



Your Digital Services

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

Our commitment to you

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.

Our responsibilities

- Operate in an environment of mutual respect; Digital Services 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.

How to get in touch



Call us on 01905 857500 from 08:30 to 21:00 - lines open 7 days a week



Live chat available on our website



Through our self service portal on our website



In person at the Peirson Study & Guidance Centre



Get support 24/7 via our Ask Toby AI chatbot

Your responsibilities

- Treat our staff in a courteous and professional manner.
- Provide us with as much information about your enquiry as possible so we can help you as quickly as possible.

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>

Your services

