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Web Services

Draft Service Level Agreement

The service enables staff to publish material to the Library's web sites by providing web servers and publishing tools to create web pages.

<u>Service hours:</u>	Library opening hours.
Where service is delivered:	All Library staff desktops.
User coordinator:	Web Services Coordinator
User responsibilities:	Users must be trained in the use of web publishing tools.
Support procedures:	Contact LITS .
External dependencies:	University network provided by ITS; software vendors.
Service continuity plans:	Regular data backups are completed according to Server Backup Procedures and data recovery is available on request .
Developments:	
Procedure for changes to service:	Requests for web publishing software and web server accounts should be made via the Web Services Coordinator . Request other changes to the service through the Change Request form after authorisation by the Web Services Coordinator.



SLA Version & Agreement Date:

1.00 [blank until agreement signed]

Reports:

Summary reports are available for Web Services calls for the current year, 2005 and 2004. Reports are also available for incident resolution times for the current year, 2005 and 2004.

Review SLA:

Cost of service:

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Feedback and comments to: LITS Manager

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