

UWL IT SERVICES

CUSTOMER CHARTER

We are committed to providing high quality services and support. This Charter sets out, in broad terms *what you can expect from us* and *what we expect from you*.

Obtaining help and support

We will provide IT support:

- By telephone (dial 2222 from an internal telephone or help point or call 0300 111 4895 from any other phone) 24x7
- By email (ITServiceDesk@uwl.ac.uk) or Twitter (@UWL_IT)
- Roving IT support in the Paul Hamlyn Library, the second-floor social learning space in Paragon and on Mondays, Wednesdays and Thursdays in Fountain House, Reading – look for our staff wearing blue tops with “IT Services” on their backs
- In classrooms for *urgent* support by dialing extension 2201 (between 08:00 - 17:00)
- Provide “best endeavors” support for personally owned devices, including getting the device connected to the UWL network, accessing email, downloading and installing UWL-provided software
- Remote or at seat support as required.

What you can expect from IT Services:

- Provide friendly, helpful and accurate advice and guidance on IT Services, information, IT resources and support
- Assist you in a polite, courteous and helpful manner. We will be positive, realistic and honest (if we do not know something, we will tell you and get back to you when we do know)
- Deal with your enquiry as quickly as we can, keeping you informed of progress. We aim to resolve 93% of issues within one working day (within 4hours for a priority issue). We also aim to resolve 70% of issues at the first point of contact.
- The availability of core IT services will not fall below 99%. Where possible, planned maintenance will take place outside the core supported time of 08:00 to 20:00 Monday-Friday. When a core system is down a communication will be issued within an hour explaining what the problem is and a likely time for service restoration
- Make sure that you can easily contact us in a variety of ways, including by phone, by email, through our website, and by visiting us in person (we aim to reply to all email¹ received within 3 working days)
- Deal promptly and appropriately with complaints
- Keep you informed about changes and improvements to IT Services
- Advise you how the IT Services has performed against our service standards
- Ask questions and not make assumptions, so that we can check we are talking to the right person and can fully understand what the nature of the issue or enquiry is
- Put things right as soon as possible if they have gone wrong. Deal promptly and appropriately with complaints in accordance with our escalation and complaints procedure
- Proactively seek your feedback and suggestions to guide improvements to our services – we will survey all our users at least annually and run an IT Consultative Group with key stakeholders, which meets every three months. We will each year publish a “You said, we did...” report.
- Communicate quickly and efficiently in the event of an issue to reach as many affected users as is possible
- Make good use of our communication channels to keep yourself informed of IT developments, news and events.
- All live IT projects will have an approved mandate and fortnightly highlight reports (showing expected completion dates, ‘RAG score’ and relative priority). An overview ‘portfolio report’ of live projects will be published monthly
- IT Services will procure 70% of IT goods and services within 20 days of the request being received, provided that the request complies with the Financial Regulations, funds exist in the relevant budget and the order is approved as necessary

¹ Other than issues, service requests or enquiries directed at the IT Service Desk, where our KPI applies

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What we ask in return:

- Please treat all University staff, students and visitors with courtesy and respect – we will not accept offensive, aggressive or violent language or behaviour
- Respect all University IT facilities, equipment and property
- Choose a complex password, set your security questions and not share your password with anyone ever (even if seemingly asked to do so by us in an email)
- Abide by all relevant policies including the [Acceptable Use of Information Assets](#), [Information security policy](#), the [Data Protection Policy](#) and the Encryption Policy
- Notify us immediately if your equipment is faulty, lost or stolen
- Log out or lock your computer screen (WIN + L) when not in use to keep your user credentials and data safe at all times
- Report any issues or any suspected misuse of IT facilities and resources to us promptly; do not assume that someone else has already done so
- Remove any UWL-provided software from personal devices, return any equipment and/or peripherals allocated to you when you leave the University, as you would no longer be entitled (licensed) to use such software (All IT equipment and resources remain the property of the University. Equipment must not be handed to other users without our prior consent).

For academic staff:

- Tell us your requirements for teaching software by 1 May for the academic year beginning in September of that year. Requests for software received after this date will not be entertained.
- Ensure that we are made aware of any new staff starting and their requirements at least two weeks before they start
- Test and sign off on software used for teaching by 31 July prior to the academic year of need
- Tell us of any requests for new equipment (whether used for teaching, research or administration) by 31 January in the academic year prior to need. This is so that we may align such requests with the University's annual planning cycle

Listening to your views - Feedback and Complaints

Feedback

You can provide feedback at any time by speaking to one of our IT Customer Experience Team or emailing itfeedback@uwl.ac.uk.

Complaints

If for any reason, you are not satisfied with the level of service you have received, you can make a formal or informal complaint to the Customer Experience Manager by email to mohammed.ahmed@uwl.ac.uk or by telephone to **020 8231 2355**.

If you are a student and not satisfied that the matter has been resolved within IT Services, you should follow the University Students Complaints procedure.