

Your IT Service

Our vision is to provide the **digital tools to inspire you to innovate and succeed** at Worcester, this document outlines our commitment and responsibilities to you and the services you receive from us.

Our commitment

- To ensure University IT Services are **available** for use when you need them.
- To provide help, advice and **support** for your IT Services.
- To **protect** your electronic data, by keeping it safe from unauthorised access.
- To continually **innovate** to develop leading technologies for teaching and learning.

How to get in touch



Call us on 01905 85 7500 from 08:30 to 17:00 Monday - Friday



Live chat available on our website

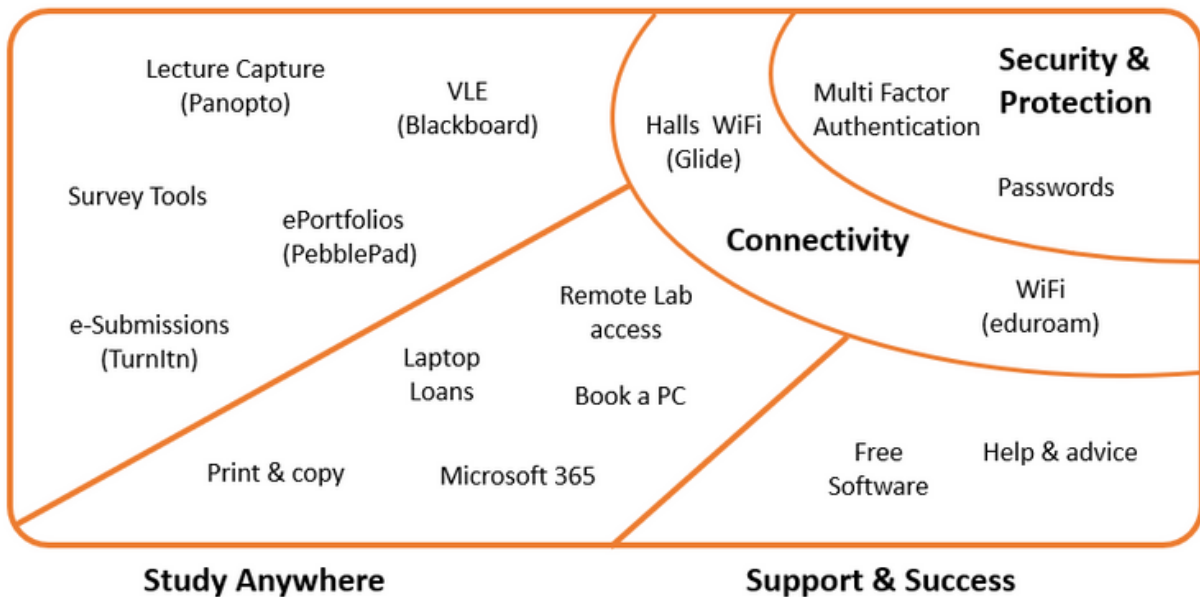


Through our self service portal on our website



In person at the Hive or the Peirson Study & Guidance Centre

Your services



Our responsibilities

- 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 you about the progress of your requests.
- Provide notice of any pre-planned maintenance activities which will affect service availability.

Your responsibilities

- Interact with IT staff fairly and respectfully.
- Provide us with as much information as possible so we can help you as quickly as possible.
- Exercise caution when clicking links or attachments in emails where the sender is unknown to you.
- Follow good information security practices.

Tell us what you think?

- We are always striving to improve our services for you and your feedback (good or bad) is vital in helping us to do this.
- Tell us what you think at: <https://www2.worc.ac.uk/it/feedback>