advance with liaison, and no guarantees can be made.

User responsibilities

CSD exists to provide a high quality IT infrastructure and support service to all members of the University. In order to make use of the services users also have some responsibilities.

All users must abide by all the published policies and procedures for IT and information security. All users are individually responsible for developing and maintaining their IT skills, and taking training where necessary.

All users must discuss any potential new requirements well in advance with the Liaison team.

Any fault or problem with any IT equipment or service must be reported to the i-zone immediately. Users must ensure that they and system owners have business continuity plans for being without IT service for up to 1 week. Requests for services must be via the published routes below and within the published notice periods.

Fault Handling

We will always aim to restore any service as quickly as possible and will respond to all faults reported to minimise impact on University business. We will respond based on a priority matrix, which links to agreed service levels set by the i-zone. The matrix is based on a combination of the impact and urgency of any fault.

Impact

- High: whole or major part of a critical service is unusable causing widespread and major business impact
- Medium: part of critical service unavailable causing some business-wide impact or a full support service is unavailable affecting multiple locations or users
- Low: single full support service has failed affecting only a few users or one area, or any limited support service has failed.

Urgency

- High: University deadlines are at risk, and no work around is available
- Medium: no work around is available but there is no immediate University deadline
- Low: a work around is available

		Impact		
		High	Medium	Low
Urgency	High	1	2	2
	Medium	1	2	3
	Low	2	3	3

- 1: Emergency 1 working day to resolution. (red)
- 2: Urgent 3 working days to resolution. (orange)
- 3: Routine 5 working days to resolution. (yellow)

Description of services

The service catalogue below describes each service in the same way. These are the columns used:

Service name	The name of the service, which will be used on all documentation, and must be used on any fault reports
Service scope	Description of the service and details on what will be offered by CSD.
Service type	<p>There are three categories of service: critical, full support and limited support.</p> <p><u>Critical</u>: these are the key services on which the business of the University depends.</p> <p><u>Full support</u>: means that computing services will have developed documentation and we will help users and respond quickly when a service fails.</p> <p><u>Limited support</u>: means that a service is exists and works but is run on a best efforts basis, there is unlikely to be full documentation, and the service may lack resilience.</p>
Eligibility	<p>The types of user who are eligible for this service. This is usually either all users, just staff or just students, although we do have some services restricted to particular courses or subjects.</p> <p>(Note: associates will receive just those services required according to</p>

	individual proven need and not all possible services that may be available.)
User responsibility	Specific criteria that users of the service must conform to in order to use this service. This is in addition to the general user responsibilities detailed in this document.
Service level	Information on the levels of service provided and any specific service targets that might exist.

Service name	Service scope	Service Type	Eligibility	User responsibility	Service Level
Staff IT					
Staff IT equipment	Centrally provide all staff who need a computer, with standard basic computing equipment. This will usually be a desktop PC, monitor, keyboard and mouse with access to a networked printer/copier.	Full	Staff	Any additional equipment will need separate funding provided by the department.	Equipment will be no more than 5 years old, will be able to run up-to-date University-standard applications, and will be as energy efficient as possible within Industry Standards
Staff IT desktop	Develop and deploy a standard desktop image on all staff PCs. Software may be delivered in various ways according to need	Full	staff	None additional.	
IT Purchasing	Purchase of all University IT, whether from Computing Services Department or departmental budgets	Full	staff	Discuss requirements with liaison then raise order, allowing between 2 and 4 weeks minimum for delivery of items depending on equipment. No IT equipment must be purchased outside this process (e.g. via personal credit card)	Orders will be placed with a supplier within two working days of POR being received by CSD. Users will be informed of any delays, and equipment will be installed as a routine support call on receipt. This process is subject to individual suppliers' stock availability.
IT Asset management	To maintain a list of computing services hardware assets (desktop hardware/ AV/ network/ servers)	Limited	All	Follow IT Purchasing procedures	This is service currently subject to review

Service name	Service scope	Service Type	Eligibility	User responsibility	Service Level
Laptops	Laptops can be purchased on behalf of departments following the IT Purchasing process.	Full	Staff	Separate funding will need to be provided by the department and specific requirements will be discussed with the Liaison Team. Laptops must be brought back and connected to the University network at least every six months.	It is recommended that laptops are replaced every 3 to 4 years, CSD will only be able to offer limited support for laptops older than this
Netbooks	Netbooks can be purchased on behalf of departments following the IT Purchasing process.	Full	Staff	Separate funding will need to be provided by the department and specific requirements will be discussed with the Liaison Team.	Windows-based notebooks will be supported as a laptop. Linux based netbooks are unsupported and will not be purchased.
Staff IT installation	To install additional, approved course-related software on staff equipment and install and configure equipment purchased via approved processes	Full	Staff	Requests for additional software must be made to the liaison team in a timely manner.	Software will be installed correctly, with normal configuration to allow use. CSD staff would not normally assist with user configuration or training in any product
Software evaluation	To evaluate software applications and to ensure suitability for installation on staff/student PCs.	Full	Staff	Requests for additional software must be made to the liaison team in a timely manner.	We cannot guarantee that software requested will be able to be installed as it may be incompatible with existing desktop(s). All software will be installed by CSD staff. All software licensing is also managed by CSD
Student IT					

Service name	Service scope	Service Type	Eligibility	User responsibility	Service Level
Student IT Facilities	Provide students with appropriate computing facilities in open access and IT teaching rooms.	Critical	Student	Users are required to take reasonable and necessary measures to safeguard the operating integrity of the systems and their accessibility by others.	Equipment will be no more than 5 years old, will be able to run up-to-date University-standard applications, and will be as energy efficient as possible within Industry Standards.
Student PC Desktop	Develop and deploy a standard desktop image on all student PCs. Software may be delivered in various ways according to need	Full	Students	Academic staff must confirm software requirements via the liaison team by 1 st June.	software installation will be subject to compatibility with network and hardware used in the university
2 nd line Student IT support	To provide students with a 2 nd -line IT Support facility, based at the i-zone. We cannot provide support in breach of software licensing agreements and we are unable to visit students in any accommodation	Full	Students	Students must carry out initial investigative work on software and hardware issues, and back-up all files and data before visiting the i-zone. They must also ensure all anti-virus/anti-spam/personal firewall software is up-to-date	Staff will use best efforts to resolve all issues raised at the i-zone and escalate within CS where necessary
Mac teaching facilities	Varied Mac Desktop provided. Mac Servers and Open Directory deployed to support Mac Desktop.	Full	Students on agreed courses only	Academics responsible for instructing on use of specialist packages.	Macs will be replaced every 3 years. Equipment will be configured to run University-standard applications.
Student web server	Microsoft IIS Server, Server side Perl and php	Limited	Students on agreed courses only	Academics responsible for instructing in use.	We will respond to faults only
Student Unix server	Linux Red Hat server for teaching of Unix based courses	Limited	Students on agreed courses only	Service provided 'as is' – academics responsible for instructing on use.	We will respond to faults only

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Oracle	PC Oracle client to access Oracle database server.	Limited	Students on agreed courses only	Academics responsible for instructing in use.	We will maintain the licence and a support contract for the software. We will respond to server faults only
Teaching room fixed IT	Ensure that teaching rooms will have installed, or access to, up-to-date IT and Audio Visual (AV) facilities, subject to budget constraints.	Critical	All	Report any fault to the i-zone immediately it is noticed All support and teaching staff must familiarise themselves with the use of the equipment	All classrooms will be checked at least every 2 weeks. AV equipment will normally be replaced every four years. A printed instruction guide will be provided in all teaching rooms. There is a special number for classroom emergencies and calls made to this number will be treated as a priority
Temporary room IT	To provide audio visual equipment to rooms otherwise not provisioned	Full	All	To log a support call with specific details of requirement at least 5 working days in advance and to ensure they have received adequate training in the use of the equipment	Equipment will be tested and checked when setup to ensure it is working correctly
Audio Visual					
Off air recording	Provide recording of BBC1, BBC2, ITV1, Channel 4, 5 TV, BBC4 from 6pm until 6am every day under the terms of the ERA license	Full	Staff	To make appropriate requests via a support call	
AV Services	Duplication of copyright-free DVDs and CDs onto duplicate media Conversion of miniDV to DVD and other media types To retouch and edit copyright-free digital photographs To convert 35mm photographic slides to jpg digital format	Limited	Staff	To make appropriate requests via a support call	

Service name	Service scope	Service Type	Eligibility	User responsibility	Service Level
AV loans	A provision of small AV items is available via library issue desk in Augustine House and managed by library staff.	Limited	All	Users must ensure items are used correctly and returned at the required time.	Computing Services will maintain all items in good order but cannot train or support their use
Infrastructure					
File storage	Centrally provided storage for individuals and groups. Allocations range from 130MB to 50 000MB. All backed up with near-line and off-site copies.	Critical	All (within limits)	Manage their file storage within the limits.	All central storage will be backed up daily in case of disaster. Individual files may be recoverable depending on circumstances. We will seek to increase storage as demand grows, subject to budget. Significantly large quotas will be charged to the department.
User identity management	Login authentication, permissions and authorisations. Local, remote and wireless.	Critical	All	Abide by policies, keep credentials secure and inform the university of any change in status.	
Staff e-mail	Central provision on Microsoft Exchange 2003. Accessible from Outlook 2007 on all Computing Services Department managed desktops. Also accessible to any internet accessible devices by use of Outlook Web access and via push email on mobile phones.	Critical	Staff	The University has strict guidelines about the use of the email system which should be read before staff start to send and receive emails. Staff email accounts are subject to volume restrictions and staff should check their email account regularly to allow them to meet the requirements of their post. See staff email policy.	Spam and Virus counter measures will be in place. All new permanent staff will be automatically given an email account. E-mail will be backed up daily for disaster recovery purposes.
Staff calendaring	See staff email	Full	Staff	See staff email policy.	

Service name	Service scope	Service Type	Eligibility	User responsibility	Service Level
Student e-mail	Central stored email with spam and virus counter measures in place. Accessible to all students via single source of sign-on web application internally and externally. All students will receive a student email account; the University uses WebMail as its student e-mail software.	Critical	Students	The University has strict guidelines about the use of the email system which should be read before students start to send and receive emails. Student email accounts are subject to volume restrictions and students should check their email account regularly. See student regulations . Must access email at least once per week as it is used as a primary method of contact with the student.	Spam and Virus counter measures will be in place. All new students will be automatically given an email account. E-mail will be backed up daily for disaster recovery purposes.
Web servers	Provide and maintain the web servers on which the university's websites are hosted.	Critical	Web authors	Provide and maintain suitable content.	
VLE	Host and technically manage the Virtual Learning Environment (content organisation and management provided by LTEU).	Critical	All	None additional.	
ECDL	Host and technically manage the ECDL Environment (Content organisation and management provided by LTEU)	Limited	All	None additional.	
e-Assessment	Host and technically manage the on-line assessment system (Content organisation and management provided by LTEU)	Limited	Staff	None additional.	

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Disaster recovery and Business Continuity	To ensure that the University's IT facilities can be recovered in the event of a disaster, and that the business of the University can continue.	Full	Staff	Every Head of Department is responsible for identifying their department's critical business processes, which rely on any IT facilities for the delivery of those processes. Each Head must then put in place a documented Business Continuity plan, identifying how these processes will be delivered in the event of IT facilities being unavailable. Correct use of the systems by users will ensure their essential services can be recovered within the plan.	Computing Services aim to recover any service within a period of 7 days. We will maintain and practice implementing the department's disaster recovery and business continuity plan
Campus Network Infrastructure	Fully structured cabled system with actively managed active connections.	Critical		None additional	
Inter Campus Links	Provide and maintain suitable links between sites	Critical		None additional	Links provided via Kent MAN which operates a 99.7% availability target
Internet connection	Provide a link to the global internet via JANET (UK national academic network). Maintain protection from external malfeasants.	Critical		None additional	Links provided via Kent MAN which operates a 99.7% availability target
Anti-virus	The university provides anti-virus software as standard on all CCCU PCs. Anti-virus software and signature files used by all systems of the university. Also available free of charge to all staff and students for home use on Microsoft and Apple computers.	Full	All	Users are expected to employ careful judgement when using storage devices etc from outside the university.	The anti-virus system is centrally maintained and frequently updated.

Service name	Service scope	Service Type	Eligibility	User responsibility	Service Level
VPN	Remote access for staff to internal computing resources via and encrypted virtual private network.	Limited	Staff	Users are expected to use the documentation provided and to set up their own computer. This process works for computers that are of a suitable specification in terms of hardware and operating system.	CSD maintain the VPN service. CSD will support VPN on CCCU-owned laptops. CSD do not support privately owned equipment or external ISP services.
Wireless network	Provide (where funded) Eduroam based wireless service, consistent across the campuses including shared campuses.	Full	All	Users will need to manually configure their own wireless network connection. To assist with this process users must adhere to the guides provided.	CSD fully maintain the Eduroam service. Limited support is available for students to configure their own equipment. Documentation is available for staff to configure their personally owned equipment.
Residence network provision	Provide students within CCCU halls of residence, where the service is provided by CSD, with a "broadband" like connection to central computing resources and the world wide web.	Limited	Students	Users will need to manually configure their own internet browser to be able to access the internet. To assist with this process users must adhere to the guides provided.	CSD fully support the residents network within Halls where the service is provided by CSD. Limited support is provided to assist students setting up their equipment to work on the residence network. CSD will test all residence networking points once per year to ensure they still function.
Printing					
Staff Networked printers	To provide all staff with printing facility	Full	Staff	To log all faults via a support call	All staff will be given access to a printer, this may be localised in their departments according to the printer policy
Student networked printing	To provide all students with printing facilities	Full	Students	To log all faults via a support call. Students are responsible for ensuring they have enough credit to print and copy.	Wherever possible printing will be to a single queue and retrieved via a pull model

Service name	Service scope	Service Type	Eligibility	User responsibility	Service Level
Student Print Charging	Provide students with an automated method for paying for their printing with online and kiosk based payment methods	Full	Students	Users must take care to ensure correct information is entered when making payments	All students will be provided with £12.50 of credit per year. Any remaining credit is carried over to the next academic year. No refund for unused credit is given when student leaves.
Additional Student Print Credits	Academic staff can provide students with additional print credits.	Full	Staff	Staff must contact the i-zone allowing 5 working days. This will require authorisation from the budget holder.	Print credits will be added within 2 working days of receipt of support call by CSD
Additional Staff Print Credits	In order to print to student printers and MFDs, staff need to have print credit in the same way as students	Full	Staff	Staff must ensure they have enough credit to print on student printers or MFDs. To obtain additional staff print credits budget holder authorisation is required and staff must contact the i-zone, allowing 5 working days.	All staff will be provided with £25.00 of credit per year. Any remaining credit is not carried over. Print credits will be added within 2 working days of receipt of support call by CSD
Printing Consumables	To ensure adequate provision of printing consumables for students	Full	Students	To ensure the request is submitted in a timely manner.	Requests for paper will be actioned within 3 working days of receipt of support call by CSD
User Engagement					

Service name	Service scope	Service Type	Eligibility	User responsibility	Service Level
User liaison	The Liaison Team provides an interface between all Faculties, Departments and Remote Campuses and inform users about developing the central computing strategy of the University, helping to enable everyone to take advantage of the new technology.	Full	Staff	Users are responsible for ensuring that the liaison team are aware of any IT developments within their department.	The Liaison Team will be available to attend Faculty and Department meetings. They will be contactable via telephone and email. Liaison will run a forum (CompuForum) at least once each term with academic and support staff representatives from around the University community
Project management	The liaison team will provide IT project management support to the University for specific IT projects.	Full	Staff	Departmental project managers must be available to liaise with Computing Services.	We will use a version of Prince2, and full documentation will be maintained for the project
Publications	Computing services will publish IT information to the university to inform users about any developments.	Full	All	Users must take responsibility for reading all communications from Computing Services.	Policies, procedures and other documentation will be maintained on the computing Services web site.
Publicity	All information regarding changes that may affect the use of IT will be communicated to the university using a variety of communication methods.	Full	All	Users must take responsibility for reading all communications from Computing Services.	Liaison will publish information via StaffNet and StudentNet – the standard University communication method
Website	The Computing services website contains information for both staff and students to support their use of IT at the University.	Full	All	None additional	The website will be kept up-to-date at all times
Additional services (there may be a charge for these services)					
Conference accounts	Conference accounts are available for Delegates or speakers at a conference on a University campus	Full	Staff	Requests for accounts should be submitted via a support call to the Computing Services Administration Team at least five working days before the event.	Details of usernames and passwords will be clearly printed

Service name	Service scope	Service Type	Eligibility	User responsibility	Service Level
Out of hours event support	Computing Services will provide IT support for lectures and conferences that take place out of normal teaching hours on request.	Limited	Staff	Requests for out of hours support must be received in a timely manner.	CSD will support Corporate events arranged by marketing. Other events will be supported subject to resource availability.
Bulk email	The University can, in exceptional circumstances, provide a service known as 'bulk email' for University Departments who wish to communicate with 'all staff' or all 'students'.	Limited	Staff	Requests for bulk email must be received in a timely manner as there is an approval procedure which has to be followed.	
Research support	Case by case agreement to provide additional/enhanced services to support research Existing services: <ul style="list-style-type: none"> • Biosciences • GRID 	Limited	Staff	Discussions must take place via Liaison well in advance of need	

Document control/change history				
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