??

Library IT Services

Intranet | SiteMap | Search

- LITS Services
- SLAs
- Standards
- Projects

Staff Desktop Service Level Agreement

The service provides email client, word-processing, web browser, Telnet/FTP interfaces, search clients, spreadsheets and virus protection at the staff desktop PC workstation. A separate SLA exists for staff notebook computers. All PC workstations operate under Windows XP and all staff accounts must have passwords. PCs are setup with a standard software suite and additional approved software may be installed as required. All PCs are leased and details of lease expiry dates are available via equipment queries.

Service hours:	Monday - Friday 9 - 5pm
Where service is delivered:	All staff desktop PCs.
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 Staff Desktop Service. - Negotiate changes to this SLA on behalf of users of this service.

User training required to use service:

It is expected that users will be familiar with the Windows XP environment and the software applications that they need to use.

Users should contact the Staff Development and Training Coordinator about their training needs.

User responsibilities:

LITS staff are happy to provide assistance with any of these responsibilities upon request.

- Before reporting an incident/problem attempt some basic troubleshooting. Restart the PC to see if the problem is resolved. Check all the cables including the mouse cable. Also, check the Known Issues and LITS Tips and Hints pages.
- Report all PC problems promptly to the Service Desk via the problem reporting form or by telephone. Information is available for current response times.
- 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 general concerns about this service (eg. priorities) to the LITS Manager and where appropriate to the Service Coordinator.
- Recommend software to LITS for inclusion in approved software lists if you think other Library staff might find it useful.
- Users are responsible for their own backups and recovery for data stored on their PC - see service continuity

plans below.

- Personal application configuration files (eg. key maps) are the responsibility of the user. Please see the FAQ on the LITS Tips and Hints pages for instructions on how to backup these files.
- Users are responsible for any software on the workstation that was not installed by LITS. Please note that unapproved software may cause problems with the workstation. In such cases it may be necessary for LITS staff to re-format the workstation with the standard software suite.
- Users are responsible for moving non work-related files, for example family photos, at workstation replacement time.

Service continuity plans:

Users are responsible for their own data backup and recovery according to the Backup FAQ. Special instructions are available for Email Backups.

All work files/departmental files should be saved to the Y or Z drive. For instructions/ information about how to do this see the FAQs provided by LITS.

LITS staff are happy to provide assistance with backups upon request.

External dependencies:

- University network provided by central ICT.
- Applications provided by software vendors.
- Workstations and servers provided by hardware vendors covered by next day onsite agreements.
- Library attendants as they transport hardware around the Library.

LITS support responsibilities:

- Set up a personal login profile for each user.
- Timely response to Service Desk incidents, queries and change requests.
- Make arrangements with the user to find a mutually convenient time to work on problems reported to the Service Desk.
- Effective liaison with the hardware vendor and ongoing support.
- Assistance in the selection/ acquisition of hardware and software.
- Assessment of impact and resources required for change requests.
- Upgrade software and implement software enhancements (eg. script changes) as needed.
- Upgrade hardware as required
- When a workstation is replaced or staff relocate, LITS staff will:
  1. Consult over applications/ software needed. Only authorised programs will be installed eg. Library Suite and previously approved additional software.
  2. Consult about the timing of the replacement.
  3. Transfer all work files to the new workstation.

- Provide detailed instructions, tutorials and answers to frequently asked questions via the LITS Tips and Hints pages.
- Provide training courses arranged by the Staff Development and Training Coordinator.

Developments:

For developments in this service look at the LITS Tips and Hints section.

Procedure for changes to service:

- Change requests must be authorised by supervisors.
- General changes to this service, including changes to the standard software suite, will be referred to LITC for authorisation.
- Before requesting new software for your staff desktop please refer to information about additional approved software.
- Request a change to the service through the Change Request form. Information is available about current response times.
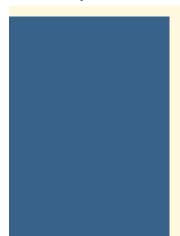
SLA Version & Agreement Date:

1.02	March 2 , 2006

Reports:

The following reports are available for Staff Desktop 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 February 2007.
Cost of service:	N/A

Feedback and comments to: LITS Manager
This document was last modified Thursday, 02-Mar-2006 15:53:12 EST