

**Information Technology Services**

**ITS CUSTOMER SERVICES  
AND SUPPORT HANDBOOK**



## 1. Service Descriptions

The following information describes in detail the actual service provided by ITS under broad service level headings such as Helpdesk and Training Services.

### 1.1 Helpdesk Services

The term Helpdesk Services refers to the provision of the following IT services for computers, phones, switchboard, data networks, online education, and application systems:

#### ITS Helpdesk

- First point of contact for IT support requests
- Call capture, categorisation and escalation
- Manage access to IT resources (network folders, printers, internet, email etc)
- IT Communications (Downtime notifications and IT updates)
- General IT advice

#### Online Education Helpdesk

- MyUni system management
- Call capture, categorisation and escalation
- Forum Moderation

#### Telecommunications Helpdesk

- First point of contact for telephone and data service requests
- Call capture, categorisation and escalation
- Mobile phone services

#### Switchboard Services

- Connect internal and external calls
- Updating University telephone directory

### 1.2 Training Services

The term IT Training Services refers to the provision of the following:

- Training for University business systems in finance and student administration
- Training for common desktop applications such as MS Office, Calendar and Email
- Telephone and on site support in the above applications
- Training needs analysis, design and development for new applications
- End user assessment and certification
- Support for online training

### 1.3 Audio Visual Services

The term Audio Visual services refers to the following:

- Common teaching areas AV maintenance and fault resolution
- Special events AV equipment placement
- AV equipment usage orientation / training
- Video conferencing setup and support
- General AV advice

## 1.4 Research and Teaching Services

The term Research and Teaching services refers to the provision of technical support and development for the following services which support the core business of the University:

### Learning and Teaching Services

- Learning and Teaching Services are managed in a partnership between ITS and the Centre for Learning and Professional Development (CLPD). In the context of this schedule, Learning and Teaching Services refer to the provision of 2<sup>nd</sup> and 3<sup>rd</sup> tier technical support and development. ITS also provides training and helpdesk services for Online Education.
- Technical support and development includes system upgrades, data management and integration, course content rollover and response to escalated incidents from the Online Education helpdesk or CLPD.

### Undergraduate Computing Services

- The provision of IT services to undergraduate students such as computing laboratory installation and ongoing hardware support. This includes installation, upgrades and support for area specific teaching and research software.
- Student support services are also provided to ensure students can connect to the University wireless network using either University provided loan equipment or their own personal notebook. ITS has also established a student notebook program giving student access to very competitive pricing and custom setup notebooks ready to connect to the wireless network.

### Streaming Media

- Streaming Media services are managed in a partnership between ITS and the CLPD. In the context of this schedule, Streaming Media services refer to the provision of 2<sup>nd</sup> and 3<sup>rd</sup> tier technical support and development. ITS also provides training and helpdesk services for streaming media.
- The Streaming Media services incorporate loaning of handheld records, deployment of applications to capture and upload digital audio and video content to a central streaming server, deployment of equipment and applications to Common Teaching Areas.

### IT Consulting and Project Management

- As outlined under section 4.3 Custom Requests (CR) of the ITS Customer Support Handbook, ITS offer IT consulting and project management service for all services listed in the Service Catalogue. ITS will work closely with customers to ensure that IT is used appropriately and strategically to best fulfil business requirements.

## 1.5 Collaboration Services

The term Collaboration Services refers to the sharing of information between individuals and groups via the following services:

- Messaging Services - E-Mail
- Calendar Services
- File Services
- Printing Services

ITS offers all the above services to University staff, students and other University customers. A number of policies and guidelines exist that outline what and how much is on offer for each category of service.

## 1.6 Communication Services

The term Communication Services refers to the following:

- Access to a range of Internet services such as email, real audio and video streaming and security controls.
- Provide data and voice cabling and sockets to connect to the data and communications network.
- Provide remote access to some core services on the University network.

## 1.7 Desktop Services

The term Desktop Services refers to the provision of the following IT services for desktop / notebook computers:

- Computer hardware and software inventory services
- Software installation / upgrade services
- Software and system fault resolution services
- Computer installation services
- Desktop Consulting / Project Management services
- Printer installation services
- Computer accessories installation
- Hardware diagnosis and problem management services
- Network connectivity services (LAN / Wireless / Dial-Up)
- Computer disposal services
- Operating system upgrade services
- Desktop security services (including virus and security patching)
- Computer connectivity and troubleshooting services in common teaching areas
- Warranty logging and processing

## 1.8 Hosting Services

The term Hosting Services refers to maintenance of a server in a controlled environment and any required additional hardware or software support services:

- Server Hosting
- Backup and Restore Services
- Operating System Support Services
- Hardware Support Services
- Application Support Services
- Consulting Services

## 1.9 Software Management

The term software management refers to software license management for University-wide software licences:

- Contract management
- Ensure compliance with contract terms & conditions
- Auditing usage and reporting requirements
- Copyright compliance procedures
- Co-ordinate legal and risk assessment

## 2. Contacting ITS

Helpdesk	Contact Details	Service Overview
ITS Helpdesk 8am – 6pm Business Days	Phone: (08) 8303 3000  Fax: (08) 8303 5775  Email: <a href="mailto:helpdesk@adelaide.edu.au">helpdesk@adelaide.edu.au</a>	For enquiries regarding the majority of ITS services such as the email system, network and server issues, general hardware and software queries, desktop computer and student computer lab enquiries.
Telecommunications Helpdesk 8am – 5pm Business Days	Phone: (08) 8303 3333  Fax: (08) 8303 5669  Email: <a href="mailto:pabx@adelaide.edu.au">pabx@adelaide.edu.au</a>	The University Telephone Directory is maintained by the Telecommunications Helpdesk. Other support services include: all telephone requirements, facsimile, equipment repairs and training, free programming of telephones, purchasing of mobile phones and provision of loan mobile phones.
Online Education Helpdesk 8am – 6pm Business Days	Phone: (08) 8303 3335  Email: <a href="mailto:myuni.help@adelaide.edu.au">myuni.help@adelaide.edu.au</a>	For enquiries about online education services, what's available, access problems etc.
Switchboard Service 8:30am – 5pm Business Days	Phone: 9 (internal), or (08) 8303 4455  Email: <a href="mailto:pabx@adelaide.edu.au">pabx@adelaide.edu.au</a>	The University Switchboard processes all incoming calls to the University number and manages non-local outgoing calls.
Audio Visual Support 8 am – 6pm Business Days  6pm – 8pm Business Days Emergency mobile phone support provided	Phone: **1 from internal CTA phones or (08) 8303 3933  Email: <a href="mailto:helpdesk@adelaide.edu.au">helpdesk@adelaide.edu.au</a>	Audio Visual Support Services provides priority AV support in all University Common Teaching Areas.

## 3. Requesting ITS Services

All requests for ITS services should be directed to the appropriate Helpdesk phone or email address as highlighted in section 2 above.

**Important:** Please note that all Incident requests (IT Faults) and urgent requests must be made via phone to the appropriate Helpdesk. Service requests may be made via email or phone to the appropriate Helpdesk. If your service request is urgent, or you need to send detailed information to ITS, please email the details to the appropriate Helpdesk and then phone the relevant Helpdesk and highlight the email and urgent nature of your request.

Response and resolution times will be in accordance with the relevant Incident, Service Request or Custom Request timeframes as outlined in section 5, "Key Performance Indicators" of this document.

## 4. Escalation Process

Users wishing to follow up on a request they have made should contact the relevant Helpdesk by phone. The following procedure should be used as a guide:

1. Contact the relevant Helpdesk and ask them to follow up on the request for you.
2. If you require further escalation, contact the Helpdesk and ask to speak to the Service Delivery person or a Team Leader.
3. If you require further escalation after contacting the Service Delivery person or Team Leader, contact the Helpdesk and ask to speak with the Manager (ITS Managers contact details in Appendix 1).
4. If you require further escalation after contacting the Service Delivery person, Team Leader or Manager, ask to speak with the General Manager.

## 5. Key Performance Indicators

### 5.1 Incidents (Inc)

An Incident refers to an IT fault or error. Incidents are given a priority rating between 1 and 4 with Priority 1 as the highest priority. An Incident priority rating is determined by the Helpdesk staff member after gathering the following information from the customer:

- Number of users affected by the Incident
  - Single User
  - Floor or Workgroup
  - Entire Building – Group of Buildings
  - Site – whole campus
  
- Business Impact of the Incident
  - Low – minimal impact on University business
  - Normal – minor impact on University business
  - Urgent – high impact on University business
  - Critical – extremely high impact on University business

An example of a Priority 1 is a lecturer having issues connecting a notebook into the projector within one of the common teaching areas and their lecture is due to begin in 15 minutes. In this example, the number of users affected is "Floor or Workgroup" and the business impact is "Critical".

An example of a Priority 4 is a printer not working but the user is able to print to another nearby printer with the same features. In this example, the number of users affected is "Single User" and the business impact is "Low".

The following table outlines the Key Performance Indicators for Incidents:

Priority	Time to Respond	Estimated Time to Resolve
1	5 minutes	80% of calls resolved in 2 hours
2	5 minutes	80% of calls resolved in 8 hours
3	5 minutes	80% of calls resolved in 2 business days
4	5 minutes	80% of calls resolved in 5 business days

**Note:** Urgent AV requests made via dialing \*\*1 from within a Common Teaching Area will be given the highest priority within ITS. The expected resolve time for such requests should be no more than 10 minutes, and are often solved within 5 minutes.

## 5.2 Service Requests (SR)

The term Service Request (SR) refers to common user requests such as installations, additions and changes, for example:

- Software installation requests
- Data port requests
- New computer requests
- Requests for a visitor IT account to be created

All service requests are pre-assigned a Priority from 1 through to 4 to give our customers a realistic expectation regarding the completion time for the request. It is recommended, where possible, that customers log their Service Requests as early as possible prior to the required date. A full list of ITS Service requests is available on the ITS web site:

<http://www.adelaide.edu.au/ITS>

The following table outlines the Key Performance Indicators for Service Requests:

Priority	Time to Respond	Estimated Time to Resolve
1	same day	80% of requests resolved within 1 business day
2	2 days	80% of requests resolved within 4 business days
3	2 days	80% of requests resolved within 8 business days
4	2 days	80% of requests resolved within 15 business days

## 5.3 Custom Requests (CR)

Custom Requests (CR) refers to an IT request that does not fall into the Incident or Service Request categories. These requests are typically low volume but of high business importance for our customers.

ITS may categorise these requests into one of the following:

- Project Management Request
- Consultation Request
- Major Change Request

ITS manages these requests on a case-by-case nature as each request is unique. As a result it is not possible to define standard resolution times for CR's. ITS will respond to and discuss such requests within 2 days of receiving the request.

Priority	Time to Respond	Estimated Time to Resolve
5	2 days	To be negotiated with customer

## 6. Uplifted Services

If you require a service outside the scope of the ITS SLA, please contact the relevant ITS Manager (see Appendix 1). ITS is interested in discussing all your IT requirements to ensure the best possible outcome for you and the University. An example of an uplifted service may be a request to improve the response / resolution times for Incidents or Service Requests or to extend hours of support. Such requests must be discussed with an ITS manager and formalised as an addendum to this SLA.

## 7. Service Costing Models

There are three costing models that apply for IT services. The application of each of the charging models is dependant on a number of factors such as the presence of a formal SLA with ITS, whether the service is centrally funded by the University or if the service is provided on cost recovery basis. The three costing models are explained below:

### 7.1 Centrally Funded

This charging model requires no additional funds transfer to ITS for the services provided. The funds for the service are provided via central University budget lines.

### 7.2 Annual Unit Service Fee

This charging model is based around a set charge per annum for a service. Examples of this include the Server and Desktop Support services which both have a per device charge per annum.

### 7.3 Fee for Service

This method of charging is perhaps the simplest, with each service request being charged for. Examples include a new phone or data port. Each of these Service Requests has an associated fee that is agreed prior to the work commencing. The charge in most cases covers parts and labour.

## 8. Service Measures

Information pertaining to the performance of University IT systems managed by ITS is available on the ITS web site: <http://www.adelaide.edu.au/ITS> and within Appendix 2. This information highlights the performance measures specific to each critical University IT service.

## Appendix 1: Contact Details for ITS Managers

Ref #	Service	ITS Manager
1.	Helpdesk Services	Mark Williams mark.williams@adelaide.edu.au 8303 5661
2.	Training Services	Mike Byrne mike.byrne@adelaide.edu.au 8303 6120
3.	Audio Visual Services	Mark Williams mark.williams@adelaide.edu.au 8303 5661
4.	Research and Teaching Services	Mark Williams mark.williams@adelaide.edu.au 8303 5661
5.	Collaboration Services	Jonathan Churchill jonathan.churchill@adelaide.edu.au 8303 5041
6.	Communication Services	Jonathan Churchill jonathan.churchill@adelaide.edu.au 8303 5041
7.	Desktop Services	Mark Williams mark.williams@adelaide.edu.au 8303 5661
8.	Hosting Services	Jonathan Churchill jonathan.churchill@adelaide.edu.au 8303 5041
9.	Software Management Services	Tina Daniels tina.daniels@adelaide.edu.au 8303 5682

## Appendix 2: IT Service Measures

The following information outlines the measures used in providing core IT services to the University. Additional information is provided on the ITS web site: [www.adelaide.edu.au/ITS](http://www.adelaide.edu.au/ITS)

### IT Services

#### Service Hours

The period it is intended all IT services identified in the table to the right will be available. The intended service hours for all IT services is 24 hours a day, 7 days a week by 365 days a year excluding "Planned Outages".

#### Customer Support Hours

8am – 6pm weekdays (excluding public holidays)

The period University staff and students can contact the ITS Helpdesk with IT support requests.

#### Availability

A percentage that represents the target uptime for a service during the year.

An example is 99.5% availability for University Email. This equates to Email being available for 8,760 hours in a year, with a predicted maximum downtime as a result of unexpected hardware or software faults of 44 hours.

#### Mean Time to Repair

Mean time to repair represents the target mean time to restore an unexpected service outage or fault during "Customer Support Hours".

The mean time to repair for all core IT services listed in the table is 2 hours (excluding disaster recovery situations).

#### Planned Outages

Pre approved and schedule time periods when IT services will be unavailable to enable essential maintenance and upgrades of IT hardware and software to occur. The Planned Outages for 2005/06 have already been determined by the University.

#### Planned IT Service Extensions

Periods during the year when critical University business occurs and is highly dependant on IT services. During these periods as identified by specific business areas, ITS will extend the "Customer Support Hours" for specific University areas to 24 hours a day.

#### Business Area Initiated Service Extensions

Time periods during the year when business areas have negotiated with ITS for the "Customer Support Hours" to be extended. This service extension is available in one or more of the following formats:

- 24 hours x 7 days
- 6pm-10pm x 5 days
- 24 hours x 2 days (weekends)

Negotiations to occur between the customer and ITS at least four weeks prior to the required date.

#### Disaster Recovery and Service Recovery Objectives

ITS has a comprehensive and practical disaster recovery process in place for all major IT services. ITS recovers lost or corrupt data by restoring data from the previous nights backup (backup of all key services are run each working night). ITS also maintains two separate computer centre facilities in different physical locations to protect critical IT systems against major disasters.

Service	Availability
Email	99.5%
Online Education Services (MyUni)	99.5%
Calendar Services	99.5%
File Services	99.5%
Staff Print Services	99.5%
Student Print Services	99.5%
Finance Administration	99%
Student Print Accounting	99%
Student Web Traffic Accounting	99%
Human Resource / Payroll Administration	99.5%
Student Administration	99.5%
Room Bookings and Exam Scheduling	99%
Record Management	99%
Research Administration	99%
Student Accommodation	99%
Data Warehouse	99%
Student Employment	99%
CTA AV Services	99%
Undergraduate Computing Services	99.5%
Streaming Media	99%
Video Conferencing	99%
Internet Services	99%
Security Services (Phones & Doors)	99%
University Web Services	99.5%