

# Information Technology Directorate

## University of New England

### Customer Service Charter

#### ***About Us***

The Information Technology Directorate (ITD) is a directorate of the University of New England. Its director reports to the Executive Director (Business and Administration).

The ITD provides, in consultation and collaboration with the UNE community, leadership and management of information and communication technologies, at an appropriate standard and in support of University's purpose and strategic goals. A detailed list of services provided by ITD is available from our Service Catalogue on our website.

#### ***What you can expect from us***

We are committed to providing responsive, timely, effective and consistent services to you. We will do this by:

- Providing appropriate and high quality services;
- Responding to you in a professional manner;
- Providing accurate and clear information;
- Providing Leadership in information and communications technology (ICT);
- Responding within the times set out in our Service Catalogue;
- Keeping our charges, where applicable, reasonable;
- Consulting our customers and stakeholders; and
- Responding to feedback.

#### **Providing Quality Services**

- We will publish our service standards and apply them when responding to your service requests and when answering related queries.
- We will provide a consistent level of service by ensuring that our processes are established and reliable. Should our system lapse we will acknowledge the fact, do what we can to rectify the problem and introduce procedures that will prevent us from repeating it.
- We will regularly measure our customers' level of satisfaction with our services and use this information to improve our service to you

#### **Providing Clear and Accurate Information**

- We will use plain English in our communications;
- We will inform you of the progress of your request for service or problem resolution;

- We will maintain accurate and up-to-date records of our transactions;
- We will ensure that our website is easy to navigate and can be searched effectively;

## Responding Promptly

- We will respond to enquiries at our first points of contact. If we are unable to respond at the first point of contact we will ensure that a relevant person will contact you within the timeframes outlined below.

Priority	Description / Examples
1 – Critical	<b>Problems:</b> <ul style="list-style-type: none"> <li>• major systems or components are down</li> <li>• business processes are severely affected</li> <li>• serious OH&amp;S implications</li> </ul> <i>Business is severely impacted</i>
2 – High Incident	<b>Problems:</b> <ul style="list-style-type: none"> <li>• performance of systems or components is degraded</li> <li>• minor breach of security</li> <li>• possible OH&amp;S implications,</li> <li>• critical user cannot get business done</li> </ul> <i>Business is impacted</i>
4 – Medium Incident	<b>Problems:</b> <ul style="list-style-type: none"> <li>• multiple users are affected</li> <li>• non-critical systems or components are down or performance is degraded.</li> </ul> <i>Low business impact</i>
6 – Low Incident	<b>Problems:</b> <ul style="list-style-type: none"> <li>• Single non-critical person is affected</li> <li>• non-critical system or component is down or its performance is degraded</li> <li>• general questions regarding support products</li> </ul> <i>No business impact</i>
8 -Basic	<b>Problems:</b> <ul style="list-style-type: none"> <li>• Little or no impact on business or individual (issue might be cosmetic or nice-to-have) q</li> <li>• question regarding unsupported / limited support products (if expertise is available)</li> </ul>

## Keeping our Charges Realistic

- We will tell you when a fee applies to a service delivery.
- We will monitor our charges and review them at regular intervals.
- We will provide accurate and timely billing information

## How You Can Help Us

To help us to provide you with a high quality service and maintain the standards set out in this Charter, please:

- Provide us clear details on the nature of your problem or service request;
- Advise us of your contact details and when you can be contacted;
- Advise us of your Request Number if you are enquiring about a previously submitted request; and
- Inform us if you have resolved a problem yourself.

## ***Monitoring and reporting on our services***

- We will continuously monitor our performance against the standards in this charter and the Service Catalogue.
- We will also monitor the number and nature of customer complaints and other customer feedback to determine how and where our services need to be improved.
- We will conduct surveys of our customers to help us identify needs, wants and perceptions of the Directorate.
- We will consult widely with our customers in developing or reviewing IT policy, where possible and appropriate.
- We will host regular meetings with staff, student and representative interest group.
- We will publish the results of our performance regularly on our website.
- We will review our charter at least every three years and review our Service Catalogue regularly

We will consider all feedback and, in particular, listen to our customers' suggestions on how we might improve our services.

If you have suggestions on how we can improve our services, want to make a complaint or provide positive comments on either a service or the person who provided it, or give us general feedback, we encourage you to do so at any time.

In case of a complaint, will provide a detailed response to your complaint, including the action we took as a result, within 15 working days of receiving your complaint. Staff connected with the complaint will also have an opportunity to respond to matters raised in the complaint.

## ***How to Contact Us***

Our business hours are 8.30 am to 5.00pm, Monday to Friday. Weekend support for students is available between 1.00pm and 5.00pm Saturday and Sunday (term and res school weekends)

ITD Office Telephone: (02) 6773 5007  
ITD Office Facsimile: (02) 6773 3390  
ITD Service Desk: (02) 6773 5000  
ITD Service Desk Facsimile: (02) 6773 3100

Email: [servicedesk@une.edu.au](mailto:servicedesk@une.edu.au)  
Website: <http://www.une.edu.au/itd>

Correspondence:

Information Technology Directorate  
University of New England  
Armidale NSW 2351

For emergency services, or for urgent attention to critical services outside our normal business hours please call UNE Security on (02) 6773 2099