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LITS   Library IT Services

Public Access
Service Level Agreement

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The service provides access for patrons within the Library to various IT-based applications including the catalogue, citation and full-text databases and web resources.

Most workstations require clients to login using their Library barcode number and time limits are imposed on some workstations. Details are available outlining the standard options for workstation authentication.

This SLA does not cover training room PCs or access to individual CD database products. Training room PCs are covered by the Training Room SLA and CD databases are covered by Database SLAs.

Service hours:	Monday to Friday 9-5pm. An after hours service is available for major problems outside these hours.
Where service is delivered:	Public access workstations in each Library location. The following hardware and software is covered by this SLA: - Schedule 1 - Workstations - Schedule 2 - Standard software suite A workstation summary provides numbers of workstations in each Library location.
Service coordinator:	Library Information Technology Committee (LITC).

	Service coordinator's responsibilities:	- Authorise Change Requests referred by LITS. - Advise on policies and priorities related to the delivery of the Public Access Workstations Service. - Negotiate changes to this SLA on behalf of users of this service.
	User training required to use service:	- Familiarity with applications in the standard public access suite. - Familiarity with the information and support assistance provided in the Public Access FAQ. Users should contact the Staff Development and Training Coordinator about their training needs.
	User responsibilities:	- Before reporting an incident/problem check the Known Issues page to see if the problem is being worked on. - Before reporting an incident/problem attempt some basic troubleshooting. Reboot the workstation to see if the problem is resolved. Check all the cables. Consult the Public Access FAQ. - Report all problems promptly to the LITS Service Desk via the problem reporting form. - Be available to identify the problem to the LITS representative and work with her/him. - Communicate concerns over individual support requests to the Service Desk Coordinator. - Communicate concerns about this service eg. priorities to the LITS Manager and where appropriate to the Service Coordinator.

- Library staff are expected to be proficient in using PCs, which includes familiarity with the Windows operating system and with the applications installed on these workstations.
- Familiarity with the plugin software used on the Public Access workstations is assumed. Refer to Schedule 2 for a list of the plugins used.

LITS support responsibilities:

- Timely response to incidents, enquiries and change requests.
- Effective liaison with the hardware vendors and ongoing support.
- Assistance in the selection/ acquisition of hardware and software.
- Assessment of impact and resources required for change requests.
- Software enhancements eg script changes and upgrading software as required.
- Upgrading hardware as required.
- Provide detailed instructions, tutorials and answers to frequently asked questions via the LITS Tips and Hints pages.

External dependencies:

- University network provided by central ICT.
- Next day on site support contract with the hardware vendors for both the workstations and the servers.
- Library Innopac system for public access authentication.

Service continuity plans:	The servers supporting the public access service are set up with redundancy in terms of processors, disk drives and power supplies. The servers are also configured to act as backups for each other for critical services eg. logins, public printing, etc.
Developments:	The existing servers are due for replacement late in 2005 and workstations will be replaced Jan/Feb 2006. The new workstations will have LCD monitors. As planning proceeds information will be made available via a link from this SLA.
Procedure for changes to service:	- Change requests must be authorised by supervisors. - Changes to the standard software suite apart from plugins must be authorised by LITC. - Request a change to the service through the Change Request form. Information is available about current response times.
SLA Version & Agreement Date:	1.2 18 August 2005
Reports:	The following reports are available for Public Access calls: - Brief details for currently open calls. - Service performance for 2004-2005. - Summary of calls for the current year, 2005 and 2004. - Incident resolution times for the current year, 2005 and 2004. - Change request completion times for the current year, 2005 and 2004. There are a number of factors that may

	influence call resolution times.
Review SLA:	Annually. The next review is due in July 2006.
Cost of service:	N/A

Feedback and comments to: LITS Manager
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