

SERVICE LEVEL AGREEMENT – INFORMATION CENTRE

Overview

This Service Level Agreement (SLA) is between Campus Services and staff, students and visitors within/to the University of York and appears to provide the Information Centre services as described in Appendix A.

This SLA also covers performance, reliability and other topics pertinent to the provision of Reception services; in particular it lists the key responsibilities of Campus Services.

General clauses of SLA's

The purpose of this SLA is to establish a co-operative partnership between Campus Services and staff, students and visitors within/top the University of York by clarifying roles, expectations, and providing mechanisms for resolving problems.

Campus Services responsibilities

Campus Services Section shall:

- Comply with service standards as described in Appendix A;
- Provide the services covered by this agreement and listed in Appendix A.

Service, Guarantees and Warranties

Campus Services will use reasonable endeavours to provide the services in the SLA as detailed in Appendix A for the provision of Information Centre facilities.

All complaints should be addressed to the Information Centre Services Manager, who will respond within five working days.

If you are not satisfied with the response, you may then escalate the complaint to the Head of Section, Campus Services who will respond within five working days.

See Appendix A attached.

Appendix A

Service	Service Level Provision by Information Centre, Campus Services	Responsibilities of the customer
Opening hours of the Information Centre	Open 8.30 am to 5.30pm Monday to Friday apart from Public and Bank Holidays	
Booking service for events including student events	Confirm event within five working days of receipt of EMF authorised from H&S by distribution email.	Book room via Planon and complete and submit Events Management Form.
University Card	Provide all new students with a card. Replace old, lost, stolen and damaged cards and to take payment where relevant and give receipts. Response time – within 2 working days.	To provide correct information in order that a card may be produced. Make the correct payment and collect cards promptly when advised that they are ready for collection.
Information Service	Provide information to the public, students, staff and conference delegates and to respond immediately or within one working day to their requirements, by telephone, email or in person. Answer telephone calls within 15 seconds during normal opening hours. Respond to emails within one working day. Respond to visitors to the Information Centre immediately.	To contact the Information Centre by telephone, email, letter or in person.
Bus Tickets	Provide daily, weekly, monthly or megabus tickets for members of staff/students on request.	To provide staff card or unicond and monies in order that a ticket can be produced.