****

<Department name>

Service Level Statement

*<Italicised guidance is provided throughout. Once you have filled in the template, please delete all guidance text>*

<Month year>

# Section A

# Objectives of service

<*Use this section to set out the objectives of the service. A bullet-point list will suffice. An example from Estates and Facilities is provided>*

The current overall objectives of Estates and Facilities are to:

* Support and facilitate the core activities of the University on a 24x7 365 basis.
* Protect the fabric and services of the University’s buildings to maintain their asset value through planned and reactive maintenance.
* Provide a professional and pro-active estate-wide facilities function including cleaning, gardening, security, catering, post room and logistics.
* Provide quick and efficient communication with all users.
* Actively manage the usage of space throughout the estate.
* Create information systems that monitor performance and costs and improve decision making.
* Become involved in the early planning stage of new or updated projects to achieve overall departmental objectives.
* Regularly review E&F services and seek improvements.
* Benchmark activities and services with other comparable institutions and use HE sector and industry data to set key performance indicators.
* Provide all necessary environmental and energy management services.
* Provide accommodation that meet students’ needs whilst providing value for money.
* Generating revenue through the provision of conferencing and letting facilities.

# Summary of services

*<Use this section to set out a summary of services. A bullet-point list will suffice. An example from Finance is provided>*

* Management accounting service
* Strategic and transactional procurement activity
* Treasury management services
* Counter services
* Statutory reporting
* Financial management of subsidiary companies
* Relationship with internal and external auditors
* Processing payments to suppliers, students and staff
* Provision of payroll and pensions services to staff
* Pricing and tuition fee setting
* Invoicing arrangements
* Credit control arrangements
* Administration of payments received
* Administration of Student Finance / SLC
* Administration of bursary payments
* Management of the financial arrangements for collaborative partnerships
* Insurance services

# Availability of Service

*<Use this section to set out the service’s opening hours. You may wish to use a tabular format>*

# Frequency of Service

*<Use this section to set out the frequency of services e.g. you can expect your carpet to be hoovered once per week; you can expect to receive a monthly progress report on external examiner nominations>*

# Quality Monitoring

*<Use this section to set out data or measures used by the department to monitor service delivery, e.g. student or customer feedback / survey results / statistical measures / annual audits / external accreditation>*

# Exclusions

*<Use this section to set out what customers should* ***not*** *expect from your service, e.g. the department is not responsible for the payment of sessional staff>*

# Our Responsibilities

*<Use this section to state how the responsibilities of your service will be discharged. An example from Finance is provided>*

The Finance Department will provide the services and support as defined in this document, including:

* Dealing with your requests in a consistent and fair manner.
* Communicating honestly and openly with you about the progress of your requests.
* Ensuring compliance with legal and statutory requirements
* Professional advice on adhering to the framework of financial control
* Provision of Financial regulations and procedures

# Your Obligations

*<Use this section to state what you expect from your customers and/or stakeholders in order for the service to be delivered. An example from Finance has been provided>*

To ensure the Finance Department can deliver an efficient and effective service it is important that our internal customers comply with a number of obligations. These include:

* Providing the department with timely and good quality information to facilitate efficient responses to your requests for support
* Complying with the University’s financial procedures and regulations as published on the Finance website
* Engaging with the Finance Department at the earliest possible stage if support is required for large projects (e.g. a large procurement project or changing procedures which impact on financial processes)
* Engaging with the Department to ensure appropriate recording and coding of financial information and to ensure the accuracy of management information
* Appropriate use of the management information and data provided to you by the Department
* Adhering to deadlines for the submission of information.

# Stakeholders

*<Use this section to list the stakeholders for your service. This helps to make explicit where the successful delivery of the department’s services is dependent on the provision of work or information by another department or area, e.g. the i-zone cannot close student enquiries without information provided by registry, academic schools, etc)*

# Contact details

*<Use this section to share your service contact details, such as generic e-mail address, telephone number, FAQs page on service’s website etc>*

# Communication with service users

*<Use this section to set out how your service users can expect to be contacted, e.g. we will respond to e-mail requests within 3 days of receipt; we will respond to routine requests for data within 10 days of receipt. Two examples, from IT and Estates & Facilities, are provided>*

|  |  |  |
| --- | --- | --- |
| **Priority** | **Communication from Support team** | **Ongoing Updates** |
| Critical (priority 1) | Within 15 minutes | Every hour |
| High (priority 2) | Within 1 working hours | As agreed with the user |
| Medium (priority 3) | Within 2 working hours | Updates will be provided through Heat Self Service. |
| Low (priority 4) | Within 2 working hours | Use Self Service to view updates |

|  |  |
| --- | --- |
| **Response Times** | |
| Priority 1 - Emergency | 1 Hour |
| Priority 2 - Urgent | 3 Working Days |
| Priority 3 - Routine | 5 Working Days |

# Section B

# Key Performance Indicators and Benchmarking

***Please note this section is only required for departments using TEMPLATE B. Those using TEMPLATE A may delete this section.***

*<Use this section to set out your service’s KPIs which must be measured and evaluated as part of Professional Services Annual Monitoring. An example from IT is provided on the next page. KPI data must be provided in a useable format for management reporting, in order to track issues over time and effectively close the loop>*

*You can refer to the* [*University KPIs*](https://cccu.canterbury.ac.uk/strategic-framework/strategic-framework.aspx) *when constructing your service KPIs*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | | **I.T. MONTHLY KPI REPORT** | |  |  | |
| **KPI** | **Priority / Item** | | **Definition of Key Performance Targets** | | **Actual** | | **R/G** |
| **SERVICE REQUESTS** | | | | | | | |
| 1 | | Initial Response | | 90% in 2 working hours - (Remaining within 2 working days) | **92%** | |  |
| 2 | | Completion | | 90% within agreed completion date | **87%** | |  |
| **FAULTS AND PROBLEMS** | | | | | | | |
| 3 | P1 – Critical | | | 90% resolved within 4 working hours of being reported | **100%** | |  |
| 4 | P2 – High | | | 80% resolved within 2 working days of submission | **100%** | |  |
| 5 | P3 – Medium | | | 80% resolved within 5 working days of submission | **80%** | |  |
| 6 | P4 – Low | | | 80% resolved within 20 working days of submission | **80%** | |  |
| 7 | Classroom emergency | | | 90% attended within 10 minutes | **95%** | |  |
| **CHANGES** | | | | | | | |
| 8 | Initial Response | | | 90% responded to within 2 working days of submission | **30%** | |  |
| 9 | Status Update | | | 100% of open changes have had monthly status updates published | **75%** | |  |
| **SYSTEM AVAILABILITY** | | | | | | | |
| 10 | Desktop Services | | | 99.9% service availability during the past month | **100%** | |  |
| 11 | Learning & Teaching Systems | | | 99.9% service availability during the past month | **90%** | |  |
| 12 | Telephony | | | 99.9% service availability during the past month | **100%** | |  |
| **SECURITY** | | | | | | | |
| 13 | Security Patching | | | 95% of supported systems successfully patched in the past month | **100%** | |  |