

FILE CONTAINS Data 101 PostScript Printers Only

COMPUTING SERVICE Service Level Definitions

18 June 1999

Section C Core Services

Author's name

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Contacts

Name(s) of those primarily responsible for the service.

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C1 Information Strategy Development

KMJ

Description of Service

The Service will support the development of the University's Information Strategy at both institutional and departmental level by provision of advice, information and awareness training

User Training

awareness seminars as appropriate

Contacts

KMJ

C1.1 University Information Strategy

KMJ

Description of Service

The Service will support the generation and development of the University's Information Strategy by provision of information, advice and participation in working groups and project teams

Service Targets

agreed activities undertaken on time

User Training

awareness seminars as appropriate

Contacts

KMJ

Performance Indicators

% agreed activities undertaken on time

C1.2 Departmental Information Strategy

KMJ

Description of Service

The Service will support departments in the generation and development of departmental Information Strategies by provision of information, advice, and awareness training

Service Targets

agreed activities undertaken on time

User Training

general awareness training will be provided as a cores service; specific training may be provided as a non-core service

User Responsibilities

As this service will normally be delivered as part of liaison with departments, departments need to be aware that other specialist staff may need to be involved and hence that adequate time should be allowed.

[See C3.](#)

Cost of Service

specific training and development work is a non-core service

Contacts

KMJ, departmental liaison contacts

Performance Indicators

% agreed activities undertaken on time

C2 Communicating with the User Community

JMC

Description of Service

The Computing Service will communicate with the user community in various ways, including newsletters, web pages, message of the day, newsgroups, by telephone, email, and in person at the Information Desk.

Service Targets

The Computing Service will meet the information needs of its user community. See [C2.1](#) [C2.2](#), [C11](#)

Service Hours

See individual definitions below.

Service Availability

All users of the Computing Service.

Staff Availability

All members of the Computing Service will be involved with communication.

User Responsibilities

Users will realise that communication is necessarily a two way transaction, and will make the Computing Service aware of their information needs.

Cost of Service

See individual definitions below.

Contacts

Information Officer in the first instance.

Performance Indicators

A communication audit will be carried out every two years, and the results compared with those of previous years to ensure that the service remains consistent, or improves as necessary.

Date of Next Review

July 2000

Change History

None yet

C2.1 Publicity**JMC****Description of Service**

Publicity regarding the range and availability of services, and any changes, will be made widely available via the web, notice boards, Keynotes, University magazine, student newsletter, log-in screens, and other appropriate means.

Service Targets

All users will have access to information about service availability, any limitations on services, and any changes made to services. Planned changes or down times will be publicised at least 48 hours in advance.

Staff Availability

The Information Officer has overall responsibility for producing publicity material. Any member of the department may submit material to the University magazine or student newsletter. Information Desk staff maintain the Message of the Day service.

Cost of Service

No charge will be made for publicity material.

Contacts

Information Officer

Performance Indicators

Numbers of requests at Information Desk, or by phone, for information which is available elsewhere. User satisfaction survey to be carried out every two years. Fewer requests indicate an effective service.

Date of Next Review

July 2000

Change History

None yet

C2.2 Newsletter**JMC****Description of Service**

A Newsletter, Keynotes, will be published and will contain items of general interest to users of the central computing facilities as well as details of forthcoming changes and events that may affect users. Contributed articles will be welcomed.

Service Targets

Keynotes is aimed at all users of the Central Computing Services. It will be sent to all departments, members of relevant committees and to the members of the circulation list. Individuals may request copies of Keynotes by contacting the Computing Service Information Desk. If they wish they may be placed on the distribution list.

Service Hours

Publication dates will be published for each academic year and our target is to have Keynotes available to readers on or before those dates. Keynotes will be published twice each term.

Service Availability

Keynotes will be available in the JB Morrell Library, the Computing Service and all departmental offices. Individual copies will be sent by internal mail. A version will be available on YorkWeb in the Computing Service pages. Back issues up to 1 year old are held in the JB Morrell Library.

Staff Availability

The Information Officer is the sole editor. The Computing Service clerical and secretarial staff will provide

assistance. A deputy is available for occasional issues.

User Responsibilities

Users wishing to be on the distribution list should contact the Departmental Secretaries.

Cost of Service

Free within the University. External Subscription £1-50p per issue or £8 per annum incl postage.

Contacts

For editorial matters contact the Computing Service Information Officer. For circulation and subscription problems contact the Computing Service Secretaries.

Performance Indicators

Reader feedback will be gathered annually via a form attached to the second issue of the Spring term. Results will be compared to those of previous years to check consistency of service.

Date of Next Review

July 2000

Change History

Reviewed June 1999

C2.3 Surveys

JJI

Description of Service

Surveys of the user community will be carried out from time to time. These will take the form of an annual survey of user needs and an annual software survey on behalf of Computing Committee. These may be on-line or paper based.

Service Targets

Surveys will be sent to one or more of the following: Heads of Department, Chairs of Boards of Studies, Departmental Secretaries, Departmental Computer Representatives. Lists of those participating in particular initiatives, such as software deals may also be used to create target lists for surveys.

User Responsibilities

Those in receipt of Computing Service surveys are encouraged to complete and return them by the due date.

Contacts

JJI

Performance Indicators

Surveys may be used as part of performance measurement for other services

Date of Next Review

1-Oct-1998

C3 Liaison with departments

KMJ

Description of Service

The Service will support departments in the generation and development of departmental Information Strategies by provision of information, advice, and awareness training

Service Targets

agreed activities undertaken on time

User Training

general awareness training will be provided as a cores service; specific training may be provided as a non-core service

User Responsibilities

As this service will normally be delivered as part of liaison with departments, departments need to be aware that other specialist staff may need to be involved and hence that adequate time should be allowed.

[See C3.](#)

Cost of Service

specific training and development work is a non-core service

Contacts

KMJ, departmental liaison contacts

Performance Indicators

% agreed activities undertaken on time

C4 Registration	BS
C4.1 Usernames	BS
C5 University Network	RLD
C5.1 Connections to departments	RLD
C5.2 Connections to offices	RLD
C5.3 Internal bandwidth	RLD
C5.4 External bandwidth	RLD
C6 Network Services	DLA
C6.1 Electronic mail	PMB
C6.2 SuperJanet access	RLD
C6.3 WWW access	PMB
C6.4 News group access	PMB
C6.5 Telnet access	DLA
C6.6 Access to Library catalogue	DGM

Description of Service

The Computing Service will provide and maintain on supported connections such software as is required to access the library catalogue

Service Hours

[See 6.1](#)

Service Availability

[See 6.2](#)

Staff Availability

[See 6.2](#)

User Support Levels

The library will provide advice to end-users on the use of the software.

User Training

The library will provide such end user documentation and training as is required.

User Responsibilities

The library will make available to the Computing Service such documentation and installation kits as are necessary to install and configure the software. The library will arrange access to the software provider's technical support

facilities with any additional costs being borne by the library.

Contacts

dgm

C6.7 Access to Library networked information services	DGM
C6.8 Support of Library networked information services	RLD
C6.9 Network address management	RLD
C6.10 Dial-up services	RLD

C7 Filestore	BS
C7.1 Personal filestore	BS
C7.2 Filestore for courseware on University network	BS
C8 Central MIS Functions	KR
Description of Service	
To provide application, development and database support for Central Administrative Systems	
Service Targets	
Central Administrative System Users	
Service Hours	
See section 6.1 of the Service Guide	
Service Availability	
See section 6.1 of the Service Guide	
Staff Availability	
See section 6.1 of the Service Guide	
C8.1 Central MIS Systems	KR
Service Targets	
Provision, support and development of a set of programs to meet the University regulations	
Service Hours	
See section 6.1 of the Service Guide	
Service Availability	
See section 6.1 of the Service Guide	
Staff Availability	
See section 6.1 of the Service Guide	
C8.1.1 Finance	KR
Description of Service	
A suite of application programs that maintain a database containing data related to the support of the University Accounting procedures	
Service Targets	
Provision of a set of programs to meet the University Financial Regulations	
Service Hours	
See section 6.1 of the Service Guide	
Service Availability	
See section 6.1 of the Service Guide	
Staff Availability	
Application supported by any specific	
User Support Levels	
See section 6.1 of the Service Guide	
User Training	
No application specific training provided	
Cost of Service	
Annual package support	
Contacts	
See section 7 of the Service Guide	
Performance Indicators	
See Performance Indicators in SLD C8.1	

C8.1.2 Payroll

KR

Description of Service

A suite of application programs that maintain a database containing data related to a payroll calculation

Service Targets

The Payroll application is for all users as identified by the payroll office

Service Hours

[See section 6.1 of the Service Guide](#)

Service Availability

[See section 6.1 of the Service Guide](#)

Staff Availability

Application supported by any specific

User Support Levels

[See section 6.1 of the Service Guide](#)

User Training

No application specific training provided

Cost of Service

Annual package support

Contacts

[See section 7 of the Service Guide](#)

Performance Indicators

See Performance Indicators in [SLD C8.1](#)

C8.1.3 Personnel

KR

Description of Service

A suite of application program that maintain a database containing data related to Personnel records

Service Targets

The Personnel application is for all users as identified by the personnel office.

Service Hours

[See section 6.1 of the Service Guide](#)

Service Availability

[See section 6.1 of the Service Guide](#)

Staff Availability

Application supported by MIS

User Support Levels

[See section 6.1 of the Service Guide](#)

User Training

No application specific training provided

Cost of Service

Annual Package Support Costs

Contacts

[See section 7 of the Service Guide](#)

Performance Indicators

See performance Indicators in [SLD C8.1](#)

C8.1.4 Physical resources

KR

Description of Service

A suite of application programs that maintain a database containing data related to the management of the

University Facilities

Service Targets

The Physical resources application is available to user as defined by the Director of Facilities Management

Service Hours

[See section 6.1 of the Service Guide](#)

Service Availability

[See section 6.1 of the Service Guide](#)

Staff Availability

Application supported by MIS

User Training

No application specific training provided

Cost of Service

Annual Package Support Costs

Contacts

[See section 7 of the Service Guide](#)

Performance Indicators

See Performance Indicators in [SLD C8.1](#)

C8.1.5 Research grant administration

KR

Description of Service

A suite of application programs that maintain a database containing data related to the management of the University research grants

Service Targets

The Resource application is available to user as defined by the Director of Finance

Service Hours

[See section 6.6 of the Service Guide](#)

Service Availability

[See section 6.6 of the Service Guide](#)

Staff Availability

[See section 6.6 of the Service Guide](#)

User Training

No application specific training provided

Contacts

[See section 7 of the Service Guide](#)

Performance Indicators

See Performance Indicators in [SLD 8.1](#)

C8.1.6 Students

KR

Description of Service

A suite of application programs that maintain a database containing data related to Students

Service Targets

[See section 6.1 of the Service Guide](#)

Service Hours

[See section 6.1 of the Service Guide](#)

Staff Availability

Application supported by MIS

User Support Levels

[See section 6.1 of the Service Guide](#)

User Training

No application specific training provided

Cost of Service

Annual Package Support Costs

Performance Indicators

See Performance Indicators in [SLD C8.1](#)

C8.2 Training**KR****Description of Service**

To provide training on the operational environments of the application supporting the Management Information Systems

Service Targets

All Users

Service Hours

[See section 6.1 of the Service Guide](#)

Service Availability

[See section 6.1 of the Service Guide](#)

Staff Availability

Trainers provided from the MIS team

User Support Levels

[See section 6.1 of the Service Guide](#)

Performance Indicators

Course evaluation form will be provided during each course

Date of Next Review

As appropriate

C8.3 Report generating tools**KR****Description of Service**

Provision, support and development of an agreed set of tools to extract data and report in a user defined format

Service Targets

All Users

Service Hours

[See section 6.1 of the Service Guide](#)

Service Availability

[See section 6.1 of the Service Guide](#)

Staff Availability

[See section 6.1 of the Service Guide](#)

User Training

Trainers provided from the MIS team

Cost of Service

[See SLD N8](#)

Contacts

[See section 7 of the Service Guide](#)

Performance Indicators

Course evaluation form will be provided during each course

Date of Next Review

As specified by the users

C8.4 Standard reports	KR
Description of Service	
A set of reports written to a specification provided by users	
Service Targets	
All Users	
Service Hours	
See section 6.1 of the Service Guide	
Service Availability	
See section 6.1 of the Service Guide	
Staff Availability	
See section 6.1 of the Service Guide	
User Training	
See SLD N8	
Date of Next Review	
As specified by the users	
C8.5 Documentation	KR
Service Hours	
See section 6.1 of the Service Guide	
Service Availability	
See section 6.1 of the Service Guide	
Staff Availability	
See section 6.1 of the Service Guide	
User Training	
See SLD N8	
C8.6 Fault resolution	KR
Service Hours	
See section 6.1 of the Service Guide	
Service Availability	
See section 6.1 of the Service Guide	
Staff Availability	
See section 6.1 of the Service Guide	
C8.7 Advice	KR
Service Hours	
See section 6.1 of the Service Guide	
Service Availability	
See section 6.1 of the Service Guide	
Staff Availability	
See section 6.1 of the Service Guide	
User Training	
See SLD N8	
Cost of Service	
See section 6.5 of Service Guide	
Date of Next Review	
Annual	
C9 Public Access Computer Rooms	JJI
Description of Service	

Rooms equipped with centrally provided and maintained networked computers available to all staff and students of the University. There are two kinds, Classrooms ([C9.1](#)) and 24-hour Study Centres ([C9.2](#)).

Service Targets

To provide up-to-date facilities with at least 1 workstation for every 10 students as far as funding permits. See the University's Information Strategy section on Student Access to Information Technology.

Service Hours

Staff are available to support the Computer Rooms during [standard hours](#).

Service Availability

Public Access Computer Rooms are normally open whenever the building in which they are situated is open. In most cases this is 7 days a week 24 hours per day.

Staff Availability

A member of staff will normally check all Public Access Computer Rooms prior to teaching time each working day.

User Training

See Training, section [C8.2](#)

User Responsibilities

The equipment must be used according to the [Regulations and Guidelines](#). Eating, Drinking, Smoking and bad behaviour are not permitted. Anti-social behaviour may be reported in confidence to the nearest Porter's lodge.

Cost of Service

No charge for use by staff and students of the University.

Contacts

BS (Operational) DGM (PC rooms) CJ, RPF (Unix Room)

Performance Indicators

Serviceability level of computers, Network Availability, frequency of checking

Date of Next Review

1-Oct-1999

C9.1 Classrooms

JJI

Description of Service

Public Access Computer Rooms ([C9](#)) designed for teaching.

Service Targets

As [C9](#) but in addition to provide sufficient facilities for teaching courses with a formal computing component.

Service Hours

See [C9](#).

Service Availability

Bookable classrooms are available in Derwent D/114 (24 PCs) and D/104 (20 Unix graphics workstations), Langwith L/117 (21 PCs, air conditioned) Goodricke G/169 (48+ PCs) Wentworth W/218 (21 PCs) and King's manor (16 PCs). All the PC classrooms have a projector permanently connected to the lecturer's PC These projectors are provided by and are the responsibility of the [Audio Visual Centre](#).

Staff Availability

See [C9](#).

User Training

See [C9](#).

User Responsibilities

During term-time teaching hours rooms must be booked in advance as part of the normal timetable submission procedure. Casual booking of the remaining time is handled by [Room Bookings](#) in term time and by the [Computing Service](#) in vacations

Cost of Service

Free of charge for normal University teaching purposes. The facilities may be hired for external use through the [Conference Office](#), but normally outside teaching hours or in vacations only

Contacts

See [C9](#).

Performance Indicators

See [C9](#).

Date of Next Review

1-Oct-1999

C9.2 24-hour study centres

JJI

Description of Service

Public Access Computer Rooms [C9](#) designed for private study.

Service Targets

As [C9](#) but in addition to provide adequate non-bookable private study computing facilities.

Service Hours

See [C9](#).

Service Availability

Study Centres are available 24 hours a day 7 days a week in Alcuin A/140, Langwith L/051, Vanbrugh V/058, Goodricke G/022 and during library hours in the JB Morrell Library.

Staff Availability

See [C9](#).

User Training

See [C9](#).

User Responsibilities

See [C9](#).

Cost of Service

None

Contacts

See [C9](#).

Performance Indicators

See [C9](#).

Date of Next Review

1-Oct-1999

C10 Software

JJI

Description of Service

A major activity of the Computing Service is the provision of software to departments and individuals within the university. Software is made available either from central file servers or by distribution to individuals. A [Software Snapshot](#) of software provided by the Computing Service is updated at least every six months.

Service Targets

To provide a set of generally useful software applications and utilities to all registered users.

To keep the software up to date and reliable by providing new versions and installing error fixes where applicable. To install new software both at the direction of the Information Committee and as part of the

Computing Service's commitment to "vision & promotion of computing."

To provide continuity of service by only installing major updates in vacations with adequate notice.

Service Hours

Software distributable to individuals is available from the Computing Service Information Desk during [standard operating hours](#).

Staff Availability

Each item of core software is the responsibility of an individual member of staff within the Service. The level of expertise available for each item will vary.

User Support Levels

Each item of software has its own support level. See the current [Software Snapshot](#)

User Training

Each item of software has its own user training level. See the current [Software Snapshot](#)

Contacts

See [Software Snapshot](#)

Performance Indicators

None yet.

Date of Next Review

The recommended software set is reviewed annually by Computing Committee and their recommendations passed to Information Committee for approval.

C10.1 Site licensed software

JJI

Description of Service

A site licence allows the use of an software item on an unlimited number of computers in return for an annual fee. The exact conditions of each site licence are different. Some site licences for widely useful items of software are paid for out of top sliced funds. In such cases the software is distributed as widely as possible to eligible users. The Information Committee decides what software should be paid for out of the Computing Service funds on the recommendation of the Computing Committee.

Service Targets

To distribute site-licensed software as widely as possible

Service Hours

Software distributable to individuals is available from the Computing Service Information Desk during [standard operating hours](#).

Service Availability

See [C10](#) above.

Staff Availability

See [C10](#) above.

User Support Levels

See [Software Snapshot](#)

User Training

See [Software Snapshot](#)

Cost of Service

The licence element of site licensed software is already paid for, but there may be charges for media and documentation.

Contacts

See [Software Snapshot](#)

Performance Indicators

None yet.

Date of Next Review

Although Computing Committee is charged with reviewing the software provision every year, many site licences involve legally binding 3 or 5 year agreements.

C11 Documentation

JMC

Description of Service

The Service will provide comprehensive documentation relating to the core services and basic use of recommended software. Basic documentation will be provided via the World Wide Web with hard copy charged to users either directly, via provision of bound, printed documents, or indirectly, by printing WWW pages. More advanced, reference documentation will normally be bought in eg from the suppliers, and copies made available via the JB Morrell Library, and the Service will maintain a list of appropriate documentation sources and contact points for purchase.

Service Targets

All University of York users of Computing Service.

Service Hours

Documentation will be updated as necessitated by upgrades/ changes to applications.

Service Availability

Documentation in paper form will be available from the Computing Service Information Desk.

Documentation will be available on York Web in either HTML or PDF format. Some course materials on the Web may be restricted to University of York users. Copies of manuals and complex material which have been purchased will be made available to users via the Library.

Staff Availability

The Information Officer edits material. Various Computing Service staff are responsible for producing documentation in their area of expertise.

User Training

Basic documentation will inform users of availability of documentation. Basic documentation will be available to enable users to access web-based material.

Cost of Service

Basic start up information and regulations in paper format will be free. Other documentation will be available on the web - users wishing a hard copy will incur the standard printing charge. No charge will be made for accessing or borrowing documentation made available via the Library.

Contacts

For editorial matters contact the Computing Service Information Officer. For problems with access to web sites, availability of paper documentation, contact the Computing Service Information Desk. For availability of manuals and other bought-in documentation, contact the JB Morrell Library.

Performance Indicators

Numbers of basic queries to Information Desk staff which could be answered by documentation.

Date of Next Review

July 2000

Change History

None yet

C11.1 Core and non-core services

JMC

Description of Service

Information will be available via the Computing Service web pages detailing core and non-core services. See: [Report of the Computing Service Review Implementation Review](#), [Charges for non-core services](#)

Service Targets

Sufficient information will be available to users about the availability of core and non-core services, and

charges for non-core services.

Service Hours

Information will be updated annually

Service Availability

All University of York users of the Computing Service.

Contacts

Information Officer in the first instance.

Performance Indicators

User Satisfaction surveys (either large-scale, or sample groups) will be carried out regularly, and results analysed and compared with previous results to ensure that users are satisfied with the services provided. Views of representatives to Computing Committee and Computing Forum will also be canvassed to this end.

Date of Next Review

July 2000

Change History

None yet

C11.2 Basic documentation

JMC

Description of Service

Basic user support documentation will be available to all students and staff. It will be paper based and free of charge. The information will also be available of the Computing Service web site, and will include availability and location of services, opening hours, and user responsibilities. University regulation for use of Computing facilities will be distributed to all new users, these are also available on York Web.

Service Targets

Basic documentation will be distributed to all new students and staff, within one month of their arrival, via their departments. It will enable users to reach a level of competence at which they can use the facilities and access further support documentation online.

Service Hours

The basic documentation will be updated during the summer months and will be available by the start of the academic year.

Service Availability

All University of York users of the Computing Service.

Staff Availability

The Information Officer will oversee the production and distribution of basic documentation.

User Responsibilities

Users are responsible for reading the information and regulations distributed to them.

Cost of Service

Basic documentation will be free.

Contacts

Information Officer

Date of Next Review

July 2000

Change History

None yet

C11.3 Reference documentation.

JMC

Description of Service

Reference documentation such as software and hardware manuals will be passed to the JB Morrell Library

to be made available to users. Copies will also be held in the Computing Service.

Service Hours

Reference documentation will be updated and passed to the library when software/ hardware is updated.

Service Availability

All University of York users of the Computing Service.

Cost of Service

No charge will be made for the use of reference documentation.

Contacts

Information Officer/ JB Morrell Library

Date of Next Review

July 2000

Change History

None yet

C12 Training

JJI

Description of Service

[Service Guide 3.7](#)

Service Targets

To provide training courses at least once per term for basic software and at least once a year for more advanced topics, provided always that there are sufficient participants.

Service Hours

Courses are normally given within [standard operating hours](#)

Service Availability

Courses are normally run in term time but are potentially available throughout the year.

Staff Availability

There are no staff dedicated to the provision of courses, however, individual, academic related staff may be called upon to lead courses as part of their duties.

User Responsibilities

Users should check that they have the relevant prerequisites before registering for a course, and if they find that subsequently they are unable to attend they should inform the Information Desk.

Cost of Service

A flat rate registration fee of £10 is payable for each course.

Contacts

jjj, daf

Performance Indicators

Feedback forms are supplied to all participants on all courses. These are read by the course organiser and the tutor, and are available to other members of staff in the Computing Service

C12.1 Training materials

JJI

C12.2 Induction training

JJI

Description of Service

Training on all basic software is provided each term. This is suitable for new staff.

Service Hours

Remaining information as [C12](#) above

C12.3 New software

JJI

Description of Service

Training on new software is included in the Computing Service course schedule as soon as support staff have reached a suitable level of expertise.

Service Hours

Remaining information as [C12](#) above

C12.4 Upgraded software

JJI

Description of Service

Computing Service courses will reflect the currently installed version of the software. If an upgrade is likely to cause difficulty and demand warrants it, special migration courses may be run.

Service Hours

Remaining information as [C12](#) above

C12.5 Exploiting IT systems and new technologies

JJI

C13 Advice, problem resolution and research enabling

JJI

Description of Service

The Service will provide advice, problem solving and fault resolution on both specific and general issues relating to the core services, including basic use of recommended software as defined in the documentation produced by the Service, via a single point of contact, accessible via telephone, fax, e-mail, WWW, or in person.

Service Targets

See [Service Guide 3.8](#)

Service Hours

See individual service descriptions 13.1 to 13.6 below.

Staff Availability

Any member of staff may be called upon to assist in the resolution of problems or the provision of advice.

Contacts

Infodesk, JJI

C13.1 Information Desk

BS (JJI helped)

Description of Service

The Computing Service Information desk provides a single point of contact for all service functions. It can be contacted by queued phone or answering machine, in person, by email, by fax, via internal mail or Royal Mail. The desk acts as the reception point for visitors and goods inward as well as a reporting point for faults and problems with hardware or software. Bookings for Computing Service staff training courses are taken and payments for printing accounts may be tendered. The distribution of certain software is also undertaken.

Service Targets

To have a minimum of 2 staff on the desk during opening hours.

To spend up to 5 minutes responding to phone or personal callers. To enter problems not fixed on the spot into a problem tracking system for the attention of a specialist. To respond all email and phone messages within 24 hours.

Service Hours

Open 0900:1715 Monday to Thursday, 0900:1615 Friday all year

Closed 1400:1500 Wednesday for staff training.

Closed all bank holidays and days when the University is customarily closed.

Service Availability

The full service is available to all staff and graduates. Undergraduates should take course-related problems to their department, but may use the Information desk for other matters. For example if a student has difficulty in using a software product then that is a departmental problem, but if the software does not behave as documented, then the Information desk may be consulted.

Staff Availability

A core of 5 desk staff may be supplemented when necessary

Contacts

BS

Performance Indicators

Results of User Satisfaction Survey

Date of Next Review

31-jun-1999

Change History

none

C13.2 Core services	JJI
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C13.3 Recommended software	JJI
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C13.4 Preparation of research grant / project applications	JJI
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C13.5 Research enabling	JJI
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C13.5.1 Academic contact	JJI
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C13.5.2 Application of IT techniques	JJI
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C13.6 New technologies	JJI
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C14 Central Computing Power	DLA
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C14.1 Hardware	CJ
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C14.2 Software	JJI
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C15 Purchasing	PDR
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C15.1 Standard suppliers for PCs	DGM
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Description of Service

To negotiate agreements for the supply of desktop PCs by open tender in conformance to the relevant EU and UK legislation

Service Targets

To negotiate and maintain agreements for the supply of desktop PCs by open tender in conformance to the relevant EU and UK legislation

Contacts

dgm

Date of Next Review

To be completed by 01/12/2000

C15.2 Site licence deals	JJI
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C15.3 Bulk purchases	PDR
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C16 Vision and promotion of computing	KMJ
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Description of Service

The Service will undertake a range of activities with the ultimate objective of developing the University's key business processes. In particular, the Service will work with departments, units or individuals to undertake feasibility studies and pilot services as a core service when subsequent provision of the service to other areas will be chargeable.

Service Targets

a strategic range of activities reported to Information Committee

Contacts

Directorate

Performance Indicators

view of Information Committee of range of activities undertaken

Section N Non-core services

Description of Service

[5.2](#)

Service Targets

[5.3](#)

Service Hours

[5.4](#)

Service Availability

[5.5](#)

Staff Availability

[5.6](#)

User Support Levels

[5.7](#)

User Training

[5.8](#)

User Responsibilities

[5.9](#)

Cost of Service

[5.10](#)

Contacts

Name(s) of those primarily responsible for the service.

Performance Indicators

[5.11](#)

Date of Next Review

[5.12](#)

Change History

[5.13](#)

N1 Additional Usernames

BS

N2 Networks

DLA

N2.1 Connections to Offices

DLA

Description of Service

Connection of existing network outlets in offices, seminar rooms and other departmental facilities

Service Targets

An existing outlet will be made live on request by connecting it to suitable active equipment (subject to availability). Outlets will also be disconnected on request.

Service Hours

[See 6.1](#)

Service Availability

[See 6.2](#)

Staff Availability

[See 6.2](#)

User Responsibilities

Only compatible equipment may be connected to the outlet. The user must inform the Computing Service of the details of the equipment to be connected, and of any subsequent changes. The user must not capture data destined for other users of the network, and

must not jeopardise the integrity of the network.

Cost of Service

Initial connection: £40

Annual charges: £48 (Ethernet) £84 (Serial connection)

Owners of connections are billed monthly in arrears.

Contacts

RLD, JRM

N2.1.1 Health Studies Network

RLD

Description of Service

Support of the Department of Health Studies wide-area networking infrastructure. This includes the configuration and management of routers, and the monitoring of point-to-point links. Computing Service will liaise with the appropriate telecomms provider or third-party maintenance company in the event of a fault. Internal DOHS infrastructure such as hubs, servers, cabling or desktop systems remain the responsibility of the Department of Health Studies.

Service Hours

Normal Computing Service working hours

Service Availability

The service is designed for continuous availability other than scheduled network-at-risk periods. The Computing Service will endeavour to give reasonable notice of any scheduled maintenance work, but reserves the right to undertake emergency procedures without notice should operational necessity require it.

Staff Availability

A member of the Network Group will normally be available during standard working hours. Off-site visits will be subject to local staffing levels and the availability of suitable transport.

User Support Levels

User support will be undertaken by DoHS staff.

User Training

User training is the responsibility of DoHS.

User Responsibilities

Network problems should be reported via the Helpdesk on 01904 433838.

Cost of Service

Charges will be £500 per month, plus £100 per month for each remote site. For reasons of VAT exemption DoHS will pay the cost of third-party hardware maintenance directly.

Contacts

RLD/JRM

Performance Indicators

Quarterly report of non-scheduled network outages.

N2.2 departmental networks

DLA

N2.3 additional outlets

JRM

N2.4 facilities management

DLA

Description of Service

Support of equipment not owned by the Computing service

Service Targets

Computing equipment (eg NT or Unix servers) which is not owned by the Computing Service can be supported by the Computing Service (subject to availability). Individual Service Level Agreements will be negotiated and regular review meetings will be arranged.

Service Hours

[See 6.1](#)

Service Availability

[See 6.2](#)

Staff Availability

[See 6.2](#)

User Responsibilities

The owner of the equipment must attend the review meetings.

Cost of Service

Dependent on the effort required.

Contacts

PDR

N2.5 non-standard connections	RLD
N3 Filestore	BS
N3.1 additional filestore	BS
N3.2 restoration of archived files	BS
N3.3 restoration of deleted files	BS
N3.4 import from other media	BS
N3.5 transfer to other media	BS
N4 Departmental MIS systems	KR

Description of Service

Applications utilised within university departments

Service Targets

All Users

Service Hours

[See section 6.1 of the Service Guide](#)

Service Availability

[See section 6.1 of the Service Guide](#)

Staff Availability

[See section 6.1 of the Service Guide](#)

Cost of Service

[See section 6.5 of the Service Guide](#)

Date of Next Review

Annual

N5 Departmental classrooms	DLA
N5.1 installation	DGM
N5.2 support	DLA
N6 Software	JJI
Description of Service	
Non-core software is provided	
N6.1 recommended software	JJI
N6.2 locally-mounted software	JJI
N6.3 supported software	JJI
N6.4 unsupported software	JJI
N6.5 personal software	JJI

Description of Service

Software will be supplied to the users and owners of individual computers by way of site licences and educational discounts where available and where allowed by the licence agreement. For instance, some licences allow use only on computers owned or leased by the University; others require that the person using the software be a member of staff. As there are many possible types and configurations of computers, the support and supply of software for personally owned systems will have a significantly lower priority than that for departmentally or centrally owned computers.

N6.6 software sales and purchasing **JJI**

N6.7 software on central systems **JJI**

N6.8 fault resolution **JJI**

N7 Documentation **JMC**

Description of Service

Documentation will be available to make users aware of the range of non-core services and the level at which they may be charged.

Service Targets

To ensure users are aware of the existence of non-core services.

Service Hours

The definitions of non-core services, and charges will be published annually.

Service Availability

All University of York users of the Computing Service.

Contacts

Information Officer

Date of Next Review

July 2000

Change History

None yet

N7.1 Hardcopy documentation for non-core services. **JMC**

Description of Service

See [N7](#)

Service Targets

To ensure users are aware of non-core services.

Service Hours

The definitions of non-core services, and charges will be published annually.

Service Availability

All University of York users of the Computing Service.

Contacts

Information Officer

Date of Next Review

July 2000

Change History

None yet

N7.2 Non-standard and unsupported hardware and software **JMC**

Description of Service

See [N7](#). Information will be published on the web to ensure users are aware of the existence of such software and hardware. Addition of new unsupported software to the network will be announced via Keynotes and/or Message of the Day and local newsgroups. Online help, and help menus may be

provided by the manufacturer.

Service Targets

To ensure users are aware of the availability of unsupported hardware and software, and are aware of their responsibilities in using it.

Service Hours

The list of unsupported software will be updated termly.

Service Availability

All University of York users of the Computing Service.

Staff Availability

Information Officer

Contacts

Information Officer

Date of Next Review

July 2000

Change History

None yet

N8 Training

JJI

Description of Service

The Computing Service will quote for the provision of courses outside the core schedule where resources and expertise allow.

Service Targets

As a rule one month's notice should be given when asking the Computing Service to quote for a course. However, for bespoke courses involving considerable preparation this may need to be longer, while for standard courses using existing materials it may be possible to schedule at shorter notice

Service Hours

Courses will normally be given during [standard hours](#)

Service Availability

Courses may be given throughout the year in both term and vaction.

Staff Availability

For specialised courses there is usually only one member of staff sufficiently expert in each field. For basic courses there may be two or three and the possibility of engaging external tutors. Availability of staff is usually the key factor in determining if the Computing Service is in a position to quote.

User Support Levels

Queries arising from the course content should be submitted to the Information Desk

User Responsibilities

The quotation will make it clear where the responsibility for room booking, checking prerequisites, publicity etc lies

Cost of Service

The costs will be calculated as the sum of preparation time, delivery time, documentation costs and registration fee. Potential clients will be provided with a detailed quotation.

Contacts

JJI, DAF

Performance Indicators

Course Feedback forms will be analysed as well as comments from the client department.

Date of Next Review

August 2000

Change History

None

N8.1 recommended software

JJI

Description of Service

Extra courses on recommended software may be run. Conditions as in [N8](#) above apart from any deviations noted below.

Service Targets

Extra chargeable courses may be run at the behest of departments for groups of staff or students

Cost of Service

See [N8](#) above. As these courses will normally use existing materials, charges should be minimal.

Contacts

JJI, DAF

Date of Next Review

August 2000

Change History

none

N8.2 supported software

JJI

Description of Service

Extra courses on [supported software](#) may be run. Conditions as in [N8](#) above apart from any deviations noted below.

Service Targets

There is likely to be rather less expertise on supported software than recommended software

Service Hours

Courses will normally be given during [standard hours](#)

Cost of Service

See [N8](#) above. As course materials on supported software may not be available costs of obtaining or developing such material will be included in the quote where appropriate.

Contacts

JJI, DAF

Date of Next Review

August 2000

Change History

none

N8.3 self-study packs

JJI

N8.4 tutor-led

JJI

N8.5 non-standard and unsupported systems

JJI

N9 Advisory and partnership services

JJI

N9.1 extended support

JJI

N9.1.1 specific software

JJI

N9.1.2 undergraduates

JJI

N9.1.3 taught course postgraduates

JJI

N9.1.4 long-term project partnership

JJI

N9.2 consultancy

JJI

N10 Departmental hardware

DLA

N10.1 facilities management

DLA

N10.2 fault diagnosis	DLA
N10.3 maintenance	DLA
Description of Service	
Hardware support of departmental computing equipment such as PCs, Apple Macs and printers.	
Service Targets	
The Computing Service will on request provide a hardware support contract for suitable departmental computing equipment.	
Service Hours	
See 6.1	
Service Availability	
See 6.2	
Staff Availability	
See 6.2	
User Responsibilities	
Faults should be reported to the Information Desk. The equipment must be kept in a reasonable condition.	
Cost of Service	
The cost of the service depends on the hardware involved.	
Contacts	
SD	
N10.4 PC support	DGM
N10.5 Apple Mac support	PMB
N10.6 Unix system support	CJ
N10.7 file back-up	DLA
N10.8 management of departmental servers	DLA
N10.9 PC installation	DGM
Description of Service	
The installation and connection of supported connection PC's to the campus network	
Service Targets	
In the case of supported connection PC's the operating system will be configured for use on the campus network and an ip address allocated	
Service Hours	
See 6.1	
Service Availability	
See 6.2	
Staff Availability	
See 6.2	
User Responsibilities	
The user is responsible for the physical connection and installation of the machine in its final location.	
Cost of Service	
£35. If the end user requires assistance with connection or installation the Computing Service may provide such assistance and may charge for such assistance. Assistance forms an additional non-core service.	
Contacts	
dgm	
N10.10 PC upgrades	DGM
Description of Service	

The upgrade of PC hardware

Service Targets

The increase in the usable life of PC hardware by the addition or replacement of readily exchangeable components

Service Hours

[See 6.1](#)

Service Availability

[See 6.2](#)

Staff Availability

[See 6.2](#)

User Responsibilities

To appropriately specify the modification required and make available such information and documentation as is requested by the Service

Cost of Service

By negotiation. The Computing Service may decline to undertake the work or may outsource it to a third party

Contacts

dgm

N10.11 PC memory upgrades

DGM

Description of Service

The upgrade of PC memory

Service Targets

The increase in the usable life of PC hardware by the addition or replacement of readily exchangeable memory modules

Service Hours

[See 6.1](#)

Service Availability

[See 6.2](#)

Staff Availability

[See 6.2](#)

User Responsibilities

To appropriately specify the modification required and make available such information and documentation as is requested by the Service

Cost of Service

By negotiation. The Computing Service may decline to undertake the work or may outsource it to a third party

Contacts

dgm

N11 Purchasing

PDR

N11.1 hardware

DGM

Description of Service

The Computing Service offers a purchasing service for pc's and printers from preferred suppliers, and for other peripherals for other departments and centres within the University.

The Computing Service will also arrange on site maintenance where available or appropriate.

The Computing Service may decline to order certain equipment.

Service Hours

[See 6.1](#)

Service Availability

[See 6.2](#)

Staff Availability

[See 6.2](#)

User Responsibilities

End users must define what they need, provide a valid charge code and agree to pay all costs in full.

The Computing Service will not process orders without a valid charge code

Cost of Service

£25 for PC's, 5% of invoice value in all other cases

Contacts

dgm

N11.2 software	JJI
N11.3 services	PDR
N12 Printing	BS
N12.1 central printing	BS
N12.2 classroom printing	BS
N12.3 departmental printers	DLA
N12.4 specialist printing	DLA
N13 Specialist services	JJI
N13.1 teaching	JJI

Description of Service

Bespoke courses and training sessions may be supplied on request. The Computing Service will issue an individual quote if it is able to fulfill the requirement. The ability to provide such courses will depend critically on staff availability and knowledge.

Service Targets

The lead time will vary depending on the amount of preparation required, but is unlikely to be less than 1 month.

Service Hours

Courses will normally be delivered during [standard hours](#) but this may be varied by arrangement with the course tutor.

Staff Availability

Staff are available to lecture on their specialities if their core duties permit.

User Responsibilities

The quote will make it clear whether the Computing Service or the Client are responsible for administering the course. If the client is responsible, then they should arrange room bookings, publicity, student prerequisites (both prior knowledge and user ids)

Cost of Service

Preparation time, teaching time and materials will be charged for at standard rates. If the Computing Service is asked to supply demonstrators, these will normally be postgraduates and charged for at the current University demonstrating rate.

Contacts

Course Tutor, JJI, DAF

Performance Indicators

The Computing Service will supply feedback forms for the students and ask for feedback from the clients.

Date of Next Review

1-Oct-1999

N13.2 research support	JJI
N13.3 support of administration	JJI