IT Service Customer Charter
For University Staff

Document Version: 2.0
Last updated: 10/11/22

Contents

1 Overview

This document exists between all University staff (including its partners and affiliates) and the IT Service, who offer support for the agreed services defined in this document.

It defines the agreed levels of service staff can expect to receive and principles of mutual respect.

This charter is formally reviewed at least once every 12 months and updated with any changes made to the services during the preceding year.

2 Summary of Services Covered

This charter covers the IT services detailed in the IT Service Catalogue (see section 17) which are provided by the IT Service to all University of Worcester staff and affiliated members of the University.

The IT Service will:

- Ensure that University IT services are available for use when our users need them.
- Protect the University's electronic data, by keeping it secure and safe from unauthorised access.
- Ensure that preventative maintenance activities are performed to keep services running efficiently.
- Ensure that centralised hardware, systems, and software applications remain current and of supported versions.
- Provide solutions that enable our users to access IT systems in a flexible and secure manner.
- Work with our colleagues to develop solutions that add value to the University's core business functions.
- Provide help, advice, and support in the use of all centrally maintained IT services.

For specialised services not defined in this document, the IT Service will, in mutual agreement with the relevant department or school, create an Operational Level Agreement (OLA) to formalise any additional bespoke support as required.

A list of currently active OLAs is available on request, and new agreements can be drawn up at any time as required.

3 Our Responsibilities

To ensure that we meet the needs of University staff, the IT Service will:

- Provide the services and support as defined in this document.
- Operate in an environment of mutual respect; the IT Service will always deal with questions and queries in a professional and courteous manner.
- Deal with requests in a consistent and fair manner.
- Communicate honestly and openly with staff about the progress of their requests.
- Provide notice of any pre-planned maintenance activities which will affect service availability. These will be communicated via the IT Service Status Page or via specifically targeted communications when appropriate.
- Provide regular (monthly) reports on our performance and feedback to provide a clear picture of the value we provide to the University. This will be accessible from the IT Service Website.
- Ensure that we engage with University staff using our feedback tools, surveys, regular catchups with schools and departments, attending course committees etc to identify and continue to meet the expectations of our user base wherever feasible, improving upon these as they evolve.

4 Our Expectations from Staff

To fulfil our responsibilities, we ask all staff to:

- Treat IT staff in a courteous and professional manner as set out in the University Standards of Conduct.
- Adhere to all University IT Policies which can be found on the IT Service website.
- Provide us with timely and good quality information with which to act upon service requests when required.
- Report any suspected IT security or data breaches immediately.
- Provide notice of any activity that is likely to affect our ability to provide or support our services.

5 Affiliates and Partners

Please note that University Affiliates and Partners (including honorary roles) do not receive access to all the services and support provisions available to those with full University staff accounts that are described in this document.

Notably, they are not able to procure or be supplied with IT equipment by the University as standard. They will also have limited access to the use of University software beyond Microsoft 365 and applications licensed for offsite use in the University's software store. Additionally, any personal devices utilised to fulfil these roles are not supported by the IT Service beyond providing access to Microsoft 365 and the eduroam wireless network.

6 Logging Incidents, Service Requests and Changes

For the purposes of obtaining IT support for the services covered in this charter, whether logging incidents, raising changes, or placing service requests, the IT Service Desk is the appropriate mechanism to do this.

The IT Service Desk can be contacted in the following ways:

- 24/7 via the Self-Service Portal at https://servicedesk.worc.ac.uk
- via telephone support on 01905 85 7500. Telephone support is available during normal working hours which are: Monday – Friday, 08:30 – 17:00. Support may run to 19:00 during busy periods such as the start of semester.
- via the live chat service available from www.worc.ac.uk/it
- In person via walk up desks in the Peirson Study & Guidance Centre, 1st floor, St Johns Campus between Monday – Friday 09:00-17:00.
- Level 3 of The Hive between Monday – Friday 09:00-17:00, Saturday 10:00-17:00

Those contacting the IT Service Desk will be asked to provide basic details of their problem or query, including how it affects them and their area. They may also be asked for details of the system or equipment they were working on at the time including error messages displayed, and so should have this information to hand.

A support ticket will then be raised in relation to an enquiry. When a support ticket has been verified and assigned to an IT team or IT staff member, an email confirmation will be sent with a unique reference number, which should be quoted in all further correspondence.

6.1 Definitions

Support tickets can be raised for 3 broad categories of enquiry:

An Incident is an unplanned interruption to an IT Service or reduction in the quality of an IT service.

A Request for information, advice or for access to an IT service. The nature, type and complexity of a request will define how it is handled within the IT Service.

A Change Request is raised when a change is required to an IT Service or system. Changes are typically raised internally by the IT Service Senior Management Team or occasionally through dedicated technical stakeholders in professional service departments.

6.2 Out of Hours Support

If staff need support beyond core support hours, they should contact the IT Service Desk or raise a service request. Please provide as much notice as possible to increase the likelihood of resource being available for the necessary cover which will be provided on a best endeavour basis only and is not guaranteed.

Please also note that the school or department requesting out of hours support may be requested to provide funding to cover additional staffing costs depending on the nature of the request.

For some services the guidance on out of hours support described here is superseded by a corresponding Organisational Level Agreement (OLA) drawn up to formalise bespoke support for specialist requirements.

7 IT Support Response times

The IT Service will respond to incidents and service requests by prioritising their severity. Calls are ranked by five priority levels as follows:

Priority Level	Description	Response Time
Specialist Priorities		
Priority T	Teaching unable to function effectively due to an audio-visual or IT issue.	A response time of 15 minutes is set for this priority status.
Standard Priorities		
Priority 1	A serious operational shutdown, where the organisation is unable to function.	A response time of 15 minutes is set for this priority status.
Priority 2	A limited operational shutdown, where some of the organisation is unable to function.	A response time of 2 – 5 hours is set for this priority status.
Priority 3	The organisations core business is unaffected, but the issue is affecting the efficient function of one or more people.	A response time of 5 – 10 hours is set for this priority status.
Priority 4	Routine requests.	A response time of 10 – 25 hours is set for this priority status.
Do note that our response times will only apply during listed support hours - please see Section 6.		

7.1 Staff Impact ratings

When raising a support ticket using the Self-Service portal, staff can also choose to informally share what they feel the priority of the call is, based on the impact on their ability to work which will assist the IT Service in determining priority for some types of calls.

These ratings are:

- "I'm really stuck - help!"
- "I'm ok but it is really irritating."
- "Get to it when you can."

8 Maintenance

8.1 Planned Maintenance

The IT Service conducts planned maintenance operations on defined maintenance days which take place on the second Sunday of each calendar month. During these periods the IT Service performs updates and security patches to the University's IT infrastructure and therefore all services should be considered "at risk" of minor disruption whilst this work takes place.

Key stakeholders will also be communicated with directly if routine maintenance day operations or those arising from ratified IT Change Requests will disrupt or otherwise affect their services.

Maintenance days may occasionally be postponed due to change freezes ratified by the IT Service Change Advisory Board (CAB).

Maintenance works likely to result in disruption that fall outside these days will be listed on the IT Status Page which can be found on the IT Service Web pages (www.worc.ac.uk/it). Colleagues are recommended to sign-up to receive updates from the status page using the option listed at the top of the page.

The IT Service will always endeavour to ensure that planned maintenance operations do not disrupt University events providing the factors affecting such maintenance are within our control and not that of a 3rd party.

Details on specific outages to University teaching spaces can also be viewed on the IT Service Teaching Spaces Status Page (https://teachingspacesstatus.statuspage.io/).

8.2 Emergency Maintenance

Occasionally there is a need to carry out urgent maintenance to mitigate a critical risk or issue. When this happens, unless immediate action is deemed necessary, the IT Service will endeavour to consult with the relevant key stakeholders to verify the reasoning for emergency action and to agree the maintenance window as appropriate.

Typically, an Emergency Change Request will also be raised for review at the IT CAB.

Unplanned outages or degraded performance of IT services will be listed on the IT Status Page as they emerge. When the issue is resolved and an Incident report will be prepared and shared with Key stakeholders.

9 IT Equipment

It is the responsibility of all University staff to take reasonable precautions to ensure that equipment assigned to them is kept in good condition, and to report any faults or damage to the IT Service immediately. Attempts to modify equipment or remove components from the equipment provided by the IT Service is strictly prohibited and may result in delays to the support timescales described in this document.

9.1 Equipment Relocations

The IT Service can disconnect and reconnect IT equipment involved in relocations. Those requiring equipment relocation should arrange for the IT Service to disconnect the equipment prior to arranging transport via Campus Services to its new location. Reconnection and installation should also be arranged as needed.

Please note that it is strongly recommended that any new location is assessed prior to placing a request to ensure it has the requisite active power and network ports needed to operate the equipment once it is moved.

10 Procurement of IT Goods and services

The IT Service is responsible for centralised purchasing and funding all IT related goods and services. Please refer to the IT Hardware, Software and Mobile Phone policies for exemptions and request processes.

11 Managing 3rd Party Suppliers

The IT Service is responsible for managing the day-to-day delivery of IT services provided by 3rd parties to the University.

Supplier performance is monitored against agreed 3rd party Service Level Agreements and service review meetings are held regularly with all key suppliers.

Where supplier performance does not reach the required standard, the IT Service will work with them to improve this.

12 Business Continuity & Disaster Recovery

In the event of a disaster and the University business continuity plan being invoked, the service standards contained within this document may no longer apply for the duration of the outage/incident.

13 The IT Service Website

The IT Service has a University website that fulfils key functions in relation to this charter. It hosts and provides convenient access to the following features and information:

- University IT Policies and regulations documents
- The IT Service Desk Portal to log incidents and service requests
- The IT Service Desks Live chat feature
- The IT Service Status Page
- The IT Service Teaching Spaces Status Page
- Q&As and help guides for self-support
- The IT Service Catalogue
- The IT Training Resources portal

The site is regularly updated and can be found in the services section of the main staff homepage or directly from www.worc.ac.uk/it. Due to the ever-changing nature of our services, we ask that when staff wish to link content to resources on the IT Service website that they do so by only linking to the sites landing page to prevent the risk of accessing out of date or broken links.

14 IT Security

There are certain security and access considerations that affect how we provide services which are covered in this section.

14.1 Authorised Approvers

Some types of service request require an authorised administrator to place them. It is not always possible for the IT Service to grant access depending on whether a system is administered by another department, but we will be able to advise the correct route for access.

Authorised Administrators are typically senior members of a school or departments management structure or part of Professional Administrative Services (PAS). Any member of staff can inquire who a school or department's authorised administrators are by contacting the IT Service Desk, but only a primary authority or a member of the University Executive can make changes to who is listed with Authorised Administrator designation. Additionally, an authorised administrator can provide authorisation to attach to a call not placed by themselves. This should clearly state the access required, to who, and date this should commence.

These staff are also responsible for notifying the IT Service Desk to pass over the responsibility before they leave the University or change post. It is also recommended that schools and departments list backup staff should the primary authority be unavailable.

14.2 Your Security Responsibilities

University Staff are expected to comply with the University's Information Security Policy and IT Regulations. They should also diligently report data breaches, compromised accounts, or any other suspicious activity.

New staff must ensure they attend an IT Induction (which can be arranged by their line manager) and all staff should complete any mandatory training packages requested by Human Resources relating to information and cyber security.

14.3 Security and Anti-virus Patching

The IT Service ensures that all critical operating system and application patches are applied to servers and desktop/laptop computers.

15 Backup and Recovery

15.1 Servers and databases

The IT Service is also responsible for ensuring the University servers and databases holding data onsite are robustly secured and backed-up to prevent data loss and also has agreements for 3rd parties to ensure this where data is held in the cloud.

15.2 File storage

The IT Service provides services that allow staff to store files they are working on via a variety of University sanctioned services be that via OneDrive, SharePoint, Teams or the O: Drive. The following table provides information on file retention for each area:

OneDrive for Business. SharePoint & Teams.	When a file is deleted, it will go into the recycle bin for 90 days and can be restored if required. After 90 days the file will be permanently deleted and cannot be recovered.
	By default, OneDrive, SharePoint and Teams will keep previous versions of a file, files can be restored from any previous version for a minimum of up to 30 days.
O: Drive	Files and folders deleted from the O drive do not go into a recycle bin, but they can be restored from a previous version. Two daily snapshots are taken and retained for 30 days – files can be restored from any of these snapshots. Additionally, IT retain archive backups of the O drive for up to 1 year – if an item was deleted beyond the 30-day period it is possible that IT will be able to recover it, but this is not guaranteed.

Please consult the University's policies for individual services regarding the deletion of storage when staff leave the University.

15.3 Email

As per the University's Email policy, Users should be aware that emails in the deleted items folder will be automatically deleted after 30 days, they will then be available for recovery for a further 14 days after which they cannot be recovered, however, if an account is under investigation this period may be longer.

15.4 Local storage

Data held locally on computing devices is not backed up. It is the responsibility of every member of staff to see that copies of important data are maintained via the University's sanctioned storage provisions (see section 15.2).

16 Performance & Feedback

The IT Service publishes our monthly performance and feedback reports on the IT Service website for full transparency.

Summary reports are also sent to the IT Governance Group on a regular basis.

When a ticket logged with the IT Service Desk is marked as resolved, University staff have the option to rate their experience and provide written feedback. All feedback is reviewed monthly.

In addition to this, general feedback for any part of our work outside of the service desk itself can be raised on the IT website from our feedback tool which can be found on the IT webpages. If preferred this can be done so anonymously.

16.1 Complaints Procedure

The IT Service has a defined guidance for making and escalating complaints which can be found on the IT Service website. It is always our intention to resolve any complaint to the user's satisfaction as soon as possible at the point of contact. Should staff not be happy with this first response, they can escalate their complaint as per the guidance.

17 The IT Service Catalogue

The IT Service Catalogue for University Staff (located on the IT website here: https://it.wp.worc.ac.uk/service-catalogue/) contains detailed information on each of the services covered by this charter including pertinent information on how they operate and are individually supported.