

# Service Level Agreement for IT Services (ITS)

The mission of ITS is to provide high quality and reliable central Communications and Information Technology (C&IT) services that are cost-effective, based on best practice, and meet the requirements of College staff and students engaged in teaching & learning, research and administrative activities. The strategic context for the provision and development of central C&IT services is provided by the College's Communications & Information Technology, eLearning and Information Strategies, along with the ITS strategic and operating plans.

## Objective of the Agreement

The purpose of this Service Level Agreement is to describe the key services we provide and the quality standards we have agreed with our service users in terms of service delivery.

This Agreement sets out

- the services we provide to the students, Schools, other internal departments and external partners
- the overall standard which we aim to achieve in the provision of our services
- a mechanism for resolving any problems relating to the delivery of the service

## Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed annually as part of the annual planning process and any changes will be agreed with service users. Changes made to this agreement will be signed off by all parties annually.

## Objectives of the Service

- Manage and develop a secure, resilient and high performance College network infrastructure for data and voice (including provision for remote and wireless access)
- Provide a set of core C&IT services which are secure, up-to-date, easy to use and meet the actual and perceived needs of users. These include:
  - Authentication and authorisation (user account provisioning)
  - Email
  - Web (institutional websites, intranets and web content management system)
  - Virtual learning environment (Blackboard)
  - General purpose application software
  - Data storage and backup
  - Network printing
  - Anti-spam and virus protection
  - Workstation rooms for open access and teaching
  - Management information and administrative systems
- Provide help, advice, training and support in the use of all centrally maintained C&IT services

## Service Users

### Internal

- All Students
- All Staff

### External

- Prospective students
- College website visitors
- Visitors and organisations requiring access to ITS managed facilities and services

## Responsibilities – who we are, what we do

IT Services is led by the Director of IT Services, Jasbir S Gill

*Email: j.gill@bbk.ac.uk Tel: 020 7631 6557 Fax: 020 7631 6556*

ITS is organised into four teams:

### **ITS User Support Team**

Led by the User Support Manager, Nigel Buckle

*Email: n.buckle@bbk.ac.uk Tel: 020 7631 6599*

### **Helpdesk**

The Helpdesk team provides users with a primary point of contact for enquiries regarding ITS staff and services. The helpdesk staff are able to answer most user queries and provide first-line technical support or direct users to appropriate specialist ITS staff. Their responsibilities include registering users, dealing with workshop bookings, maintaining and supplying up-to-date ITS documentation, allocating workstation rooms for teaching, selling consumables, and maintaining centralised records for equipment, ITS finances and software licenses.

### **Learning Technology**

The Learning Technology team is primarily responsible for the promotion, development and support of the centrally provided learning management system (Blackboard via the BLE - Bloomsbury Learning Environment) and the provision of software application support on a range of core applications, particularly in areas that support the use of technology for teaching and learning. The Learning Technology support staff also plan, organise and run training workshops on a variety of general-purpose applications aimed at both student and staff users at all levels. Other responsibilities include writing user documentation, undertaking evaluation and procurement of new software packages and training materials, co-ordinating and promoting eLearning initiatives, providing support for staff development and undertaking help desk duties.

*E-Learning Website: [www.bbk.ac.uk/elearning/](http://www.bbk.ac.uk/elearning/)*

*Bloomsbury Learning Environment (Blackboard): [www.ble.ac.uk](http://www.ble.ac.uk)*

### **IT Infrastructure (Systems & Networking) Team**

Led by the IT Infrastructure Manager, David Willcox

*Email: d.willcox@bbk.ac.uk Tel: 020 7631 6331*

The IT Infrastructure team is primarily concerned with the operation, maintenance, development and management of the College data and telecommunications infrastructure and associated network services including electronic mail, remote access (virtual private network), wireless networking, printing, network security, user account registration, data storage and backup. Systems and networking support staff are also responsible for administering the central systems infrastructure based on a number of Unix and Windows servers providing a range of multi-user applications. In addition, the Systems Support Group provide a system support helpdesk service, desktop support to users in Central Administration Departments, and are responsible for the maintenance of centrally provided teaching and open access workstation rooms. The Systems and Networking team also provides managed IT support for the Schools of Arts, Law, and Social Sciences, History & Philosophy.

### **Management Information Systems (MIS) Team**

Led by the MIS Manager, David Rosen

*Email: d.rosen@bbk.ac.uk Tel: 020 7380 3181*

The MIS team is primarily responsible for supporting and developing central management information applications and corporate databases, such as HR/Payroll, Finance and Student Records. The MIS support staff undertake the analysis, design, maintenance and development of these systems to meet the College's processing and reporting requirements. The MIS team liaises closely with appropriate staff in the Professional and Administrative Departments to ensure the satisfactory processing of statutory returns on information about College staff, students and finances. Other responsibilities include database administration, maintenance of central application, web and database servers, database / application user account registration, and the provision of user support, advice and training.

### **Web Team**

Led by the Web Manager, Adrian Tribe

*Email: a.tribe@bbk.ac.uk Tel: 020 7380 3190*

The Web team is primarily responsible for the technical maintenance and development of central web facilities, which include the College's public site and intranets, administration of central web servers, roll-out of the web content management system, and support for various web-enabled applications in use within the College for teaching and learning, administration and marketing. The Web team members provide advice and technical support to web maintainers and College staff within Schools and the Central Administration to ensure that web technology continues to be used in the most effective manner in all College activities. Towards this end, the Web team provides support for the development and implementation of a College-wide strategy for the use of the web.

## **Service Availability**

For support users should contact the ITS Helpdesk in the first instance. The helpdesk staff will refer queries to the relevant ITS team where necessary.

### **ITS Helpdesk**

*Email: [its-helpdesk@bbk.ac.uk](mailto:its-helpdesk@bbk.ac.uk)*

*Website: [www.bbk.ac.uk/its](http://www.bbk.ac.uk/its)*

*Tel: 020 7631 6543 Fax: 020 7631 6556*

*In person: Ground Floor, Malet Street Main Building.*

### **Open Monday to Friday**

9:00am to 8:00pm during term time

9:00am to 6:00pm during vacations

### **Blackboard**

*For specific queries related to Blackboard - Email: [its-blackboard@bbk.ac.uk](mailto:its-blackboard@bbk.ac.uk)*

### **Infrastructure (Systems & Networking)**

*Email: [its-infrastructure@bbk.ac.uk](mailto:its-infrastructure@bbk.ac.uk)*

*Tel: 020 7631 6320*

*In person: room 110c, Malet Street Main Building*

The Systems Team are on duty at the following times:

9:00 – 21:00 Monday to Friday during term time

9:00 – 14:30 Saturday during term time

9:00 – 18:00 Monday to Friday during vacations

### **Management Information Systems (MIS)**

*Email: [its-mis@bbk.ac.uk](mailto:its-mis@bbk.ac.uk)*

*Tel: 020 7380 3215*

*The MIS helpdesk is staffed by members of the MIS Team between the hours of 08.30 and 17.30 each weekday.*

*For support of desktop equipment and applications (such as Microsoft Office) Central Administration staff should contact the ITS Helpdesk.*

### **Web Team**

*Email: [its-web@bbk.ac.uk](mailto:its-web@bbk.ac.uk)*

*Tel: 020 7380 3216*

*The Web helpdesk is staffed by members of the ITS Web Team between the hours of 09.00 and 17.30 each weekday.*

## Description of key services, levels and standards

IT Services provide a wide range of services which are outlined below. Further details are available for all the services via the indicated links.

- **Network Infrastructure**

The Birkbeck core network consists of the cabling and wireless infrastructure, inter-building links, links to external networks and the equipment on which the network operates. In general, ITS is responsible for providing and supporting equipment up to the primary connection of a Department. We will help with the design and implementation of local networking equipment if required, and would expect to add equipment to our monitoring systems in order to get notification in case of problems.

ITS also coordinates Birkbeck policy on network security, manages the Birkbeck perimeter firewall, liaises with external providers, such as LMN and JANET, and investigates misuse and breaches of security or copyright.

Further details of the networking services are available at:

<http://www.bbk.ac.uk/its/services/network>

- **Wireless and Mobile Computing**

ITS support a variety of services allowing remote access to facilities and the user of personal equipment.

The wireless network covers most of the teaching and open access public areas of the Malet Street site. This is being expanded to include other College sites. The service is based upon a number of Access Points and, with wired ports in teaching rooms, allows connection via a network access management system to protect the Birkbeck network and other users from poorly managed devices. We also support the Janet Roaming Service, allowing visitors from participating institutions to connect to the Birkbeck network, and Birkbeck users to connect to the network when visiting other sites.

Further details of the wireless service are available at:

<http://www.bbk.ac.uk/its/services/wam>

Wireless users, and staff and students working from home, may use the Virtual Private Network (VPN) to connect to the Birkbeck network allowing access to network fileshares, remote connection to staff PCs, and to use the pilot virtual desktop service. Further details of the VPN service are available at:

<http://www.bbk.ac.uk/its/services/RemoteAccess>

- **Telephony**

Birkbeck operates a traditional telephone system with several telephone switches located on the College estate. A variety of features are available including auto attendant, hunt groups, pick-up groups and telephone conferencing. An on-line directory is maintained, a central voicemail system allows ready access to messages, and a call logger is in place providing reporting and billing information. The telephone service is run on a cost neutral basis with a monthly charge made for each extension, and call charges recharged to departments. Further details of the telephony services are available at:

<http://www.bbk.ac.uk/its/services/forstaff/phones>

- **Email**

ITS provide an electronic mailbox on central servers to all staff by default and to students who request one. The staff email service is based upon Microsoft Exchange with Microsoft Outlook and Outlook Web Access the recommended email clients. For students, a webmail service is provided. Other elements of the email infrastructure include the email gateways which route email to, from and through the College, the MessageLabs antispam/antivirus service, list servers, archiving and the provision of generic mailboxes and email aliases as requested.

Further details of the email services are available at:

<http://www.bbk.ac.uk/its/services/email>

- **Web**

ITS staff work with relevant staff in External Relations and elsewhere to enable and support the use of the web and web-related technologies by College staff for recruitment and promotional activities, the dissemination of internal information, the support of teaching, learning and research, and for administrative activities. Towards this end ITS aim to provide technical support, advice, documentation, training (where appropriate) and dissemination of best practice to College staff engaged in the maintenance and development of Web-based materials.

A college-wide web content management system (Plone) is maintained, to simplify for non-technical staff the process of maintaining Web content. Training will be provided upon request for new web content maintainers within twenty working days of the receipt of the request.

Further details of the ITS web services are available at:

<http://www.bbk.ac.uk/its/services/web>

- **Workstation Rooms**

ITS maintain nine PC workstation rooms that are available for class teaching and 'open access' to authorised users. An additional room is available to research students. The rooms are located as follows:

Rooms available for teaching

Main Building, Room MB413

Main Building, Room MB422

Main Building, Room MB423

Main Building, Room MB536

43 Gordon Square, Room 11

43 Gordon Square, Room 10

Clore Management Centre, Room G03

Rooms not normally available for teaching

Main Building Room MB412

Main Building, Room MB402 [access via the library]

Main Building Room MB159 (restricted access for Research Students)

ITS aim to ensure greater than 90% availability of computer equipment in each of the workstation room during term time. Regular inspections of the workstation rooms are made and following a call to the Helpdesk, ITS staff will usually respond

immediately by remotely accessing the PC causing problems. Timetables are updated regularly providing information of workstation room class bookings and the availability of open-access slots.

Further details of the workstation room services are available at:

<http://www.bbk.ac.uk/its/services/workstationrooms>

- **Printing**

ITS support a number of networked printers available to staff and students, using the PCounter print management system. Printing in ITS workstation rooms, the Library and in some Schools is chargeable, and any money collected is distributed to the departments owning the printers, who also set the level of charging.

Further details of printing and associated services are available at:

<http://www.bbk.ac.uk/its/services/printing>

- **User Account Provisioning**

ITS provides a computer account (and username and password) to all users of Birkbeck IT facilities. This provides access to electronic facilities such as e-mail, PC workstations, Blackboard, and other electronic resources.

Staff accounts are provisioned automatically when they join the College and return their contract to HR. Student accounts are partially created as part of the enrolment process, and once enrolment is complete this allows access to all student facilities. Computer accounts for other users are created when that person joins the College, once the ITS Helpdesk has been provided with the user's information. ITS aim to provide access to the required IT services within one day of the appropriate user data being entered into the source system.

An entitlement of access chart is maintained which indicates which services each category of user will receive, and this and other details of the ITS user account registration service are available at:

<http://www.bbk.ac.uk/its/services/registration>

- **Helpdesk**

The ITS helpdesk provides a first point of contact for all general queries. The helpdesk staff aim to answer the majority of queries immediately or to refer the query to the relevant ITS support team.

During busy periods the front-line helpdesk team is complemented by other ITS technical support staff. In addition to dealing with support queries, the helpdesk service provides site-licensed software, consumables such as CDs & USB drives, credit user printer accounts, maintain documentation and training materials, and provide access to scanners and portable hardware for short-term loan to staff.

Further details of the helpdesk service are available at:

<http://www.bbk.ac.uk/its/services/helpdesk>

- **User Liaison**

ITS liaises with the College user community (to obtain feedback on IT strategy, planned developments, services changes and the quality of services provided) by the following means:

IT Advisory Group (ITAG) providing a consultative forum composed of representative College staff from all Schools, Professional and Administrative Departments and the Students' Union. Two meetings in October and April will be scheduled.

ITS User Forum held annually and open to all College staff and students, enabling users to provide feedback on proposed developments, service changes and the quality of services provided by ITS.

IT Technical Representatives Group composed of IT professional staff within the College. Meetings of this group are convened on a regular basis (usually every 6-8 weeks) to enable the sharing of good practice, discussion of common issues, review planned developments and provide a focus for considering arrangements for IT service continuity.

ITS also conducts an annual user satisfaction survey while comments received via the Helpdesk and queries recorded in the service desk system are analysed and actions taken to improve services wherever possible.

A text-alert service is also maintained to inform the user community of any major problems with our key IT services.

Details of the text alert services are available at:

<http://www.bbk.ac.uk/its/services/sms>

- **Training**

ITS maintain a range of training resources to provide the user community with introductory information and experience of using ITS computer systems, network services and core application software packages. Such training resources can consist of face to face workshops or self-training materials in the form of web pages, computer based training material or paper documents. Bespoke workshops are arranged (on request) for Schools and groups of staff from the Professional and Administrative Departments.

Further details of the ITS training services are available at:

<http://www.bbk.ac.uk/its/services/training>

- **Application Software**

ITS aim to supply, maintain, and provide support for application software packages as following:

**General software:** This includes application software in wide use within the College (e.g. Microsoft Office suite of applications, Exchange/Outlook email, Internet Explorer, Acrobat, Dreamweaver, etc). ITS aim to provide full support, training and documentation on all general application software.

**Specialist software:** This includes application software which is in limited use within the College - usually by one or two departments only (e.g. SPSS, Idealist, Minitab, Firefox, Visual C++, etc). Limited or no support, documentation or training is available on specialist application software with ITS mainly ensuring that the

required software is correctly installed and working on the required ITS-maintained workstations.

ITS will aim to provide the most cost-effective licence deal available for the required software based on the usage requirement. This could take the form of an educational discounted College-wide site licence, include home use, concurrent licence for a set number of users, or a licence pack for a limited number of workstations. Up-to-date purchasing information where available is maintained on the College website.

Further details of the application software services are available at:

<http://www.bbk.ac.uk/its/services/software>

- **eLearning Support (Blackboard)**

ITS provide a central service offering advice, training and support on the use of Blackboard Virtual Learning Environment as operated by the Bloomsbury Learning Environment (BLE) - via a hosted service from the Blackboard data centre in Amsterdam. ITS will arrange for automatic enrolment of students onto Blackboard where modules exist in SITS unless otherwise notified by the Department.

Further details of the BLE service are available at:

<http://www.bbk.ac.uk/its/services/ble>

In addition to the BLE, ITS assist with the dissemination of best practice in the use of learning technology by organising workshops, demonstrations and seminars on eLearning topics of potential interest to College staff, working with Schools to monitor student IT literacy, providing training in core IT skills for students, and supporting School-based eLearning initiatives.

- **Desktop Support to Professional and Administrative Departments**

ITS procure, install and support desktop computing equipment and peripherals for staff in the Professional and Administrative Departments, enabling access to MIS applications and use of general (and appropriate specialist) office software. Microsoft Windows XP Professional is the supported desktop environment.

- **Managed Support to Schools**

ITS-managed staff procure, install and support desktop computing equipment and peripherals for staff in Schools where the School has reached agreement with ITS. While IT developments remain funded by the School, these IT staff are located within the ITS Systems and Networking Team, providing an extension of ITS support standards and practices to cover departmental equipment where appropriate, provision of peer support to the member/s of staff dedicated to provide IT support to the School, assistance with major roll-outs, and ensure that emergency support and backup is available to the department in the event of the designated support person being absent through sickness or leave. Currently the School IT support team comprises three support staff who provide dedicated support to the Schools of Arts, Law and Social Sciences, History & Philosophy.

- **Management Information System (MIS)**

ITS develop and support the central management information applications and corporate databases, including HR/Payroll (AltaHR), Finance (Symmetry) and Student Records (SITS). Through working closely with colleagues in Professional and Administrative Departments, we aim to ensure that the MIS systems are maintained and developed to provide timely, accurate and consistent information to assist with the management and administration of the College. Oracle Discoverer is supported as a comprehensive querying and reporting facility. The user interface of choice for access to MIS systems is increasingly based upon web browser technology wherever feasible and appropriate. In particular, sophisticated web interfaces are provided for enquirers, applicants, students and staff to the Student Records system. Major software upgrades are first implemented on test databases and then put live at a time which minimises inconvenience to users.

Further details of the MIS services are available at:

<http://www.bbk.ac.uk/its/services/mis>

- **Assistive Technology**

ITS aim to provide access to appropriate specialist computing facilities, advice, information and support to assist staff and students with disabilities and dyslexia. Working with other service providers, such as the Disability Office and the Library, such advice and support is available via training workshops, documentation and one-to-one consultations. Portable items, such as ergonomic keyboards and mice, can be loaned to staff for trial periods.

Further details of the ITS assistive technology service are available at:

<http://www.bbk.ac.uk/its/services/assistivetechology>

- **Systems Administration**

ITS undertake the evaluation, operation and development of IT and related systems according to best practice and professional standards. This includes our Microsoft Windows Active Directory infrastructure and server and desktop operating systems; Unix based operating systems including Solaris and Linux; specialist appliance operating systems, such as Network Appliance and VMWare; and associated networking and software applications, and the links between all the elements. Centrally-maintained systems are adapted where possible to accommodate links with School-managed equipment.

Birkbeck's server infrastructure is split over two sites, and where possible resilience is built into the systems supported.

- **Data Storage and Backup**

The core data storage supported by ITS is operated from a pair of Network Appliance storage systems located in the Main Building and Gordon Square, which hold most user filestore securely, along with the storage for a number of servers and services. A number of systems also hold local storage if required for particular applications. The backup infrastructure exploits the storage system capability to maintain a number of previous versions of files which are readily retrievable by the user, and a tape backup system operates which undertakes overnight backups of storage. An on-line, off-site backup system is in place for key information.

## **What we need from Service Users**

In general users of ITS services are expected to:

- Be familiar with and comply with all College IT policies (including the College Computing Regulations, Network Security Policy, Wireless and Mobile Computing Policy) which are available at: <http://www.bbk.ac.uk/its/regulations/>
- Be aware of and comply with JANET acceptable use guidelines which are available at: <http://www.ja.net/documents/publications/policy/aup.pdf>
- Adhere to the terms and conditions of all licence agreements relating to the use of computer software.
- Read supplied documentation on the use of ITS facilities.
- Make themselves familiar with ITS procedures for reporting faults, booking workstation rooms, obtaining support, booking training courses etc.
- Keep abreast of ITS news announcements (via notices, e-mail, Web, messages provided upon logging-in, etc).
- Upon reporting problems to ITS help desk - provide full details of the fault being experienced, including identification of equipment involved, application being used, etc.

Any additional expectations are detailed in the specific service descriptions.

## **Service Standards**

The ITS department aims to provide high quality and reliable C&IT services that are cost-effective, based on best practice and meet the requirements of the College.

General service expectations and standards include the following:

- Maintain high availability of key network services and applications.
- Aim to resolve network outages affecting core services within the shortest possible period.
- Keep service disruptions due to planned outages for essential upgrades and systems administration to a minimum (Engage with appropriate representatives of user community to schedule down-time at a time convenient to the majority of the users affected).
- Keep the user community informed of service issues at all times.
- Engage the user community in new developments and service changes.
- Service problems or faults reported via the ITS Helpdesk and team support desks will be acknowledged within one working day and resolved where possible within one working week.
- Requests for advice, information, and development work will be responded to within two working days of the request being received. Any subsequent work that may arise from the request will be carried out according to a timetable agreed with the requester.

- We will schedule major changes to the network infrastructure during vacations as far as possible. Essential hardware and software activities that require interruptions of the service to all or part of the network will usually be carried out on Tuesday mornings between 0800 and 0900, though urgent work maybe carried out at other times. If possible notice will be given not later than noon on the preceding day.

Specific service standards, where applicable, are provided in the detailed service descriptions.

### **Key Performance Indicators (KPIs)**

ITS will report annually on performance against the following KPIs

- Service availability (up-time) of key ITS services, including the Core Network, College Web Server, Exchange, Webmail, Blackboard and SITS.
- Level of user satisfaction with IT services identified by users as being important (from annual user survey).

### **Monitoring success**

ITS will monitor its performance in the following ways:

- Provide an annual report of progress against objectives listed in the ITS operating plan.
- Undertake an annual user satisfaction survey – the results will be analysed and considered in relation to service improvement.
- Seek feedback on ITS performance from the IT Advisory Group.
- Seek feedback on ITS performance from the ITS Users Forum.
- Questions relating to ITS in the College Undergraduate and Postgraduate surveys will be analysed and considered in relation to service improvement.
- Questions relating to ITS in the National Student Survey will be analysed and considered in relation to service improvement.
- Internal reviews on departments will be read for feedback on the ITS' performance in relation to that department.
- Feedback from comment and feedback forms will be monitored.

### **Complaints**

See the Core Service Level Agreement that applies to all Central Administration Departments.

### **Date of Agreement (insert date)**

### **Signatories to Agreement**

(Include details of all parties to the agreement - all parties should sign this agreement)

November 2009