Corporate, Information and Computing Services

Customer Services Aims and Objectives 2008-9

To improve communication, both within the department and with our customers. To achieve this we will:

- Manage internal and external communications effectively using the most appropriate channels, ensuring they are timely, co-ordinated, coherent, and reflective of CiCS vision and customer focused.
- Facilitate liaison with each faculty twice a year
- Promote the work of CiCS internally and externally
- Maintain accurate content and develop further the CiCS website
- Increase accessibility and customer satisfaction of IT training through more online training for in house systems and offer an induction for 100% of University staff to CiCS services and systems
- Produce communications plans for 100% of projects managed under the CiCS program

To take the lead in improving the quality of customer service across the whole department. Specifically we will:

- Produce an implementation analysis and plan for ITIL
- Ensure appropriate customer service representation on projects so that all systems, services and procedures are designed with the customer in mind from the outset
- Develop customer service policies and standards and ensure the effective gathering and use of feedback
- Carry out customer service reviews of 6 CiCS services each year

To provide a high quality professional support for all ICT services.

General.

- Monitor SLAs and provide services aligned to the stated measures
- Participate in the implementation analysis and plan for ITIL. Take forward implementation in selected areas.
- Implement the proposed incident procedure with incident management and communication handled by the Helpdesk.
- Develop a technical liaison service to build closer working between CiCS and other departments
- Keep abreast of changes in the organisation of the University and organise ICT Support accordingly.
- Continually review how ICT Support information is presented to all users of CiCS Services
- Continue the refurbishment of the Computing Centre to provide welfare space for staff on the ground floor and move the switchboard operations staff up to the first floor.
- Continue the staff development programme for the ICT Support Team

Telephony.

- Upgrade the current telephone system to provide a more resilient, expandable and supported service.
New call logging software was installed recently. Work is required to get more out of this system.

Integrate the switchboard operations staff more closely with the rest of the team. Devolve the maintenance of some services to this team.

**IT Support.**

- Continue to develop and improve Supportworks (the Helpdesk Software)
  - Currently evaluating the newest version (7.3.1) which provides a number of significant improvements.
  - Self Service through MUSE is being piloted and the Knowledge Base updated to reflect the enquiries receive. Will go live this summer
  - The Analyst Portal will be made available to the second line support as part of the incident procedures.
  - Information relating to the problem profiles within Supportworks is being made available through the WIKI to assist the Helpdesk analysts.

- IT Support for the administration. This ongoing service maintains the computing inventory across the university administration and keeps the equipment up to date.

**Voice and Data Support.**

- Build and maintain a close working relationship with the Department of Estates
- In conjunction with Technical Services develop network resilience and business continuity. Currently upgrading the Alfred Denny aggregation Centre and planning work for 388 Glossop Road.
- Maintain the machine rooms to provide the appropriate services
- CiCS now has a recommended list of mobile phones/devices. This information needs to be kept up to date and new models evaluated as they become available

**Ucards and Registration**

- Review the housekeeping procedures for all categories of users within the University with a view to producing comprehensive documentation
- Review the induction process and account production for Research Postgraduates. Produce a comprehensive user guide for this cohort of students.

**To develop and improve our support for Learning and Teaching.** Therefore we will:

- develop the quality and functionality of learning and teaching spaces; provide high quality IT and AV equipment in these spaces;
- increase CiCS’ profile and contribution to the development of learning and teaching within the University by:
  - increasing our presence on University wide L&T projects and committees;
  - organising and participating in events;
  - disseminating at conferences;
- monitor L&T spaces to understand how they are used, investigate best practice elsewhere, implement new ideas; set up more effective processes to support L&T spaces including training for academic staff;
- develop our relationship with students and work in partnership to provide the best support for their learning by:
  - formally engaging in focus groups;
• developing our relationship with Union links;
• actively recruiting students onto our projects;
• collecting feedback on our services;
• developing our services for students at the residences.

• ensure that our systems and services are accessible to all users and provide good information on how we support different accessibility needs;
• actively promote the appropriate use of new technology in learning and teaching by:
  • working with colleagues in CiCS and other departments to ensure that the technology provided is fit for purpose and supported appropriately;
  • reviewing services and facilities regularly, identifying areas of low uptake and actively promoting or diverting resource elsewhere as appropriate.