Service Level Standards and Targets

FOR IT SUPPORT SERVICES
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1. Introduction
IT Services provides a broad range of services, including answering questions, fulfilling requests and restoring normal levels of service when issues arise. IT Services have adopted a common set of processes and procedures based on the industry best practice framework, ITIL, which aims to provide a more effective and efficient IT service to all areas of the University.

1.1 Purpose and Scope
This document outlines the service standards, service expectations and targets that you can expect IT Services to meet and that have been agreed with the University, when logging a support call with IT Services via the IT Service Desk; it will be reviewed annually and updated and amended as necessary.

2 Support Provision

2.1 Support Structure
IT support at the University of Birmingham primarily comprises three main components -

**IT Service Desk**
The IT Service Desk is the primary contact point for all IT support requirements. Where possible, the IT Service Desk will attempt to resolve the call. If this is not possible, the IT Service Desk will pass the call to another IT team for resolution.

**End User Support Teams**
Located in all Colleges and Professional Services, End User or Field Support teams provide IT support for issues that require local knowledge and expertise.

**Specialist IT Teams**
Specialist IT teams maintain and support central services (e.g. email, networks and enterprise systems).

When you have an IT support requirement, one or all of these teams could be involved in providing the support you need; your first point of contact however should always be the IT Service Desk.
2.2 Support Availability
The IT Service Desk is located on the Ground Floor of the Main Library. (Map Ref: R30) and can be contacted by phone, in person, online, or via twitter -

In Person
Monday – Friday 09:00 – 22:00
Saturday & Sunday 10:00 – 20:00

By Phone +44 121 41 47171
Monday – Thursday 08:00 – 21:30
Friday 08:00 – 10:00 and 11:00 – 21:30
Saturday & Sunday 10:00 – 19:30

Online (http://www.itservicedesk.bham.ac.uk)
The service is available 24/7. The following times are when web calls will be monitored.
Monday – Friday 09:00 – 22:00
Saturday & Sunday 10:00 – 20:00

Twitter (@uobservicedesk)
The service is available 24/7. The following times are when tweets will be monitored.
Monday – Thursday 09:00 – 17:00
Friday 09:00 – 10:00 and 11:00 – 17:00

The IT Service Desk currently holds a weekly meeting on Friday mornings (10:00 -11:00) during which time phone support is unavailable. You will still be able to contact the Service Desk online and in person during this time.

NOTE These are term time opening hours, vacation times may vary
Please see KB10074 for the up to date opening times

Contacting by Phone
We endeavour to answer every phone call as quickly as possible, however as we will always attempt to resolve issues during the initial phone call there will sometimes be a queue. In these cases, there is a facility to request a call back if you do not wish to wait on the line - this facility maintains your position in the call queue.

If the lines are busy this could suggest there is a significant issue which you may find is recorded on the IT Status Page (http://status.bham.ac.uk) where regular updates will be posted.
2.3 Self Help
IT Services aim to ensure that any information that is frequently required by our users is easily accessible, accurate and easy to understand.

You can find this information under the 'Find an Answer' section of the IT Service Desk site. http://www.itservicedesk.bham.ac.uk

To ensure knowledge is helpful to our users we aim to review all articles on a regular basis, and when we receive feedback from users.

2.4 Types of calls
Calls received by the IT Service Desk are classified by type, the most popular are:

INCIDENTS; referring to situations where something isn't working as it should, (e.g. issues with email, broken hardware or error messages in software) and it is preventing you from working. In this case our aim is to get you working again as quickly as possible.

SERVICE REQUESTS; referring to situations where something is required, (e.g. access to a file share, a request to access a new system or the installation of new software). Some service requests are straightforward and are easily dealt with, some are more complex and may require system development, expenditure or significant amounts of resource. Complex requests may be converted into PROJECTS or ENHANCEMENTS and approval to proceed may be required by either the Business area or the IT Services Senior Management team, either way you will be informed of the progress and decision.

2.5 Logging a call
When logging an incident with the IT Service Desk you will be asked for details of your issue, including how this affects you and your department. You may be asked for details of the system you were working on at the time and any error messages displayed, so please have this information available.

- Your call will be logged in our call management system.
- We will send you an automated email acknowledgement with a unique reference number when your call has been logged. If you need to correspond with us further regarding your issue, please include your reference number.
- You can track, and update the status of your call with your reference number at: https://www.itservicedesk.bham.ac.uk
- If you are logging an incident, your call will be prioritised depending on the urgency and impact of the issue, as reported to the IT Service Desk. See section 3.1 for more information on how we prioritise incidents.
- Service Requests have a pre-determined delivery timescale (variable per request type).
- If we require further information to resolve your issue, we will ask you for this as soon as possible via phone or email.
- If we don’t hear back from you after three consecutive attempts to contact you (across at least 3 working days), we will assume the issue is resolved.
2.6 Remote access
To help diagnose and fix faults, IT Services team members may need to use our remote support tool, Bomgar, to connect to your computer. If remote support is required, our team member will always notify you in advance of their intention to connect and you have the right to refuse or end the connection at any time.

Details of all remote support connections carried out using Bomgar are recorded and accessible by our IT Security team to ensure accountability.

2.7 Support limitations
For the benefit of the University, IT Services endeavour to use their resources in the most efficient manner possible; this includes limiting support to University-owned equipment and hardware which is within warranty, as well as IT authorised software and contracted services.

IT Services may offer additional technical advice and assistance to students for personal equipment on a reasonable endeavours basis provided this assists with the furtherance of their studies.
3 Priorities and Resolution Targets

The priority of an incident is set by the IT Service Desk in consultation with the user. If we are unable to contact an affected user, we will set the priority based on the information available in the incident report, as well as our knowledge of the criticality of affected systems or services and any relevant critical business dates.

In most cases, we will resolve your incident before the target times stated below, however there will be occasions where we may not meet the target date.

3.1 Incident Priorities

<table>
<thead>
<tr>
<th>Priority One – Critical</th>
</tr>
</thead>
<tbody>
<tr>
<td>An incident that affects more than one person and satisfies any of the following criteria:</td>
</tr>
<tr>
<td>• Prevents the effective use of any major business critical service</td>
</tr>
<tr>
<td>• Has serious and immediate implications for the reputation of the University</td>
</tr>
<tr>
<td>• In the opinion of the Service Desk staff, Incident Managers, IT Security Team or Service owners is serious, and requires immediate attention</td>
</tr>
<tr>
<td><strong>Target Response Time:</strong> 1 hour</td>
</tr>
<tr>
<td><strong>Target Resolution Time:</strong> As soon as possible without any delay (within 4 hours)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Priority Two – High</th>
</tr>
</thead>
<tbody>
<tr>
<td>An incident that satisfies any of the following criteria:</td>
</tr>
<tr>
<td>• Prevents the use of several supported services by a single user where no alternative means of access are available, and the user has reported the issue.</td>
</tr>
<tr>
<td>• Prevents the use of one supported service by multiple users where no alternative means of access are available.</td>
</tr>
<tr>
<td>• Fulfils all the criteria for a Priority 3 Incident and affects a senior member of the University</td>
</tr>
<tr>
<td>• Has a serious, immediate or widespread impact on teaching, learning or research</td>
</tr>
<tr>
<td>• Has the potential to affect the reputation of the University</td>
</tr>
<tr>
<td>• A significant security issue which is actively being exploited</td>
</tr>
<tr>
<td>• A significant security issue where the full implications are not understood but is not known to fulfil the criteria for a critical incident</td>
</tr>
<tr>
<td><strong>Target Response Time:</strong> 1 hour</td>
</tr>
<tr>
<td><strong>Target Resolution Time:</strong> Within 1 working day</td>
</tr>
</tbody>
</table>
Priority Three – Moderate
An incident that satisfies any of the following criteria:
- Prevents the use of any supported service by a single user where no alternative means of access are available, and the user has reported the issue.
- Prevents previously authorised access to any supported service by a single user
- Does not affect the reputation of the University providing it is fixed in less than 3 working days
- A security issue which is no longer exploitable but requires further action reasonably urgently

**Target Response Time:** 1 hour
**Target Resolution Time:** Within 3 working days.

Priority Four – Default
An incident that satisfies any of the following criteria:
- Prevents the effective use of any supported service by a single user
- Does not affect the reputation of the University providing it is fixed in less than 10 working days
- A security issue which is no longer a live exploitable threat but requires further action

**Target Response Time:** 1 hour
**Target Resolution Time:** Within 10 working days.

Priority Five – Request/Planning
This priority is given to requests where a timescale above ten working days is appropriate and will be negotiated between the user and the IT team carrying out the work.
The target resolution time will default to 10 working days until an alternate due date is agreed.

Major Incidents
Where one or more critical services are affected, and the impact is felt across the whole University, a Major Incident will be declared, and a process of coordinating efforts to restore service as soon as possible invoked.
3.2 Service Requests

Service Requests have their own pre-determined target delivery times, these may be different for the service concerned e.g. the delivery time for a new phone request may differ from the time required to provide access to a new system. IT Services will review these targets annually.

If a Service Request activity is logged as an incident, IT Services reserves the right to categorise and handle this as a Service Request.

3.3 Service Targets

IT Services will measure the time taken to resolve a call, commencing from when a call is logged in the call management system and a call reference is allocated.

- Time will elapse during standard University working hours only: Monday to Friday 09:00-17:00, excluding days where the University is closed, such as bank holidays.
- Where a resolution requires information, support or testing from yourself or a third party, the resolution time will be put ‘on hold’ until the information or support is received.
- Resolution times are measured to the earliest time that service is restored to a level which enables you to continue working.

When you contact us via the IT Service Desk site, we will aim to:

- Respond to all reported incidents with either a resolution, a request for more information, or an explanation of the next steps IT Services will take within 1 working day.

When you contact us via phone or in person, we will aim to:

- Provide a summary of your issue when your incident is logged to ensure we have understood the problem
- Resolve your incident during your initial contact where possible
- Be responsive to demand – we will provide additional staff at busy service points to reduce your waiting time

At all times you have an incident open with IT Services we will aim to:

- Provide regular updates on the status of your incident and, where appropriate, provide an estimate for restoration of service
3.4 Resolving and Closing Incidents

Resolving an Incident

Whilst we aim to resolve all Incidents on a permanent basis, our immediate priority is to get you back up and running so you can continue your work.

An Incident is considered resolved when the affected service has been restored and you are able to continue working. This can be a permanent fix, a temporary fix or a workaround. Where temporary fixes or workarounds are used, the incident can be resolved, and a more permanent solution investigated.

When work on an incident has been completed, it will be given a status of resolved; this is to indicate that we believe no further work is required by IT Services. An email will be sent out to confirm this is the case.

If you are still experiencing a problem, you can follow the instructions in the email to prevent the call closing, and automatically notify IT Services the issue persists.

As per section 2.5, IT Services will mark incidents resolved where we have been unable to contact the user on three consecutive occasions, across at least three working days.

Closing an Incident

Incidents close automatically seven calendar days after being marked as resolved, unless the user prevents this as above.

Users can permanently close an incident at any time using the IT Service Desk site.

3.5 Closing Requests

Service requests are closed with a complete status as soon as IT Services have completed the work required to fulfil the request. If the request cannot be completed it may be closed with an incomplete status, and an email notification with an explanation of why this action has been taken will be sent to you.

3.6 Support exceptions/delays

There may be periods or occasions where resolution takes longer; in particular:

- During very busy times of the year (such as the first weeks of a new semester) when we anticipate a very high volume of calls.
- Where a resolution requires information or support from a third party.
- When we are waiting for more information from you.
4  Expectations from the End User

All IT users are expected to act responsibly in their use of their IT equipment and following university advice on Computer Usage Guidelines, Information Security and data use:

https://intranet.birmingham.ac.uk/it/governance/policy/index.aspx

On occasion IT Services may advise users to carry out basic checks or refer the user to documentation and self-help guides. It is expected that users attempt any reasonable steps required and failure to do so may delay call resolution.

A common cause of delay in resolving incidents is time taken to request and receive additional information regarding the nature of faults and their symptoms. Users can increase the likelihood of their issue being resolved more quickly by communicating as much detail as possible when reporting an incident.

5  Service Status and Communications

5.1  Unplanned Downtime

We will contact our College and Professional Services primary contacts if a service becomes unavailable. We shall also alert the Business Owner of that service, along with the IT Senior Management Team.

You can check the status of key services via our Status Page at https://status.bham.ac.uk

If appropriate, we shall post a twitter alert notifying users of our Service Status. https://twitter.com/uobservicedesk

5.2  Planned Downtime

We will communicate with key users directly about planned service downtime (for example, for maintenance and improvements). Planned service downtime will also be communicated via our Status page.

We also have several maintenance windows which are scheduled periodically throughout the year. These have been agreed in advance with the University with the aim of enabling IT Services to carry out essential maintenance at times where it will cause least disruption.
6 Feedback
We welcome feedback about all aspects of our service.

INCIDENT SURVEY - Once a call is closed, we will ask you to complete a survey rating your experience, with an option to leave comments and request a response if desired. Your feedback allows us to review the service we provide and make improvements where necessary.

YOUR IDEAS - We value your ideas and would like to hear how you think we could improve any of the services we offer. To send us a suggestion please complete the online Your Ideas form.

COMPLAINTS PROCEDURE - IT Services takes pride in delivering high-quality services however we do acknowledge that from time to time our normally high standards may not be met. To contact us regarding a complaint, please complete the Raise a Complaint form.
7 Service Level Monitoring

IT Services receive over 130,000 individual support calls on a yearly basis, and we regularly check to ensure we are providing an excellent service. Performance against our targets is monitored on a monthly basis. Both quantitative and qualitative Key Performance Indicators (KPI’s) are reviewed and where appropriate action will be undertaken to address any issues arising or where targets have been missed.

Whilst not exclusive, the list below shows the primary targets for the IT support service.

<table>
<thead>
<tr>
<th>Key Performance Indicator / Measurement</th>
<th>Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Acceptable</td>
</tr>
<tr>
<td>Incidents resolved within SLA (%)</td>
<td>85</td>
</tr>
<tr>
<td>(reviewed per priority monthly)</td>
<td></td>
</tr>
<tr>
<td>Service Requests Resolved within SLA (%)</td>
<td>90</td>
</tr>
<tr>
<td>Were you happy with the support service?</td>
<td>80</td>
</tr>
<tr>
<td>KPI - Overall Customer Satisfaction (%)</td>
<td></td>
</tr>
<tr>
<td>Measured as ‘Good or Excellent’</td>
<td></td>
</tr>
<tr>
<td>Could you contact us when you needed to?</td>
<td>20</td>
</tr>
<tr>
<td>KPI - Phone Abandonment Rate (%)</td>
<td></td>
</tr>
<tr>
<td>Was the support service responsive?</td>
<td>80</td>
</tr>
<tr>
<td>KPI - Calls actioned within the first hour (%)</td>
<td></td>
</tr>
<tr>
<td>Did we fix your issue the first time?</td>
<td>60</td>
</tr>
<tr>
<td>KPI - First time / First point of contact fix (%)</td>
<td></td>
</tr>
<tr>
<td>Are there things we need to improve?</td>
<td>20</td>
</tr>
<tr>
<td>KPI – Number of complaints per month</td>
<td></td>
</tr>
</tbody>
</table>