SERVICE LEVEL AGREEMENT (SLA)

Oxford Brookes Information Solutions (OBIS)

VERSION 1.0
Why do we need a Service Level Agreement (SLA)?

To clearly define and communicate the IT services that Oxford Brookes Information Solutions (OBIS) delivers to the University.

To agree the appropriate levels that these services should and can be delivered to.

To describe what the University and colleagues within OBIS can expect from each of these services.

Document control

<table>
<thead>
<tr>
<th>Service name</th>
<th>Service Level Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document number</td>
<td>SLA - TDE - 2015/16</td>
</tr>
<tr>
<td>Original authors</td>
<td>OBIS Business Partnership Managers: Sarah Vaughan, Joe Walter, Richard Craven, Phil Eastwood. Gareth Brown, Sue Austin and Ben Barry</td>
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<table>
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<tr>
<th>Version</th>
<th>Reason for change</th>
<th>Author</th>
<th>Date</th>
<th>Review Date</th>
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<tr>
<td>0.1</td>
<td>First draft</td>
<td>BPMs</td>
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<tr>
<td>0.2</td>
<td>Amendments to include further services</td>
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<td>25.06.15</td>
<td>June 2016</td>
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<td>01.07.15</td>
<td>June 2016</td>
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<tr>
<td>1.2</td>
<td>Insertion of wi-fi in halls SLA</td>
<td>DF/EB</td>
<td>12.04.16</td>
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Approval list

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<th>Title</th>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
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Distribution list / stakeholders

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<thead>
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<th>Title</th>
<th>Name</th>
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Document/agreement review

Date of next review
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INTRODUCTION

The purpose of this agreement is to ensure that OBIS provides the right level of service to meet the operational and strategic requirements of the University.

This agreement aims to:

- identify all high level services that OBIS provides to the University
- describe what members of the University can expect from the provision of those services and how they access them
- provide clear reference to service ownership, accountability, roles and/or responsibilities
- present a clear, concise and measurable description of service provision
- match perceptions of expected service provision with actual service support and delivery.

Scope of the agreement

This agreement covers the key activities that underpin the provision of all services provided by Oxford Brookes Information Solutions (OBIS.)

The service is provided exclusively to core Oxford Brookes academic and professional service departments and individual university members (staff, students and associates) as outlined in the agreement overview. This agreement does not cover services provided (normally under exceptional agreement) to non-university organisations.

It should be noted that this document provides a baseline for OBIS services at the point it is agreed. Clearly OBIS are working continuously to improve services and provide them at better service levels. The aims for improvement of our services will be defined within the latest OBIS strategy document.

Reporting

OBIS will provide reporting on key metrics at periodic review meetings. The following reports will be available from the Business Partnership Manager:

Quarterly: Total number of calls handled within https://service.brookes.ac.uk
Percentage of incident SLAs met and breached
Breakdown of KPIs by service

Annually: Review of statistics for the University overall and for the Faculty or Directorate over the previous 12 months.
Review of SLA document with key stakeholders as identified above.
Comparison of achievement to defined Service Level Targets and to benchmark (particularly compared to previous years achievement.)
SECTION A SERVICES

A.1 Standard services

Standard services will be delivered in accordance with this agreement, in line with the service levels specified. Reports on metrics and breaches will be available periodically as defined in the introduction to this document.

A.2 Service Desk

The OBIS Service Desk is the single point of contact for all Incidents, Service Requests, and Change Requests.

OBIS pages - www.obis.brookes.ac.uk (self-help and information)
https://service.brookes.ac.uk - (portal for logging Incidents and Requests, and access to knowledgebase articles)
Telephone - 01865 483311 (X 3311 for internal calls)

Service Desk Points:

<table>
<thead>
<tr>
<th>CAMPUS</th>
<th>SEMESTER OPENING TIMES</th>
<th>NON-SEMESTER OPENING TIMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Headington</td>
<td>Weekdays 8:30am to 8pm Weekends 11am to 4pm</td>
<td>Weekdays 8:30am to 5pm (4.30pm on Fridays)</td>
</tr>
<tr>
<td>The Forum, John Henry Brookes Building</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Harcourt Hill</td>
<td>Weekdays 8:30am to 5pm</td>
<td>Weekdays 8:30am to 5pm</td>
</tr>
<tr>
<td>Room B104</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marston Road</td>
<td>Weekdays 8:30am to 4:30pm</td>
<td>Weekdays 8:30am to 4:30pm</td>
</tr>
<tr>
<td>Room MRG47</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wheatley Library</td>
<td>Weekdays 8:30am to 5:00pm</td>
<td>Weekdays 8:30am to 5:00pm Service Desk Point is in N104</td>
</tr>
</tbody>
</table>

During semesters, telephone support is available for all locations until 8pm.

The opening times and locations of all Service Desk Points is available at http://obis.brookes.ac.uk/helpandsupport.html

DEFINITIONS

INCIDENT is an unplanned interruption to an IT service or a reduction in the quality of an IT service which might impact customer productivity, for example being unable to log on to a service.

REQUEST typically comes from a user for information, or advice, or for access to an IT service, for example to reset a password, or to provide standard IT services for a new user.

CHANGE (request) is a formal proposal for a change to be made, for example to increase memory on a server.
A.2.1 Prioritisation matrix for INCIDENTS

We have two classes of INCIDENT: Teaching Incidents (i.e. those affecting live teaching sessions requiring immediate attention) and all other Incidents (which does not presume that other Incidents do not need immediate attention.)

When an Incident is logged, the logger will have the opportunity to state what impact the issue is having. OBIS define impact as the number of people affected. OBIS then evaluate the issue and assign an urgency to it, and the combination of impact and urgency will define a priority level for the incident.

Impact definition (Users affected):
1 – High (1000 – ALL)
2 – Medium (10 – 1000)
3 – Low (0 -10)

Urgency definition:
1 – High The business area cannot provide a mission critical service.
2 – Medium The business area cannot provide a non-critical service/an individual cannot perform a critical job function.
3 – Low An individual cannot complete a non-critical job function or is a ‘how to’ type question.

Priority definition:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Definition</th>
<th>Impact / urgency combination</th>
<th>SLA response</th>
<th>SLA resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Critical</td>
<td>High / High</td>
<td>30 mins</td>
<td>4 hours</td>
</tr>
<tr>
<td>2</td>
<td>High</td>
<td>High / Medium or Medium / High</td>
<td>4 hours</td>
<td>2 days</td>
</tr>
<tr>
<td>3</td>
<td>Moderate</td>
<td>Medium / Medium, High / Low or Low / High</td>
<td>8 hours</td>
<td>4 days</td>
</tr>
<tr>
<td>4</td>
<td>Low</td>
<td>Medium / Low or Low / Medium</td>
<td>2 days</td>
<td>6 days</td>
</tr>
<tr>
<td>5</td>
<td>Planning</td>
<td>Low / Low</td>
<td>4 days</td>
<td>8 days</td>
</tr>
</tbody>
</table>

The Service Desk system will automatically acknowledge the Incident with a reference. Resolution time starts from the time OBIS responds to the Incident following an initial assessment with a defined priority. Resolution and/or response times are only counted within working hours 9:00am to 5:00pm Monday - Friday.

Resolution time may be paused if we are waiting for information or due to factors outside the control of OBIS.
A.2.2 Service level targets for REQUESTS

The service level targets for Requests can be found in the Knowledgebase:

https://docs.google.com/a/brookes.ac.uk/spreadsheets/d/1Inv9sRMeNaHqThlWfSr-yVnUNrS2CsObH_weeTVnU/edit?usp=sharing

A.2.3 CHANGES to current services

If the required service is not included in the requests lists under A.2.2 or exists, but does not meet the operational requirement of the business, it is possible to request a change to the current service. If they are not urgent, requests for changes to service can be raised as part of the regular (at least annual) review of the Service Level Agreement. If changes are needed more urgently they should be raised directly with the Business Partnership Manager responsible for the area of the requester.

That is because a request for a change of service or a new service may well conflict with other existing requests or it may be appropriate to meet that need with an existing service that is already used elsewhere within the university. Raising these requests with the Business Partnerships Team enables OBIS to ensure we are not duplicating or conflicting effort in these cases.

The Business Partnership Manager will respond directly back to the requester within 1 week of the original request for change. Clearly it is not possible to define a time within which the change will be made since the range of complexity for these undefined changes is almost infinite. It may be necessary for the BPM to organise a meeting to understand and define the requirements more clearly. It is also likely that these change requests will need to be prioritised within OBIS. It is therefore sensible to provide a justification for the request to change the service to support that decision-making process.

If a project is required to deliver the new or changed service then the request will be considered within the University’s project governance process with representation from across the University. The IT Programme Management Office are currently defining a new process to capture these requirements, categorise them effectively and ensure they are considered objectively and fairly.
A.3 Business Partnerships

The Business Partnerships Team contributes towards TDEs strategic planning, which includes assisting in embedding University computing service and solution initiatives.

The Business Partnership Manager will arrange and attend annual reviews of this agreement (as outlined in the document control section) to ensure the agreement is fit for purpose and meets the needs of the Faculty/Directorate. In addition to that the Business Partnership Manager will also become involved should there be a need to escalate any issues.

The Business Partnerships Team is also responsible for Strategic Enterprise Architecture, IT Contract and Vendor Management and Information Management including the University’s Records Management and Information Compliance teams.

A.4 Customer responsibilities

TDE staff will contact the Service Desk via the channels outlined on page 4 to report all Incidents, service Requests and requests for Change. OBIS service delivery is often dependent upon timely, accurate information from the customer and occasionally on services delivered by other departments and external suppliers. It should be recognised that in some cases some SLA targets will not be met because of factors beyond OBIS control.

{Faculty/Directorate} representative(s) will attend annual review meetings to discuss this SLA with their Business Partnership Manager.

Additionally staff should be aware of relevant policies and procedures, as published in the OBIS Policies and Guidelines section.

PC Replacement

One of the key areas which the faculties and directorates currently manage is the replacement of desktop (or laptop or mobile) PCs. OBIS are working towards improved central management of the regular replacement of PCs and will bring a proposal to the University within the next 12 months defining how it will be possible to manage this process. Within that framework it is clear that OBIS cannot support PCs older than 8 years. PCs older than 5 years may be supported on a “best-efforts” basis. In many cases old PCs require significant additional support and can present a security risk to the University. For example when the operating system becomes end-of-life and is no longer supported by the supplier with updates and patches. It is imperative that the University maintains a regular PC replacement plan that prevents old PCs from remaining in the organisation too long. Old PCs also require significantly more time to perform standard tasks and may therefore have an impact on individuals’ and teams’ productivity.

A.5 Communication

OBIS provides a service for the whole university community, and collecting customer feedback is essential to improving our service. https://service.brookes.ac.uk/ provides a feedback mechanism after a random selection of Incident or Service Request has been closed. In addition to that we also regularly ask customers to fill in satisfaction surveys, Business Partnership Managers regularly join formal faculty and directorate meetings and there are numerous channels across OBIS to encourage feedback. Informal feedback via the Business Partnership Managers is also welcome at any point. The Business Partnerships Management team enable a two-way flow of communication sharing faculty and directorate planning with OBIS teams and sharing OBIS plans with wider University teams.
A.6 Escalations and complaints

Escalations
Incidents and Requests which do not meet the customer’s standards or require exceptional attention will be escalated appropriately by the Service Desk Manager. In order to initiate an escalation, customers should contact the Service Desk via any of the available channels (identified above).

Complaints
There is a formal process for raising complaints with the OBIS team where the escalation procedure does not lead to acceptable resolution of their incidents/requests.

Business Partnership Manager
Head of Business Partnerships
IT Strategy, Information Management and Partnerships Director
Chief Information Officer

In order to deal with any complaints effectively OBIS ask the customer to provide as much information on the affected Incident or Request, if necessary in addition to the existing https://service.brookes.ac.uk record.

We will acknowledge any formal complaint within one working day, and aim to respond to the complaint or escalate it further within 2 working days.

A.7 Key Performance Indicators (KPIs)

OBIS has a defined set of KPIs that it reports on currently to the University as part of the operational planning process. The latest reported KPIs are reproduced here:

Student satisfaction

<table>
<thead>
<tr>
<th>Measure</th>
<th>2013</th>
<th>2014 Outturn</th>
<th>2015 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSS – “I have been able to access general IT resources when I needed to.”</td>
<td>83%</td>
<td>83%</td>
<td>88%</td>
</tr>
<tr>
<td>(target: 87% - 2013 sector average)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student Barometer – “satisfaction with IT Support”</td>
<td>89.6%</td>
<td>89.6%</td>
<td>90%</td>
</tr>
<tr>
<td>(target: 90%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Post-Graduate Taught Experience Survey – “access to general IT resources”</td>
<td>78%</td>
<td>84%</td>
<td>86%</td>
</tr>
<tr>
<td>(target: 81%)</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

Staffing

<table>
<thead>
<tr>
<th>Measure</th>
<th>2013</th>
<th>2014 Outturn</th>
<th>2015 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of women at grade 11 or above</td>
<td>14.3%</td>
<td>18.75%</td>
<td>20%</td>
</tr>
<tr>
<td>(target: 20%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(HESA – female academic staff employed as professors.)</td>
<td></td>
<td></td>
<td></td>
</tr>
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</table>

KEY  Exceeded target  On target  Below target
## Directorate specifics

<table>
<thead>
<tr>
<th>Measure</th>
<th>2013</th>
<th>2014 Outturn</th>
<th>2015 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaints received at CIO level during first semester</td>
<td>10</td>
<td>9 (target: 10)</td>
<td>10</td>
</tr>
<tr>
<td>Feedback about dealing with service requests – service.brookes.ac.uk collected statistic</td>
<td>51.58%</td>
<td>78.9% (target: 80%)</td>
<td>80%</td>
</tr>
<tr>
<td>Feedback about IT services from faculties/directorates (OBIS partnership survey)</td>
<td>59%</td>
<td>59%</td>
<td>80%</td>
</tr>
</tbody>
</table>

## Operational effectiveness

<table>
<thead>
<tr>
<th>Measure</th>
<th>2013</th>
<th>2014 Outturn</th>
<th>2015 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of IT incidents*</td>
<td>14</td>
<td>9 (target: 10)</td>
<td>10</td>
</tr>
<tr>
<td>Service Desk requests dealt within one working day</td>
<td>83.36%</td>
<td>Replaced by first time resolution rates</td>
<td>N/A</td>
</tr>
<tr>
<td>Emergency AV call outs – per week, first semester</td>
<td>23 per week</td>
<td>20 (target: 20)</td>
<td>18 per week</td>
</tr>
<tr>
<td>Average wait time for teaching systems boot (cold)**</td>
<td>1.73 mins</td>
<td>1min 17s (target 1.7 mins)</td>
<td>N/A</td>
</tr>
<tr>
<td>Availability of VLE</td>
<td>99.56%</td>
<td>98.89% (target: 99.9%)</td>
<td>99.9%</td>
</tr>
<tr>
<td>Number of students engaged in delivering OBIS services***</td>
<td>22</td>
<td>23 (target: 20)</td>
<td>20</td>
</tr>
<tr>
<td>First time resolution rates (<a href="https://service.brookes.ac.uk/collected">https://service.brookes.ac.uk/collected</a> statistic)</td>
<td>N/A</td>
<td>53% same day 79% within 5 days</td>
<td>60% 80%</td>
</tr>
</tbody>
</table>

*IT incident is defined as significant outage/unavailability of core University IT system affecting staff or students – 3 major incident reviews.

**Discontinued KPI as all new PCs exceed 1.7 minute target. Note warm boot of JHBb PC is 20 seconds. New 2015 KPI for PC age/spec.

***4 Student Tutors, 11 Casual Service Desk, 8 Paper Fillers

## New solution development

<table>
<thead>
<tr>
<th>Measure</th>
<th>2013</th>
<th>2014 Outturn</th>
<th>2015 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projects delivered on time and to budget</td>
<td>83%</td>
<td>67% (target: 80%)</td>
<td>80%</td>
</tr>
<tr>
<td>Projects delivering stated business benefits</td>
<td>N/A</td>
<td>Not yet measured**</td>
<td>80%</td>
</tr>
<tr>
<td>Innovation projects</td>
<td>5</td>
<td>5 (target: 5)</td>
<td>5</td>
</tr>
</tbody>
</table>

Further details on departmental KPIs can be investigated with the Business Partnership Managers.
A.8 Specific IT services

A complete up-to-date view of IT Services is available at https://service.brookes.ac.uk under Service Catalogue. This details the full range of user level services provided by OBIS. Section B in this document is a high level view of the key services to the University including key service level targets for agreement with each Faculty and Directorate.

A.9 Business critical events support

The OBIS Business Partnerships team manage the support for business critical events process, ensuring key OBIS individuals are in place to support key university processes.

There is a shared spreadsheet defining the current planned events, which are business critical, which are key, which services are required and therefore which teams need to be available to support them:

https://docs.google.com/a/brookes.ac.uk/spreadsheets/d/1M2jQ66XPfMYQgnrOg-oJ3PAWavwa8ZrcC2 SS2hAv/edit?usp=sharing

The Business Partnerships Team facilitate a 4 monthly review of these events with the key university business areas and keep the calendar up-to-date with the following 18 months key events. They also maintain a Google Calendar which enables OBIS team-members to be invited to support the events and see those they have agreed to support in their calendars.

A.10 Scheduled patching, no-change periods and system “at-risk” times

A fundamental part of running a robust and resilient IT service is ongoing maintenance, updates and patching for the infrastructure and applications. Whilst this activity is restricted as far as possible to the times with least impact on University services, it is important for the University to recognise that this activity puts a number of services at-risk for short periods.

At-risk times:

1. Windows server patching to be undertaken between 07.00am and 08.00am on the 2nd Thursday of every month (after “Microsoft Patch Tuesday”.)
2. Solaris and networks patching/updates to be completed between 07.00am and 08.00am on the first and third Thursdays in February, May, August and November.

It is also recognised that on occasion remedial action is more urgent than this regular pre-arranged at-risk time can cover - these occasions will be dealt with as emergency changes and communicated in co-ordination with the OBIS Change Advisory Board (CAB).

Change blackout windows

Conversely OBIS recognise that there are some periods of the University calendar when patching should not be undertaken - so called “change blackout windows” - where no changes should be made to the infrastructure or applications. These are primarily defined by the business critical events calendar. The OBIS support for business critical events process ensures that no-change restrictions are in place for these times.

In extreme cases where a patch fixes an extremely serious instability or security flaw it may be necessary for the CIO to negotiate with the Exec team that the changes are made even with the risks of impacting operational services. Then the case will be presented and the University’s Exec will be asked to decide the most appropriate course of action.
SECTION B SPECIFIC SERVICES

A high level view of all IT services that our users need in order to fulfil their function and role at the University.

B.1 IT Help, Loans, Procurement and Fixes

B.1.1 Single point of contact IT help

Service Description
The Service Desk function provided by OBIS provides a single point of contact model for all IT services including IT help.

Our customer relationship management system allows us to manage our services and provide a central record of our contact with our customers so that no matter how we are contacted, or who in our team responds, we will be able to assist.

Business Service Owner - this is the person who would ultimately make the decision on changing this service (i.e. the person in the organisation who most cares about the level of service and has the highest level of authority regarding decisions over it) - CIO - Bill Sturman.

Service Stakeholders - these are the other individuals who need to be informed about potential changes to the service and who may or may not have an input to decisions - Deans and Directors.

OBIS Service Manager - this is the individual role in OBIS which is responsible for the live running service - often the point of authority for answering questions about how the service works - Service Desk Manager.

Features
The service is provided through a number of channels including:
- physical Service Desk Points
- a telephone line (3311)
- a web portal with chat facilities (https://service.brookes.ac.uk/).

The service supports:
Customer Relationship Management - managing enquiries by various communications channels and recording those interactions.
Incident Management Process - resolving issues when things go wrong with IT kit, systems or processes.
Change Management Process - providing appropriate governance procedures for changes to IT services and configurations.
Configuration Management - managing the configuration of infrastructure, clients and mobile devices for business purposes.
Service Portfolio Management - documenting and recording service delivery.
Request Fulfilment - providing processes and records of service requests by customers.
Information Management - information resources for external customer and internal OBIS processes.

How to get (if viable) a higher level of service (e.g. storage)
To change the provision of this service, e.g. different opening hours or adding new communication channels, then a request will need to be raised via ‘https://service.brookes.ac.uk/’ in the request catalogue using ‘propose a change to IT services’. Changes are subject to the service owners approval and the necessary resources being available. Please also see the Critical Events service.

Restrictions
No e-mail contact - you cannot open a Service Desk ticket by email

Access
Telephone: 01865 48 3311
Web portal: https://service.brookes.ac.uk/
Walk in: Service Desk Points

Service Level Target
Telephone: see availability in section A
Web Portal: 24/7 (99.9% availability)
Walk in: see availability in section A
B.1.2 Conferences and Events Support

**Service Description**
The provision of IT & AV support for University business related conferences and events.

**Service Owner**
Head of Customer Services

**OBIS Service Manager**
IT & AV Support Managers

**Features**
- event needs assessment
- technical assistance at the beginning of events
- set-up, preparation and/or dismantling of IT & AV equipment
- network access via Guest Wi-Fi
- support throughout an event (being on hand) (subject to resource availability)
- advanced event support for performances e.g. bands (subject to resource availability)
- Lecture Capture in rooms equipped with suitable equipment.

**How to get (if viable) a higher level of service (e.g. storage)**
Bespoke services are negotiable, but may be subject to additional charges and will be subject to available resources (especially outside of working hours).

**Restrictions**
OBIS requires at least 1 month’s notice of an event (longer for large activities such as summer schools) event support is restricted to legitimate OBU business activities (at the service owners discretion) event support will attract a cost if it falls outside Service Desk operating hours (see section A) AND is subject to there being available (appropriately skilled) support officers.

**Access**
[https://service.brookes.ac.uk](https://service.brookes.ac.uk) - Request Catalogue
B.1.3 Video and Audio Production (3rd Party) Service

This service is still in discussion. Currently OBIS do not “control” this service, but we do signpost requesters to external providers and suggest the kind of questions they should be asking.

**Service Description**
Support for the Production of Learning Objects (DMELDS)
Video Production Company (Faculty of TDE)

**Service Owner**
tbc

**Service Stakeholders**
Customers

**OBIS Service Manager**
Principal Learning Technologist and Technical Instructor (TDE),

**Features**
Support for the Production of Learning Objects (DMELDS)
Video Production Company (Faculty of TDE)

**How to get (if viable) a higher level of service (e.g. storage)**
tbc

**Restrictions**
tbc

**Access**
tbc

**Requests made**
tbc

**Service Level Target**
tbc
B.1.4 IT news and communications

Message of the day screens (all managed PCs log in screen) www.obis.brookes.ac.uk/motd
OBIS website - www.obis.brookes.ac.uk
OBIS Twitter feed
OBIS Electronic / Printed Newsletter semesterly
OBIS Knowledgebase news articles and https://service.brookes.ac.uk/

Restrictions
Communication may not possible if the internet is not accessible e.g. due to network issues. Communications are subject to approval by OBIS, and in certain circumstances, by Corporate Affairs.

Access
Access to communication channels such as Brookes Goolemail, Message of the Day: https://obis.brookes.ac.uk/motd/ and https://service.brookes.ac.uk

To place information onto any OBIS communication channel, please see the Request Fulfilment Catalogue at https://service.brookes.ac.uk

Service Level Target
Communication is transmitted within one working day
B.1.5 Learning and teaching audio visual support

**Service Description**
The provision of services in the support of Audio Visual for learning and teaching. Emergency classroom support, setups and technical assistance for Audio Visual equipment.

**Service Owner**
Chief Information Officer

**Service Stakeholders**
Staff and students

**OBIS Service Manager**
Service Desk Manager and IT & AV Support Managers

**Features**
- emergency support for real time incidents e.g. troubleshooting AV equipment providing alternative provision for AV equipment
- setting up AV equipment in pooled rooms
- providing short training sessions about AV equipment for AV users

**How to get (if viable) a higher level of service (e.g. storage)**
Bespoke services are negotiable, but may be subject to additional charges and will be subject to available resources (especially outside of working hours).

**Restrictions**
OBIS requires at least 3 days notice of a requirement (longer for non-standard requests). Support is restricted to legitimate OBU business activities. Support is restricted to legitimate OBU pooled meeting and teaching rooms. Support will attract a cost if the event falls outside Service Desk operating hours or campus availability AND is subject to there being appropriately skilled support officers available.

**Access**
Contact the Service Desk on 01865 483311, log a request at https://service.brookes.ac.uk or drop in at any Service Desk Point to report.

**Service Level Target**
For emergency callouts, the Service Desk aim to respond within 15 minutes*.
AV support requests are scheduled and dealt with on the requested date.
We aim for 100% attendance rate (subject to appropriate notice, the service is a standard offering and attendance by the booker.)

*Either a physical support presence or a remote support call. Remote support will be offered when there is no physical presence on a campus but the callout is within Service Desk hours e.g. during the evenings at Harcourt, Marston, Ferndale and Wheatley.
B.1.6 Booking of resources (loans and hire)

**Service Description**
The management of systems used to book IT resources. Offerings include: OBIS IT & AV equipment loans and hire, visitor parking spaces, training, faculty loan equipment.

**Service Owner**
Head of Customer Services (OBIS)

**Service stakeholders**
Customers, individual service offering managers

**OBIS Service Manager**
IT & AV Support Manager, Technical Instructor (TDE), Head of Customer Services, OBIS Training Manager

**Features**
- consultancy to set up bespoke resource management systems
- systems can be made available to registered students and/or staff and/or guests
- an unlimited number of resource booking ‘instances’ can be created - for a current list see bookit.brookes.ac.uk
- events instances are currently limited to 1 instance (more can be purchased)
- payment providers can be added for paid for items

**How to get (if viable) a higher level of service (e.g. storage)**
Contact us via the ‘propose a change to IT services’ Request Catalogue item at https://service.brookes.ac.uk/

**Restrictions**
- events instances are currently limited to 1 instance (more can be purchased)
- payment providers can be added to an instance for paid for items (at a cost)
- developer time is currently limited - additional developer time can be purchased
- One MAJOR item is permitted on loan at any one time

**Access**
Available systems via http://bookit.brookes.ac.uk
To report an issue or fault with the bookings system, please go to the OBIS web portal at https://service.brookes.ac.uk.
Contact us via the ‘propose a change to IT services’ Request Catalogue item at https://service.brookes.ac.uk

**Service Level Target**
High availability of booking systems - 99.9%
Daily backup of databases
Daily snapshot of application and database servers
Development of new instances within 6 months (subject to resource availability)
B.1.7 Purchasing IT & AV equipment

Service Description
A service that provides the purchasing and delivery of:
• hardware & software catalogue items, pre-approved by OBIS as ‘best fit and best value’ for our supporting services non-catalogue hardware
• hardware and systems purchasing (including needs analysis & solutions assessment.)

Service Owner
Chief Information Officer

Service Stakeholders
Staff, directorate and faculty finance departments, dependent service - service owners (e.g. computer equipped pooled rooms service)

OBIS Service Manager
Client Device Support Manager
Head of Business Partnerships

Features
• hardware purchasing catalogue available for customers (staff only) via the [https://service.brookes.ac.uk](https://service.brookes.ac.uk) portal:
  1. desktops & laptops
  2. mobile phones and tablets
  3. peripherals and consumable items - (e.g. mice, keyboards and webcams)
• software purchasing catalogue available for customers (staff only) via the [https://service.brookes.ac.uk Service Catalogue](https://service.brookes.ac.uk Service Catalogue)
• request item for the purchase of non-catalogue items, supported by a consultancy service for needs assessment and solution identification.
• management of the ordering, delivery and installation of requested items
• full management of university assets during their lifetime.

How to get (if viable) a higher level of service (e.g. storage)
Contact us via the ‘propose a change to IT services’ request catalogue item at [https://service.brookes.ac.uk](https://service.brookes.ac.uk)

Restrictions
• not available to students and externals
• purchasing is dependent on the requestor having access to, and authorisation to use, the required funds
• the purchasing of non-catalogue items is dependent on the approval of the service owner but Requests can be supported with a business case justification
• purchasing of non-catalogue items may invalidate other SLA targets for support and exclude participation in other services for technical or cost reasons.

Access
Purchasing is available for customers via the [https://service.brookes.ac.uk Service Catalogue](https://service.brookes.ac.uk Service Catalogue).

Service Level Target
Delivery and installation of catalogue items as per our request fulfilment targets on page 8. Delivery of bespoke devices, software and systems as per our request fulfilment targets on page 8.
B.2 Administration & data systems, access control and related IT services

B.2.1 Broadcast media services

Service Description
The service subscribed to by the University enables any staff and students to choose and record any broadcast programme from 60+ TV and radio channels.

Business Service Owner
Director of Learning Resources

OBIS Service Manager
OBIS Head of Customer Services

Key Stakeholders
All University staff and students

Features
Recorded programmes are kept indefinitely (no expiry) and added to a growing media archive (currently at over 1 million programmes), with all content shared by users across all institutions subscribing to the service.

The system allows staff and students to record and catch-up on missed programmes on and off-campus, schedule recordings in advance, edit programmes into clips, create playlists, embed clips into Brookes Virtual, share what they are watching with others, search a growing archive of material.

How to get (if viable) a higher level of service (e.g. storage)
N/A

Restrictions
Material is streamed and cannot be downloaded (or uploaded).
Maximum of 5 new recording requests per day are permitted.

Access
Log in by entering Oxford Brookes University as your institution and your normal credentials at https://bobnational.net/site/login

Service Level Target
99% availability
B.2.2 Client systems access control service

Service Description
Providing end users with automatic or ad-hoc access to administrative and data systems.

Business Service Owner
OBIS Chief Information Officer

OBIS Service Manager
OBIS Service Desk Manager

Key Stakeholders
All University staff and students

Features
- OBIS manages access (either automatically or manually) to numerous University enterprise systems.
- Many services are accessed automatically based upon a user’s role, whilst others need to be requested via [https://service.brookes.ac.uk](https://service.brookes.ac.uk)
- Appropriate authorisation via line management or data owner forms part of the process for all access requests that are not pre-approved. Remote access to a number of Brookes services from outside the network can be granted on request and where appropriate to the role. Guest access is available for some resources upon prior request to the Service Desk - password management, including reset, forms part of this service.

How to get (if viable) a higher level of service (e.g. storage)
Standard request through [https://service.brookes.ac.uk](https://service.brookes.ac.uk)

Restrictions
The granting of access for staff who have not yet arrived at Brookes is dependent on their details being present in the HR database. Delays in access are possible where authorisation outside of OBIS is required.

Access
Standard request through [https://service.brookes.ac.uk](https://service.brookes.ac.uk)

Service Level Target
Password resets - 1 day
Access control (upon receipt of completed form) - 3 days
Network share access - 2 days
B.2.3 Student information systems

**Service Description**
Provision (and support) of the University “Electronic, Course and Student Information database System” (eCSIS) including the student “Personal Information Portal” (PIP). This provides a technical solution that supports the application process as well as each individual student’s time studying at the University (incorporating their program of study, exam results and academic timetable.)

**Business Service Owner**
Academic Registrar/Director of Academic and Student Affairs

**OBIS Service Manager**
OBIS Head of Information Systems

**Stakeholders**
Head of Student Central, Head of Admissions, Head of Student Wellbeing, Head of Accommodation Bureau, Deputy Finance Director, Head of Careers, Head of Academic Affairs. Learning Resources Directorate.

**Features**
OBIS will provide day to day operational support to the current SMS but subject to the following conditions:
- support will only be offered during standard office hours
- any “out of hours” support MUST go through the “OBIS Support Around Business Critical Events” process requested through the Business Partnership Manager
- any changes or other significant developments to eCSIS will be referred to the eCSIS Legacy Management Group.

**Restrictions**
The current Student Management System is eCSIS/PIP a solution that will be retired in the short to medium term, any changes to this live service will need to be referred to the University “eCSIS Legacy Management” group.

**Access**
Access to eCSIS and PIP is granted through the ACF process (and approved by the delegated Business system owner.)

**Service Level Target**
99% availability
B.2.4 Virtual Learning Environment (VLE)

Service Description
We provide a web-based virtual learning environment (VLE) for students, known as Brookes Virtual, to complement face to face lectures and seminars. The current core of this service is Moodle (hosted externally by ULCC.)

Business Service Owner
Pro Vice Chancellor Student Experience

Service Stakeholders
Academic staff
Students
Learning Resources

OBIS Service Manager
Head of Information Systems

Features
• students can access all course materials and templates, submit assignments, and use discussion forums to take part in group work
• Lecture Capture is available in 6 lecture theatres spread across Headington, Wheatley and Harcourt campuses, which are bookable by staff.

How to get (if viable) a higher level of service (e.g. storage)
OBIS Service Desk staff can be on-hand by arrangement through https://service.brookes.ac.uk

Restrictions
Lecture Capture can currently only be booked by lecturers to ensure they are happy to be recorded. 5 days notice needs to be given via https://service.brookes.ac.uk

Access
All students automatically receive access to Brookes Virtual upon enrollment. Access can be found at the login page https://moodle.brookes.ac.uk/login/index.php
Lecture Capture can be requested via https://service.brookes.ac.uk
Captured lectures can be viewed at https://lecturecapture.brookes.ac.uk or via links from the VLE.

Service Level Target
99.9% availability of Brookes Virtual, 24 hours a day, 365 days a year. Service outage is defined as an occasion when the primary URL does not start to load within 30 seconds. Availability is checked at least every minute.
95% of lectures scheduled for capture being correctly recorded.
B.2.5 Research systems and related IT services

Service Description
The University has an institutional Research Archive and Digital Asset Repository (RADAR) which is an online database of research output resources in a range of formats.

Business Service Owner
Principal Learning Technologist

Service Stakeholders
Research academic staff
Research supports staff
Research students
Learning Resources Directorate

OBIS Service Manager
Head of Information Systems

Features
Research material can be in the form of peer-reviewed journal articles, conference papers, and increasingly, theses, scholarly monographs and research data, which could be in variety of formats - pdfs, images, audio files, videos.
The repository is a multi-purpose archive of research and teaching materials, and is the place to deposit research so that it can be discovered through search engines and links made via staff profiles.

How to get (if viable) a higher level of service (e.g. storage)
Contact your Business Partnership Manager to discuss the requirement and the best possible arrangement for meeting the demand.

Restrictions
N/A

Access
https://radar.brookes.ac.uk/radar/

Service Level Target
99% availability
B.2.6 Customer Relationship Management (CRM) systems (including some 3rd party support)

Service Description
OBIS (with some 3rd party support) provide the following CRM systems which are used across the University.
Data Harvesting “Student CRM”
Suite CRM
Hobsons EMT

Business Service Owner
Director of Marketing/Deputy Director of Corporate Affairs (Student CRM)
PVC/Faculty of Business Dean (Student CRM)
Deputy Director - Research and Business Development Office (Suite CRM)

OBIS Service Manager
OBIS Head of Information Systems

Key Stakeholders
Faculty of Business MBA Programme Director
Director of UK Recruitment and Partnerships

Features
Any additional requests for CRM provision will need to be assessed on a case by case basis with appropriate scoping (to determine if this is an extension to an existing instance of either CRM or a new set of functional requirements and potentially a project.)

Restrictions
Both CRM systems have been licensed through third party suppliers working alongside OBIS. Any other business areas wishing to access these existing instances (e.g. student recruitment CRM information or B2B data) would require the appropriate level of authorisation. Should other business areas wish to use the CRM solutions for unrelated activity this would be out of scope and would require presenting as a project proposal.

Access
Access to both CRM solutions is granted through the access control process in consultation with each system’s business owner.

Service Level Target
Service Level for the availability of both the SuiteCRM and Folding Space/Data Harvesting CRM solutions are driven by their respective external suppliers (namely Green Inc and Folding Space/Data Harvesting.) There is also some reliance on the integration these systems have with our Student Record System (eCSIS). In the case of Folding Space/Data Harvesting, both are dependent on the servers that the database sits upon.
B.2.7 File management and data storage

**Service Description**
Various options are available for staff and students to store (digital) data. Networked file shares can be created upon request for teams of staff to share their documents, and all staff and students have a personal home directory. In addition data storage is available with Google Drive and OBIS provides/manages a number of other solutions for archival storage (for example for research data).

**Business Service Owner**
OBIS Chief Information Officer

**OBIS Service Manager**
OBIS Chief Technology Officer

**Features**
- Faculty and Directorate data stores
- Personal staff and student data stores
- Google Drive
- Archival data stores
- Moodle (VLE)

**How to get (if viable) a higher level of service (e.g. storage)**
To discuss specific requirements for storage please contact your Business Partnership Manager who can talk through the options and advise the best course of action should additional storage or a higher level of backup be necessary.

**Restrictions**
There are currently capacity restrictions on the individual and team/directorate/faculty filestores due to the overall capacity of the University’s filestore and backup infrastructure. Google drive capacity is currently unrestricted.

**Access**
Access to fileshares is carefully managed to ensure only those who should have access to data for their roles can access that data. The process for arranging or requesting access is published via the OBIS Service Desk: [https://service.brookes.ac.uk](https://service.brookes.ac.uk) ‘Access control to university systems’.

**Service Level Target**
1GB of space is provided to every student and member of staff for their personal home directory.
B.3 Phones, wireless, wired network and internet connection

B.3.1 Wired and wireless network services

Service Description
Provision of both wired and wireless network services to staff and students across the University’s main campuses.

Business Service Owner
OBIS Chief Information Officer

OBIS Service Manager
OBIS Chief Technology Officer

Key Stakeholders
All Directorates, Faculties and Students

Features
Wireless covers all university sites. Wired is clearly limited to those areas with physical network sockets.
This service covers the provision of the necessary infrastructure and the related services to enable individuals to access the services (e.g. Guest wireless manager service.)

Restrictions
Wired and wireless network services are not currently available on-demand for visitors to the University. There is a mechanism for arranging “Guest” access in advance and this can be organised through the Service Desk.

Access
Students and Staff are granted access to the Brookes network through Human Resources (HR) AND upon signing the University MIS regulations.

Service Level Target
Services will be available 99.9% of the time during core business hours, any faults relating to loss of connectivity to campus/building/group of users, will be resolved within 4 hours from the point the Incident is raised with the OBIS Service Desk.
B.3.2 eduroam Wi-Fi for students in Oxford Brookes’ Halls of Residence

**Service Description**
eduroam in Oxford Brookes Halls of Residence

**Business Service Owner**
Chief Technology Officer

**OBIS Service Manager**
OBIS Networks Manager

**Key Stakeholders**
Oxford Brookes Students living in halls of residence

**Features**
- eduroam provides secure, authenticated wireless access to the internet for Oxford Brookes students on all campuses, in all Oxford Brookes halls of residence and at other participating higher education institutions.
- eduroam is free to use but requires user registration.

**Restrictions**
- We cannot guarantee that every device will work on eduroam.
- Games consoles and wireless printers, Amazon Firesticks, Apple TV and “e-ink” Kindles are not supported by OBIS on the eduroam network.
- If you are an international student and your operating system language is unable to be changed to English we will provide support on a best efforts basis.

**Access**
- The user must be a fully enrolled student with an active network account, i.e. the user must not be blocked or suspended from university systems for any reason.
- The user must have registered to use the eduroam service.
- The user must have downloaded and run the eduroam CAT tool or installed the appropriate eduroam CAT profile which can be found at the following link https://cat.eduroam.org/
- The user must have a device which supports WPA2 Enterprise key management and PEAP or TTLS/MSCHAPv2 authentication and 802.1x. If you are unsure about this then please contact the manufacturer of your device.
- The user’s device must have all current updates installed and for Windows devices the user needs to ensure that their WiFi card drivers are up to date.
- The user’s device and operating system must be currently supported by its manufacturer (examples of devices and operating systems no longer supported by their manufacturers include the iPhone 4, Windows XP, OS-X Tiger and below).
- In using the service the user must comply with Oxford Brookes University IT regulations.
- Users should be familiar with the various channels of support provided, namely the OBIS Service Desk portal, Knowledgebase, telephone, chat and face-to-face support at Service Desk Points.
- Users should regularly check the various information channels for status information about the service, e.g. the Service Desk portal and Message of the Day (administered computers only).
- Users should respond in a reasonable amount of time (3 working days) to requests for information from Service Desk staff working on resolving incidents related to the service.
- Students are expected to undertake basic troubleshooting using published guidance in the OBIS knowledge base if they are unable to connect. They may have to use a networked University computer to access the knowledge base.

**Service Level Target**
- eduroam is available 24 hours a day, 7 days a week.
- For students in halls of residence the eduroam signal strength in a personal room should be -70 dBm or more at the desk area.
- Response and resolution times for eduroam incidents are as per our published SLAs, available at: https://service.brookes.ac.uk/kb_view.do?sysparm_article=KB0010161
- Availability of support for eduroam face-to-face, via telephone and via Chat is as follows:
  Semester time:
  8.30am - 8pm (Monday to Friday); 10am - 4pm (weekends)
  Vacation time:
  8.30am - 5pm (Monday-Friday)
  Users can also submit an Incident at service.brookes.ac.uk at any time, call x3311 for the OBIS Service Desk or visit one of the Service Desk points at Gipsy Lane, Wheatley, Harcourt or Marston Road.
B.3.3 Telephony network services

Service Description
Provision of telephony services across the University main campuses

Business Service Owner
OBIS Chief Information Officer

OBIS Service Manager
OBIS Networks Manager

Key Stakeholders
All University Directorates, Faculties, Students and the general public

Features
OBIS networks and telephony team to support and maintain the provision of telephony services throughout the University which are in demand 7 days a week, 24 hours a day. This covers both PSTN (traditional) and VoIP (Voice over Internet) technologies.

Restrictions
Additional telephony requirements have to be requested through the Service Desk (and for additional lines, headsets there will be a charge to the respective Faculty or Directorate.)

Access
Additional telephony requests should, in the first instance, be referred to the Service Desk (including the provision of mobile phones.)

Service Level Target
Telephony services will be available 99.9% of the time during core business hours, any faults relating to loss of connectivity to campus/building/group of users will be resolved within 4 hours from the point the Incident is raised with the OBIS Service Desk.
B.3.4 Mobile telephony and associated services

**Service Description**
The provision of mobile phones to staff working across the University with associated infrastructure.

**Service Owner**
OBIS Networks Manager/OBIS Service Desk Manager

**Features**
Provision of a framework to enable staff to request (with correct Faculty/Directorate financial approval) a mobile phone for business use, including support around deployment and ongoing maintenance (in consultation with 3rd party mobile phone suppliers.)

**How to get (if viable) a higher level of service (e.g. storage)**
There are a number of recommended mobile phone handsets which can be looked at in relation to the requirements of the member of staff requesting.

**Restrictions**
Mobile phones cannot be requested on demand.

**Service Level Target**
Requests for a new mobile phone to be initially responded to within 48 hours (which may entail gathering further information and confirming financial approval) ahead of placing order.
B.3.5 Fixed line telephony provision and associated services (POTS, IP telephony)

**Service Description**
Providing fixed line telephones across the University both in teaching and meeting rooms as well at individuals’ desks and other areas of work.

**Service Owner**
OBIS Networks Manager

**Features**

**How to get (if viable) a higher level of service**

**Restrictions**
OBIS requires at least 1 month notice for additional telephones (and these will be subject to a feasibility study in areas which do not have the appropriate number of network points.) This may also vary at peak times during the University year (eg enrollment, exam results.)

**Access**
All requests relating to the purchase of additional telephony services (handset, network points) should be raised through [https://service.brookes.ac.uk](https://service.brookes.ac.uk) for the Service Desk to triage appropriately.

**Service Level Target**
Telephony services will be available 99.9% of the time during core business hours, any faults relating to loss of connectivity to campus/building/group of users will be resolved within 4 hours from the point the Incident is raised with the OBIS Service Desk.
B.4 Client devices, endpoints and local software

B.4.1 Computing and teaching facilities managed by OBIS

**Service Description**
Provision of workstations in IT clusters, teaching rooms, labs and other various locations on all campuses.

**Business Service Owner**
Chief Information Officer

**Service Stakeholders**
Teaching staff and students

**OBIS Service Manager**
Client Device Support Manager

**Features**
Provision and maintenance of all computer equipped teaching rooms, which includes the preparation of IT equipped teaching spaces for exams. Provision and maintenance of AV systems, software asset management (Application Jukebox), as well as product lifecycle management.

**How to get (if viable) a higher level of service (e.g. storage)**
If a different hardware specification is required for any OBIS managed facilities please contact your Business Partnership Manager (BPM) in the first instance.

**Restrictions**
Clusters, labs and teaching rooms might be booked for teaching, and some rooms may only be available for specific groups of students. Changes might also apply during exam periods.

**Access**
Booking and initial requests through the Service Desk, specific requirements through your BPM.

**Service Level Target**
Bookings 4 weeks in advance, requests responded to within 5 working days.
B.4.2 Staff device configuration management

**Service Description**
Provision and configuration of staff devices, including specialist software.

**Business Service Owner**
This is a distributed service and therefore not owned by any individual. Faculty/Directorate Finance teams will be involved in the request and service delivery.

**Service Stakeholders**
All staff

**OBIS Service Manager**
Client Device Support Manager

**Features**
Configuration of new and existing staff devices, both in terms of hardware and with standard and specialist software.

**How to get (if viable) a higher level of service (e.g. storage)**
Additional hardware requests need to be approved by the Faculty/Directorate Finance team. Provision of specialist software packages might depend on licensing structures, please contact your BPM or Business Support Analyst (BSA) for more information.

**Restrictions**
N/A

**Access**
Initial requests for staff device configuration management can be made through the Service Desk. Please contact your BPM or BSA for specific requirements.

**Service Level Target**
The delivery period depends upon the supplier. From the point of delivery we aim to provision the PC to the desktop within 5 days.
B.4.3 Mobile device management - Staff

**Service Description**
Provision, configuration and maintenance of staff mobile devices.

**Business Service Owner**
Chief Technology Officer

**Service Stakeholders**
Staff using mobile devices

**OBIS Service Manager**
Client Device Support Manager

**Features**
OBIS assist with the selection, provision, configuration and maintenance of staff mobile devices. This includes, but is not limited to, laptops, mobile phones and tablets.

**How to get (if viable) a higher level of service (e.g. storage)**
N/A

**Restrictions**
Any devices provided, configured, or maintained by OBIS have to meet our security standards - otherwise access to OBIS services may restricted.

**Access**
Staff mobile devices can be requested via the Service Desk.

**Service Level Target**
The delivery period depends upon the supplier. From the point of delivery we aim to provision the PC to the desktop within 5 days.
B.4.4 Mobile Device Management - Students

This service is in development. Appropriate Service Levels will be defined within the set-up of the service.

**Service Description**
Configuration and maintenance of student mobile devices.

**Business Service Owner**
Pro VC Student Experience
ADSE within Faculties

**Service Stakeholders**
Staff using mobile devices in a teaching environment
Students

**OBIS Service Manager**
Client Device Support Manager

**Features**
OBIS assist with the selection, provision, configuration and maintenance of mobile devices procured or owned by the university but to be used by students. This includes, but is not limited to: laptops, tablets and Chromebook loans.

**How to get (if viable) a higher level of service (e.g. storage)**
N/A

**Restrictions**
Any devices provided, configured, or maintained by OBIS have to meet our security standards - otherwise access to OBIS services may be restricted.

**Access**
Chromebooks are available to hire from various locations on campus. For student devices which have not been approved previously by OBIS please contact your BPM to discuss your requirements.

**Service Level Target**
TBC
B.5 Hosting and Infrastructure

B.5.1 Website Hosting Services

Service Description
OBIS provides the platforms for web services for the University.

Business Service Owner
Web Communications Manager (Corporate Affairs)

Service Stakeholders
Web Communications Manager (Corporate Affairs)
OBIS Information Systems Ektron Developer
External users

OBIS Service Manager
OBIS Systems and Databases Manager

Features
OBIS provide a web services platform which includes regular maintenance, upgrading and updating of systems. The provision also includes a development platform to test and develop web services.

How to get (if viable) a higher level of service (e.g. storage)
N/A

Restrictions
URL content needs to be agreed and approved using url_approval@brookes.ac.uk

Access
Requests for this service can be made through the Service Desk.

Service Level Target
OBIS aims to respond to any website hosting service requests within 5 working days.
B.5.2 Data Centre Management

**Service Description**
OBIS manages data centres and server rooms for the whole University.

**Business Service Owner**
OBIS Chief Technology Officer

**Service Stakeholders**
All staff and students
Applicants
External users

**OBIS Service Manager**
OBIS Systems and Databases Manager

**Features**
OBIS provides all aspects of data centre infrastructure management. This includes protection against loss of power through generators in the main server rooms, which are tested on a regular basis, as well as managing door access to restricted areas. OBIS also ensure the facilities are appropriately cooled and adhere to fire protection standards. OBIS provides both management of physical servers and replication to separate physical sites for critical datasets, as well as virtual machines and server administration.

**How to get (if viable) a higher level of service (e.g. storage)**
N/A

**Restrictions**
There may be physical rack space constraints, and OBIS has signed up to the EU Code of Conduct on Datacentres (4.2.1 Deploy using Grid and Virtualisation technologies), which mandates the provision of virtual machines for environmental reasons. In some cases there may potentially be license constraints.

**Access**
Initially requests concerning the usage of the data centres should be made through the Service Desk. Depending on the level of detail required you may then be referred to your Business Partnership Manager, who will be able to discuss potential restraints such as storage, back-up solutions and license implications with you.

**Service Level Target**
OBIS aims to respond to any data centre management requests within 3 working days.
B.6 Collaboration: Email, Calendar, Google Apps and Google Drive

B.6.1 Videoconferencing / Audio Conferencing

**Service Description**
Brookes offer a variety of solutions to support videoconferencing, for example Adobe Connect, Skype, or Google Apps video chat. The relevant room would need to be booked and a Service Desk request created for assistance if required. OBIS recommend that the following rooms are used for videoconferencing sessions because they have specialist equipment set up for videoconference use:

- **GLC - G208** - Room booked by the Service Desk as part of the bookings procedure
- **WH - OR104** - Room needs to be booked by the user through FoB room bookings - business-facilitiesandservicesteam@brookes.ac.uk
- **WH - C102** - Room needs to be booked by user through TDE room bookings at Wheatley - Sarah Johnson - sjohnson@brookes.ac.uk
- **HH - B202** - Room needs to be booked by user through HSS room bookings at Harcourt Hill - Tammy Tompson-Sykes - tsykes@brookes.ac.uk
- **MR - MR143c** - Room needs to be booked by user through HLS room bookings at Marston Road - Eileen Parry - eparry@brookes.ac.uk
- **MR - MR143d** - Room needs to be booked by user through HLS room bookings at Marston Road - Eileen Parry - eparry@brookes.ac.uk

**Adobe Connect**
Adobe Connect is a web conferencing platform for web meetings, eLearning and webinars. It powers mission critical web conferencing solutions, end-to-end, on virtually any device. It enables organisations to fundamentally improve productivity. Faculty Digital and E-learning staff can be contacted to create an Adobe Connect account for you and support your session. Adobe have produced this [useful quick start guide](#) for participants.

It is also possible to hold a live video conversation (or instant messaging) with another party who has a Google account by using the Hangouts feature in your email account.

**Service Owner**
OBIS Chief Information Officer

**OBIS Service Manager**
OBIS Service Desk Manager

**Stakeholders**
All staff and students

**Features**

**Restrictions**
OBIS recommend that videoconferencing is conducted from one of the dedicated rooms listed above, which may need to be booked.

**Access**
Booking Procedure:
Video conference and Skype calls are booked through the Service Desk. A request record will need to be created and booking form sent to the user. The form needs to be completed before the booking can be confirmed. The form can be found on the DML `\dfs\f-obis\forms\video conference booking form`

Adobe Connect sessions can be arranged with Faculty Digital Media & e-Learning staff.

**Service Level Target**
Please allow OBIS 5 days notice if you require assistance in setting up your videoconferencing session.
B.6.2 E-mail and Collaboration Tools

**Service Description**
All staff and students will be provisioned with an account which provides tools for email, calendar and document storage/collaboration.

**Business Service Owner**
OBIS Chief Information Officer

**OBIS Service Manager**
OBIS Chief Technology Officer

**Stakeholders**
All staff and students

**Features**
This service is available 24/7 from any internet connected device, including from mobile devices. Storage of email and documents is unlimited.

**How to get (if viable) a higher level of service (e.g. storage)**
Not applicable - Google Apps provide unlimited storage

**Restrictions**
There are no restrictions that apply to this service.

**Access**
All staff and students are provided with a username and password. The URL for Google Apps is www.google.ac.uk or alternatively there is a link on the University website docs.brookes.ac.uk. Staff and students need to log in with their username (followed by @brookes.ac.uk) and password.

**Service Level Target**
This service should be available at least 99.9% of the time.
B.7 Print and Imaging

B.7.1 Network Printing for Staff

Service Description
All staff will have access to printing facilities which have been funded by their Faculty or Directorate. Upon request to the Service Desk, OBIS will set up, configure, connect a staff device to a printer and arrange repair for the printer when required.

Service Owner
OBIS Customer Services Manager

Features
Available printers for staff range from multi-function devices (MFDs) which can also scan and copy, to smaller local printers. Individual departments are responsible for paying for consumables and any repair costs which may arise.

How to get (if viable) a higher level of service
Enhanced printing facilities, for example high volume printing, binding and laminating are available by using Brookes Print [http://www.brookes.ac.uk/brookes-print](http://www.brookes.ac.uk/brookes-print)

Restrictions
Staff normally should only be connected to printers owned by their own Faculty/Directorate, but may also be connected to central large format printing services run by OBIS. These are charged separately from the local printing.

Access
OBIS can connect staff to any available network printer on request via the usual channels using their staff logon credentials.

Service Level Target
Network printing should be available 99% of the time, please report any faulty device to the Service Desk.
B.7.2 Network Printing for Students

Service Description
All students will have access to printing facilities when they are logged on to a Brookes PC networked computer, available in individual rooms and open access areas.

At the beginning of the academic year students are given an allocation of £1 in their charge account for printing. This can be topped up online from any device at: https://pcsso.brookes.ac.uk/ or by paying cash at any of the campus Libraries.

Service Owner
Oxford Brookes University

Business Service Owner
OBIS Chief Information Officer

OBIS Service Manager
OBIS Chief Technology Officer

Stakeholders
All students

Features
Here is a useful guide to Getting started with printing at Brookes. Printing is competitively charged, for a list of prices see here.

When students log onto a pooled computer, the nearest available printer(s) are automatically mapped and available to use. Black & white and A4/A3 colour prints can be collected immediately from a nearby printer.

Student computers in pooled rooms and open access areas also map to all available large format printers. Large format printing sent from the Brookes pooled printers can only be collected from the Print Distribution Area to the right of the OBIS Equipment Hire Collection Point, on the ground floor of the Abercrombie Building at Headington campus. There are no other Print Distribution Areas on other campuses.

Students can check their charge account to see if the print job has been debited from the account. If so then the print job is ready to collect.

How to get (if viable) a higher level of service
Value added services and specialist printing requirements can be provided by Brookes Print www.brookes.ac.uk/brookes-print This includes facilities such as dissertation printing and binding and other services like stapling and laminating.

Brookes Print is currently situated in Fuller, Gipsy Lane Campus. Opening hours throughout the year are 9am to 5pm Monday to Friday. Artwork files are accepted on a memory stick only (emails will not be accepted) and need to be in PDF format.

Restrictions for general networked printing for students
There are no restrictions on this service as long as there are sufficient funds in the student’s charge account which can be topped up online from any device at: https://pcsso.brookes.ac.uk/ or by paying in cash at any of the campus libraries.

Access
Students just need to log on with their Brookesf credentials to a pooled computer to gain access to automatically mapped printing services

Service Level Target
This service is expected to be available at least 99% of the time
B.7.3 Specialist Printing Service

Service Description
Brookes Print is a dedicated print and copying service for staff, students, the local community and local businesses. Whatever the print, copy, finishing or stationery requirements, Brookes Print are a one stop shop and available to help. Full details of this service are to be found at www.brookes.ac.uk/brookes-print

Service Owner
Print Services Manager

Features
Brookes Print offer a wide range of services at competitive prices. They can undertake work for any individual or organisation. Initial enquiries and estimates can be obtained by emailing brookesprint@brookes.ac.uk or by calling 01865 483065.

Brookes Print accept PDF files for both colour and mono work. These should be brought in person to Brookes Print on a memory stick, hard drive or CD and they will print whilst-you-wait. They do not currently accept any work via email. Generally work is paid for on collection, by cash or card, however Brookes Print can invoice organisations against official purchase orders if you complete the relevant paperwork to create an account.

- delivery options - internal mail, Facilities, off site van service and collection
- special courier deliveries can be arranged for an associated cost
- where printing cannot be undertaken by Brookes Print, for cost or turnaround reasons, we offer a service where we are able to get 3 estimates from our preferred external suppliers on behalf of the customer
- receipt, sorting and delivery and collection of Royal and internal mail
- co-ordination of courier deliveries and collections
- fulfilment service to assistance with large mailings, bulk distribution or bespoke mailings requiring a range of tasks.

Restrictions
Artwork files are accepted on a memory stick only (emails will not be accepted) and need to be in PDF format.

Access
Brookes Print is currently situated in Fuller, Gipsy Lane Campus. Opening hours throughout the year are 9am to 5pm Monday to Friday.
Email: brookesprint@brookes.ac.uk or call 01865 483065.

Service Level Target
- standard* jobs received within Brookes Print by midday will be ready next day for collection; delivery by Facilities with the internal mail drop or via the off site delivery vans
- while you wait service for student dissertation printing and binding
- while you wait service in quiet times is possible for other work.

*Please note that turnaround is subject to sight of artwork and quantity required in all cases.
B.7.4 Managed Print Service

Service Description
This service is currently under development. The University is in the process of implementing a Managed Print Service (MPS) which will replace the huge array of print options we currently have on site. Multi Functional Devices (MFDs) will replace the existing Ricoh fleet and most other printers and will be fit for purpose and meet defined Service Level Agreements - to be defined by the Business Service Owner.

Business Service Owner
Head of Managed Print, Post and Distribution Services

Stakeholders
All staff and students

Features
• staff and students will have access to the printing facilities that they need
• a follow-me printing system will be installed to allow anyone to use any MFDs by identifying themselves and releasing their printouts at the MFD. Students will identify themselves via their Smart card. Staff will identify themselves via their staff card.
• printing and copying will be charged (to the student’s account or to the staff member’s cost centre and account code) based on usage and there will be a clear and transparent pricing structure, to encourage best value.
• it will be possible to send print jobs from mobile devices.

How to get (if viable) a higher level of service (e.g. storage)
Value added services and specialist printing requirements can be met by Brookes Print
www.brookes.ac.uk/brookes-print This includes facilities such as stapling, binding and laminating.

Restrictions
There are no restrictions that apply to this service. Students will need to make sure that they have adequate funds in their Charge Account.

Access
All staff and students will be able to submit print jobs to their print queue and collect their copy from supported devices.

Service Level Targets
The following service level targets are part of the contractual agreement between Oxford Brookes and the Managed Print Service supplier. As such they have been negotiated already and are not likely to be able to be modified during the contract.

• the minimum 1st time fix rate for devices will not be lower than 95%, as measured over any quarterly period
• uptime of devices - 98% averaged across fleet
• major issue with service unavailable to 5% of the fleet - incident resolution target 4 hours
• Canon Device Configuration Error - incident resolution target 5 hours.
B.8 Business Partnership Management

B.8.1 Strategic Engagement

Service Description
Each Faculty and Directorate can expect a named individual Business Partnership Manager whose primary responsibility for OBIS is to manage the relationship with the Faculty and Directorates and whose primary responsibility to the Faculty/Directorate is to ensure that OBIS Services meet their requirements on an operational and strategic level. The Business Partnership Managers also offer an escalation and complaints route for staff to resolve issues that are not satisfactorily dealt with by the normal channels.

Business Service Owner
ADSDs for Faculties and Directors for Directorates

Service Stakeholders
Faculty and Directorate teams and individuals requiring strategic IT engagement
OBIS team members

Service Manager
Head of Business Partnerships

Features
• regular engagement in strategic development discussions both within OBIS, with the faculties and directorates and at university strategy level.
• regular communications between OBIS and the faculties and directorates.

Restrictions
The Business Partnerships team cover each other during periods of absence. There are also two Business Support Analysts reporting to the BPMs who are available to support Faculties and Directorates.

Access
Business Partnerships organisational chart

Service Level Target
Business Partnership Managers will respond to requests for strategic engagement within 2 days.
B.8.2 Service Level Management

**Service Description**
The OBIS Business Partnership Management team are responsible for negotiating, agreeing and communicating Service Level Agreements with each faculty and directorate and for agreeing the delivery of those services to defined service levels with the central IT teams within OBIS.

**Service Owner**
1 per faculty and 1 per directorate (ADSD + Deans)

**Service Stakeholders**
Strategic staff in the faculties and directorates for negotiation.
All staff and students for information.

**Service Manager**
Head of Business Partnerships

**Features**
The SLA will include key information about the services that OBIS provide, what customers can expect from those services and how they can access them. OBIS will also provide regular reporting on the performance of OBIS against the targets defined in the SLA.

**Restrictions**
There are no specific restrictions for this service

**Access**
For information about Service Level Management and the Service Level Agreements, please contact the Business Partnership Manager for your faculty or directorate.

**Service Level Target**
OBIS will agree a Service Level Agreement with each faculty and directorate and one for students. These SLAs will be reviewed, updated and agreed once per year, but discussions on the SLAs are possible at any time with the BPMs.
B.8.3 Records Management

**Service Description**
The University Records Manager provides a Records Management Service in three main areas: Records Policy and Retention Schedule providing guidance on which records should be kept, how and for how long. Records Management strategy guidance for the university on its longer term approach to records management, legislation related to information management, the trends in records management and how best the university can manage its records over the longer term. A Records Management and archiving service providing operational advice to the university on records management and ensuring an off-site archiving service to professionally store records in line with our retention schedule.

**Service Owner**
University Registrar

**Service Stakeholders**
University staff and students

**Service Manager**
University Records Manager

**Features**
Contact to the Records Manager is possible during normal office hours. Details of the off-site records management service here: [https://obis.brookes.ac.uk/records](https://obis.brookes.ac.uk/records)

**Restrictions**
The cost of off-site storage of records is met by the faculty or directorate responsible for the records in question. The cost of this service can be outlined by the Records Manager.

**Access**
Contact the Records Manager

**Service Level Target**
Enquiries will be responded to within 2 days. Contact the Records Manager for specific enquiries about the service levels with our off-site records management supplier.
B.8.4 Information Compliance

**Service Description**
OBIS manages the University’s compliance with the legislation on Freedom of Information and Information Security.

**Business Service Owner**
CIO

**Service Stakeholders**
University staff and students

**Service Manager**
The University’s Information Compliance Officer

**Features**
There are two main areas of the Information Compliance Service:
- providing advice on matters of Data Protection or Freedom of Information for example during contract negotiations with suppliers needing access to university data
- complying with the legislative requirements of the Freedom of Information Act 2000. These are normally either Freedom of Information requests for general information held by the University or Subject Access Requests for information relating to or referencing specific individuals.

**Restrictions**
The restrictions on this service are largely dependent upon demand and resourcing. The legislatively defined response times ordinarily take priority over the strategic engagement, but an indication of what response may be expected will be provided.

**Access**
Contact the Information Compliance Officer

**Service Level Target**
FoI legislation defines the time targets within which the University must respond to Freedom of Information and Subject Access Requests. Internal enquiries will be responded to within 2 days.
B.8.5 IT Project Portfolio Management (Programme Management Office)

**Service Description**
The provision of information to the University regarding the IT project portfolio including defining, running and managing project/portfolio governance and provision of management information to support/ensure the successful delivery of the project portfolio.

**Business Service Owner**
CIO

**Service Stakeholders**
University staff and students - particularly those who request projects, those who manage projects and project boards/sponsors.

**Service Manager**
IT Portfolio Manager

**Features**
Portfolio management and the Programme Management office are intended to support the successful delivery of the IT project portfolio/programme. This includes governance processes, resourcing, practical project support and reporting/communications.

**Restrictions**
This service is currently restricted to the IT project portfolio although team members do work in close collaboration with the University’s Programme Management Office (VPO+) to ensure consistency in approach to programme/project management and to support, where possible, the delivery of other (non-OBIS) University projects.

**Access**
For access to portfolio and PMO information please contact the IT Portfolio Manager.

**Service Level Target**
OBIS will maintain an up-to-date reference of the full IT project portfolio and make it available for all members of the university. OBIS will also provide management metrics to help project steering boards and project managers and sponsors to ensure the successful delivery of their projects.