



UCD IT Services  
Seirbhísí TF UCD

# UCD IT Services Customer Charter

*“Our commitment  
to you”*



## The Customer Charter sets out:

- *Our key services*
- *How to contact us*
- *Details of our complaints procedures*
- *Response times and the standards you can expect from us*

## Our Key Services



## Who we are & who our customers are

UCD IT Services provides all central IT applications, support and infrastructure for staff and students throughout the University. The scope of the service includes Academic & Administrative systems, Research IT, Teaching & Learning technologies and UCD Web services.

UCD IT Services is committed to supporting the University's core missions of education, research and service by assisting staff and students to reach their goals through the delivery of customer focused, quality IT products, support and services.



## IT Planning - How we work with you

Planning and implementation of IT Strategy at UCD is the responsibility of the CIO and UCD senior management team. **IT Steering Groups** advise on priorities and facilitate the gathering of requirements across the University. Each College also appoints a College IT Committee with representation from Schools.

Within this framework **College Liaison** roles were established to promote better communications and planning. These roles provide direct links between IT Services and each College with similar roles in place for administrative and other services.

## How to contact us

Web	<a href="http://www.ucd.ie/itservices/itsupport">www.ucd.ie/itservices/itsupport</a> Look out for <b>Service Announcements</b> relating to changes in services that may affect you.
Email	<a href="mailto:ithelpdesk@ucd.ie">ithelpdesk@ucd.ie</a> Please provide as much information as possible in your message, including a phone number. This will help us to better deal with your query.
Telephone	<b>01 716 2700</b> Monday - Friday 9.00am - 5.30pm.
Drop in - IT Centres	<b>The IT Centres opening hours are:</b> Monday - Friday 9.30am - 5.30pm.  The IT Centres are located in the <b>Daedalus, Newman, Health Sciences</b> and <b>Newstead</b> buildings on Belfield campus.

## Complaints Procedure

If you wish to make a complaint relating to the services provided by UCD IT Services you can contact our Helpdesk on 01 716 **2700**. Alternatively you can send an email to: [itsupport@ucd.ie](mailto:itsupport@ucd.ie).

We are committed to handling complaints in a courteous, expeditious and efficient manner, resolving complaints, where possible, at the first point of contact.

## Priority Levels and Resolutions

Your query will be given a priority level, determined by its nature and by the number of users affected.

Priority	Description	Target Resolution Time
1	An entire campus network failure including a remote site or the outage of an essential service e.g. Email, UCD Connect, Blackboard, Student System	4 working hours
2	An outage of any other main service e.g. Printing, Business systems	8 working hours
3	An outage concerning smaller groups of users, or confined to one location	16 working hours
4	Individual user problems - confined to the single user only	Up to 48 working hours (time dependent on type of issue)

UCD IT Services hours of service are 9.30am to 5.30pm, Monday to Friday and calculation of target resolution time is based on this.

*While every effort is made to ensure that the target resolution times are met, resolution times for services that are dependent on external providers may vary.*



## Our Overall Customer Service Standards



UCD IT Services ensures that all customers are provided with clear, timely and accurate information at all points of contact.

### *We will:*

- *greet you, whether in person or on the telephone, in a polite and friendly manner*
- *attend to you promptly when you are visiting our IT Centres*
- *answer calls to the Helpdesk within 30 seconds*
- *monitor our telephone calls to ensure that our target rate of less than 5% abandonment is met*
- *document all actions to ensure that an accurate record of your query is maintained*
- *contact you with a resolution to confirm that you are satisfied*