

# Information Services

## IT Business Services Catalogue

October 2011

<b>Change History:</b>			
<b>Version</b>	<b>Author</b>	<b>Date</b>	<b>Changes</b>
1.0	Andrew Coleman	21 <sup>st</sup> July 2011	Original
1.1	Andrew Coleman	18 <sup>th</sup> August 2011	Additional SLOs added
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1.3	Andrew Coleman	21 <sup>st</sup> September 2011	Additional SLOs Added
1.4	Andrew Coleman	26 <sup>th</sup> October 2011	Additional SLO (Course Data Web Services) added

# IT Business Services Catalogue

## Document Purpose

The purpose of this document is to provide a clear, definitive statement of the IT Services offered by Information Services (INSRV) to the University.

## The Service Structure

Each service is described in terms of a Service Level Objective (SLO) that will aim to provide:

- A description of the service
- The support levels for that service
- Problem escalation procedures
- Critical business periods
- Backup policies
- Disaster recovery plan
- Service maintenance/change management
- Customer responsibilities

Comparable services are grouped together to form a 'Service Group', co-ordinated by a 'Group Service Owner' within INSRV.

The Service Level Objectives (SLOs) contained within this document define the collective 'service' as seen by the customer, however it should be noted an individual 'service' may comprise multiple technical systems in order to provide that service to the University. For example, the CardiffMail 'service' is provisioned by the collection of Notes Domino systems, IMAP servers, Majordomo lists, backup systems and procedures, authentication servers etc.

The agreements contained within this document should be reviewed on an annual basis. However, if a particular service document is not reviewed, the current Service Level Objective (SLO) will remain in effect until the review has been completed.

Any queries about this document, or one of the services listed, should be raised in the first instance with the IT Business Services Manager:

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## IT Business Services Catalogue Summary

Group Name	Service Type	Services Provided
<b>Business Administration Services</b>  <i>IT Services required for the business and administrative functions of the University.</i>  <b>Group Service Owner:</b> <b>Roy Lewis</b>	Estates Services	<a href="#">Room Booking and Timetable</a>
		<a href="#">Door Access Systems</a>
	Financial Systems	<a href="#">Finance System</a>
		<a href="#">Payments (BACS)</a>
		<a href="#">Payroll</a>
	HR Services	<a href="#">HR System</a>
		<a href="#">Health Centre System</a>
	Applicant/Student Admin	<a href="#">Applicant/Student Admin</a>
	Administration Services	<a href="#">Admin system support</a>
	Management Information	<a href="#">Corporate Reporting</a>
<a href="#">Research Grant Reporting</a>		
<b>Communications and Collaboration</b>  <i>IT Services for the provision of secure internal/external information sharing and co-working.</i>  <b>Group Service Owner:</b> <b>Andrew Coleman</b>	Collaboration Spaces	<a href="#">Wikis</a>
		<a href="#">External Blogs</a>
	E-mail and Calendaring	<a href="#">Email and Calendar</a>
		<a href="#">Mailing Lists</a>
	Web and Portal	<a href="#">External Web Presence</a>
		<a href="#">Cardiff Portal</a>
		<a href="#">Cardiff University Mobile Applications</a>
	Real Time Communications	<a href="#">Instant Messaging</a>
		<a href="#">Telephone and Voicemail</a>
		<a href="#">Desktop Video Conferencing</a>
<a href="#">Video Conference Suites</a>		

Group Name	Service Type	Services Provided
<b>Learning and Teaching Support</b>  <i>IT Services to support the University's Learning and Teaching provision.</i>  <b>Group Service Owner:</b> <b>Alison Weightman</b>	University VLE	<a href="#">Learning Central</a>
		<a href="#">E-Assessment</a>
	Student Support/Records	<a href="#">Academic Records</a>
		<a href="#">Course Data Web Services</a>
	IT Pool Room Support	<a href="#">Pool Room IT/AV Equipment</a>
<b>Research Support</b>  <i>IT Services to support the needs of University Researchers</i>  <b>Group Service Owner:</b> <b>Chris Dickson</b>	Advanced Research Computing	<a href="#">Centralised Research Computing</a>
		<a href="#">Distributed Research Computing</a>
	Research Bid and Project Support	<a href="#">Research Bid and Project Support</a>
	Research Excellence Framework	<a href="#">Support for REF</a>
<b>University Library Service</b>  <i>IT Services to support the University Library Service.</i>  <b>Group Service Owner:</b> <b>Tracey Stanley</b>	Library Resources	<a href="#">Library Catalogue</a>
		<a href="#">Federated Search Electronic Info Resources</a>
	Publications Repository	<a href="#">Online Research Repository (ORCA)</a>
	Chargeable Printing	<a href="#">Chargeable Printing</a>
<b>Help, Support and Retail</b>  <i>Advice, support, training and retail sales provided by INSRV to enable the use of IT by staff and students.</i>  <b>Group Service Owner:</b> <b>Dave Atkins</b>	Retail Services	<a href="#">Hardware, Software, and Peripheral Sales</a>
	Help and Advice	<a href="#">Service Desk</a>
		<a href="#">Julian Hodge Study Centre</a>
	Software Licensing and Copyright	<a href="#">Licensing and Copyright advice</a>
	Training and Education	<a href="#">IT Training and materials</a>
		<a href="#">IT Certification</a>

Group Name	Service Type	Services Provided
<p><b>Networked IT Services</b></p> <p><i>Support for the secure connection of devices to the University IT network and access to central software and file storage.</i></p> <p><b>Group Service Owner:</b> <b>Marina Whitmore</b></p>	Centrally provided software applications	<a href="#">Application Software</a>
		<a href="#">Assistive Software</a>
		<a href="#">Operating Systems</a>
	End User client devices	<a href="#">Workstations</a>
		<a href="#">Laptops</a>
		<a href="#">Mobile Devices</a>
	Storage, Backup and Data Centre	<a href="#">File Backup and Recovery</a>
		<a href="#">File Store</a>
		<a href="#">Data Centre Infrastructure</a>
	Printer, Photocopier and Scanners	<a href="#">Network Print Service</a>
	Residences Network	<a href="#">Residences Network</a>
	Security, Network and Internet	<a href="#">Desktop IT Security</a>
		<a href="#">Perimeter IT Security</a>
		<a href="#">Network Connectivity</a>
		<a href="#">Wireless Connectivity</a>
	Registration and Authentication	<a href="#">Identity Management</a>
		<a href="#">Network Registration</a>
<a href="#">Resource Authentication</a>		

# 1. Business Administration Services

## 1.1 Estates Services

### 1.1.1 Room Booking and Timetable

<b>NAME OF SERVICE:</b>	Estates Room Booking System
<b>SERVICE OWNER:</b>	Kevin Willis
<b>REVIEW PERIOD:</b>	Annually
<b>SERVICE MANAGER</b>	Gavin Jones
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	The Estates Room Booking System is the corporate timetabling system to manage the teaching spaces of the University. In addition it provides a pool room booking function to enable any staff member to book the use of those rooms via a web interface.
<b>SUPPORT AVAILABILITY</b>	8.30am – 5pm during normal University working days. A slightly restricted service is available out of term time.  TELEPHONE: IT Service Desk 029 208 74487  EMAIL: Technical queries - insrvConnect@cardiff.ac.uk Functional queries - roombooking@cardiff.ac.uk  IN PERSON: Technical queries - 40-41 Park Place, Cathays, Cardiff Functional queries – 5 <sup>th</sup> Floor, McKenzie House, Newport RD, Cardiff
<b>CHARGES</b>	No direct charges to users of the service.
<b>CUSTOMER</b>	The primary users of the Estates Room Booking

<b>RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>System will be the Room Booking Team in Estates, and timetabling officers in Schools</p> <p>The system is a client / server application. Access is granted via account creation within the Estates Room Booking System, and access to a Novell Application Object set up by INSRV.</p> <p>There is web access for room booking and bulk data collection functionalities.</p> <p>There is no student access.</p> <p>Staff require a valid and active Cardiff University account.</p> <p>Access to the Estates Room Booking System application is granted with consultation from the Estates Manager of the system.</p> <p>Access rights within the system are managed by Estates staff.</p>
<b>ASSUMPTIONS</b>	<p>Upgrades are treated as projects and are outside the scope of this document.</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services will be communicated to all stakeholders via the Service Owner.</p> <p>Appropriate training will be provided by Estates staff as necessary or via the Estates Room Booking System provider.</p> <p>Notification of scheduled maintenance via Service Owner.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases.</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 99% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as</p>

	<p>recorded on INSRV's IT Service Desk.</p> <p>Escalation of issues should be via the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Access to the Estates Room Booking System is available from 8am to 5pm, Monday to Friday term time except during scheduled maintenance of service components.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	<p>Monitored by INSRV Operations.</p>
<b>BACK UP POLICY</b>	<p>Full nightly back up of database and operating system.</p>
<b>CRITICAL BUSINESS PERIODS</b>	<p>Creation of the next academic year timetables: Feb - April for Heath Park Campus; April - August for Cathays Park Campus.</p>
<b>DISASTER RECOVERY PLAN</b>	<p>Operating system faults and database errors recovered from nightly backup. Database can be restored to failure point in a few hours.</p> <p>SOS documentation available from \\shrinsrv\INSRV\Shared\Service\SOS.</p>
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	<p>Maintenance is scheduled on a monthly basis or as required. Approval and communications via Change Advisory Board.</p>

### 1.1.2 ID Card/Door Control System

<b>NAME OF SERVICE:</b>	ID Card/Door Control System
<b>SERVICE OWNER:</b>	Kevin Villis
<b>REVIEW PERIOD:</b>	Annually
<b>SERVICE MANAGER</b>	Doug Peksa
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	The ID Card/Door Control System is the corporate system to manage and produce the identity cards supplied to University staff and students. It also manages access to University buildings via those identity cards.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. A slightly restricted service is available out of term time.  TELEPHONE: IT Service Desk 029 208 74487  EMAIL: insrvConnect@cardiff.ac.uk  IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	No direct charges to users of the service.
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	All staff and students use this facility.  Daily operation of the system is handled by Security.  The system is a server application. Data is downloaded to door access devices. Access to buildings/areas/rooms is granted via your identity card.

	<p>There is no student access.</p> <p>Access rights within the system are managed by Security staff but there are exceptions. Bulk access rights are granted by INSRV staff. Access rights to INSRV buildings and INSRV owned rooms (eg LAN rooms) is granted by INSRV staff.</p>
<b>ASSUMPTIONS</b>	<p>Upgrades are treated as projects and are outside the scope of this document.</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services will be communicated to all stakeholders via the Service Owner.</p> <p>Appropriate training will be provided by Security staff as necessary or via INSRV staff if required.</p> <p>Notification of scheduled maintenance via Service Owner.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases.</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 99.99% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as recorded on INSRV's Service Desk.</p> <p>Escalation of issues should be via the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Security generally issue cards/work on the system 8am to 4.30pm, Monday - Friday. Duthie and Senghenydd may work until 9pm</p>

	and 7 days per week. Scheduled maintenance is usually fortnightly, but takes place more frequently during enrolment periods. It may become daily during the main enrolment in September/October. It is usually scheduled for 8am - 10am on Fridays, but may be 7.30am to 9am during main enrolment.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Monitored by INSRV Operations.
<b>BACK UP POLICY</b>	Full nightly back up of database and operating system.
<b>CRITICAL BUSINESS PERIODS</b>	Creation of the next academic year timetables. All enrolment periods.
<b>DISASTER RECOVERY PLAN</b>	Operating system faults and database errors recovered from nightly backup. Database can be restored to point in time from incremental backup logs normally within one hour.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled on a monthly basis or as required. Approval and communications via Change Advisory Board.

## 1.2 Financial Services

### 1.2.1 Finance System

Awaiting finalised version of Service Level Objective

### 1.2.2 Payments (BACS)

Awaiting finalised version of Service Level Objective

### 1.2.3 Payroll

Awaiting finalised version of Service Level Objective

## 1.3 HR Services

### 1.3.1 HR System

Awaiting finalised version of Service Level Objective

### 1.3.2 Health Centre System

Awaiting finalised version of Service Level Objective

## 1.4 Applicant/Student Administration

### 1.4.1 Applicant/Student Administration

Awaiting finalised version of Service Level Agreement

## 1.5 Administration Services

### 1.5.1 Admin System Support

<b>NAME OF SERVICE:</b>	Admin System Support
<b>SERVICE OWNER:</b>	Kevin Willis
<b>GROUP SERVICE OWNER:</b>	Roy Lewis
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	N/A
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	N/A
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	This service encompasses a wide range of tasks, roles and responsibilities that form the basis of INSRV's service to the Administrative Directorates. Its purpose is to ensure the smooth day to day running of all Administrative systems, equipment and processes.
<b>SUPPORT AVAILABILITY</b>	8am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487

	EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	None
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	To maintain regular meetings with the appropriate INSRV staff. To feed information such as requirements through appropriate channels. To participate in user groups/steering groups etc. Staff require appropriate hardware and software to perform their daily function.
<b>ASSUMPTIONS</b>	
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Liaison with Administrative Directorates. Participation in user groups/steering groups etc. Management of appropriate budgets. To supply and maintain the IT equipment used within the Administrative Directorates. Management of all Administrative accounts. Management of Administrative system access. Management of Administrative access rights. Management of Administration shared drive.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: 99% per month. Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> .  Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	24 hours a day, 7 days a week.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	N/A
<b>BACK UP POLICY</b>	N/A

<b>CRITICAL BUSINESS PERIODS</b>	N/A
<b>DISASTER RECOVERY PLAN</b>	N/A
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	N/A

## 1.6 Management Information

### 1.6.1 Corporate Reporting

<b>NAME OF SERVICE:</b>	Corporate Reporting
<b>SERVICE OWNER:</b>	Kevin Villis
<b>REVIEW PERIOD:</b>	Annually
<b>SERVICE MANAGER</b>	Edd White
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	<p>The University operates a corporate reporting service designed to supply accurate information to staff from various sources in a format that is easy to manipulate and digest.</p> <p>The service is currently provided by the Enterprise Application Business Objects</p>
<b>SUPPORT AVAILABILITY</b>	<p><b>FIRST LINE SUPPORT</b> : 9am – 5pm during normal University working days.  TELEPHONE: IT Service Desk 029 208 74487  EMAIL: insrvConnect@cardiff.ac.uk  IN PERSON: 40-41 Park Place, Cathays, Cardiff</p> <p><b>Second Line Support:</b> Student Information Management System (SIMS) and Business</p>

	<p>Objects Support Team.</p> <p><b>Third Line Support:</b> Security, Estates and Oracle EBS Technical Team.</p> <p>External Supplier Support Provided from CACI, representing SAP.</p>
<b>CHARGES</b>	No direct charges to users of the service.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>The primary users of the Corporate Reporting system are staff in Directorates and Schools. The system is accessed by the majority of users through a web front end, with several licences being available for a client application for developers or key members of staff. Access to the Corporate Reporting System is granted in consultation with the owners of the data (Registry / Human Resources / Payroll / Research and Commercial Division) and managed through the Corporate Reporting System.</p> <p>There is no student access.</p> <p>Access rights within the system are managed by the SIMS and Business Objects Support Team.</p>
<b>ASSUMPTIONS</b>	<p>Upgrades are treated as projects and are outside the scope of this document.</p> <p>Report Development is outside the scope of this document and is arranged individually with the data owners.</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services will be communicated to all stakeholders via the SIMS and Business Objects Team.</p> <p>Appropriate training will be provided by</p>

	<p>INSRV/School/Directorate staff as necessary.</p> <p>Notification of scheduled maintenance via SIMS and Business Objects Team.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases.</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 99% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as recorded on INSRV's IT Service Desk.</p> <p>Escalation of issues should be via the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Access to the Corporate Reporting System is available in core working hours (9am – 5pm Monday to Friday) except during scheduled maintenance of service components.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	
<b>BACK UP POLICY</b>	<p>Full nightly back up of database and operating system. Incremental backup during working day ensuring point in time recovery.</p> <p>Full backup (Business Objects specific backup file) taken every Friday for easy restore of individual aspects of the system.</p>
<b>CRITICAL BUSINESS PERIODS</b>	<p>Critical periods throughout the year relating to the academic cycle of events. Reporting is critical for exams, re-sits, graduation, enrolment, A-level Sunday, confirmation and clearing, stage 1 module selection.</p>
<b>DISASTER RECOVERY PLAN</b>	<p>Not yet finalised.</p>

<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled on a monthly basis or as required. Approval and communications via Change Advisory Board.

### 1.6.2 Research Grant Reporting

Awaiting finalised version of Service Level Agreement

## 2. Communications and Collaboration

### 2.1 Collaboration Spaces

#### 2.1.1 Wikis

<b>NAME OF SERVICE:</b>	Wikis
<b>SERVICE OWNER:</b>	Christopher Graves
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Kumar Loganathan
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Simon Williams
<b>EFFECTIVE DATE:</b>	July 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	Collaborative software provided by INSRV. Whilst many systems can facilitate collaboration, collaboration spaces are collaborative software environments particularly designed to support collaborative working. Many-to-many document authoring is supported by the <b>Wiki Service</b> (wikis.cf.ac.uk). The service is for 'internal to Cardiff University' only collaboration.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487

	EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	None
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	The Wikis service is available to all registered staff and students of Cardiff University. In general, students are only given access on the request of Academic School staff. All users of University Collaborative Software should adhere to the University acceptable use policy at <a href="http://www.cardiff.ac.uk/govrn/cocom/uniitregs">www.cardiff.ac.uk/govrn/cocom/uniitregs</a> .
<b>ASSUMPTIONS</b>	Access to Wikis is through supported browsers and supported operating systems. For a list of currently supported operating systems and browsers, please visit (TBC). Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Changes to services will be communicated to all stakeholders via the Service Owner and/or insrvAssist. insrvEducation provide appropriate training to support staff as necessary. Notification of scheduled maintenance via insrvAssist.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: 98% per month. Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> . Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Access to collaborative software is available 24 hours a day, 7 days a week except during scheduled maintenance of service components.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Services and servers are monitored via Nagios. Service monitoring consists of a full user login and is therefore representative. Services are monitored to ensure service

	availability.
<b>BACK UP POLICY</b>	The Wikis servers are backed up nightly and content is retained for three months.
<b>CRITICAL BUSINESS PERIODS</b>	No specific critical business periods have been identified.
<b>DISASTER RECOVERY PLAN</b>	Resilience for Wikis is provided by full mirrored copying service between two geographical locations (site one, site two). In the event of a major outage of the primary server on site 1, the secondary server will be brought into service manually. Service is maintained following a delay of a couple of hours (depending on the nature of the outage). Outside of working hours, service will be maintained on a best efforts basis, but with no guarantees as staff may not be available.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

### 2.1.2 External Blogs

<b>NAME OF SERVICE:</b>	Blogs
<b>SERVICE OWNER:</b>	Christopher Graves
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Richard Davies
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Simon Williams
<b>EFFECTIVE DATE:</b>	July 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	Collaborative software provided by INSRV. Whilst many systems can facilitate collaboration, collaboration spaces are collaborative software

	<p>environments particularly designed to support collaborative working.</p> <p>One-to-many external Blog publishing is supported by the <b>Blogs Service</b> (blogs.cardiff.ac.uk).</p>
<b>SUPPORT AVAILABILITY</b>	<p>9am – 5pm during normal University working days.</p> <p>TELEPHONE: IT Service Desk 029 208 74487</p> <p>EMAIL: insrvConnect@cardiff.ac.uk</p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>
<b>CHARGES</b>	None
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>The Blogs service is available to all registered staff and students of Cardiff University, who have been authorised by their Head of School or delegated representative (e.g. Course Tutor).</p> <p>All users of University Collaborative Software should adhere to the University acceptable use policy at <a href="http://www.cardiff.ac.uk/govrn/cocom/uniitregs">www.cardiff.ac.uk/govrn/cocom/uniitregs</a>.</p>
<b>ASSUMPTIONS</b>	<p>Access to Blogs is through supported browsers and supported operating systems.</p> <p>For a list of currently supported operating systems and browsers, please visit (TBC).</p> <p>Major upgrades are treated as projects and are outside the scope of this document.</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services will be communicated to all stakeholders via the Service Owner and/or insrvAssist.</p> <p>insrvEducation provide appropriate training to support staff as necessary.</p> <p>Notification of scheduled maintenance via insrvAssist.</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 98% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at:</p> <p><a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND</b>	Access to collaborative software is available 24 hours a day, 7 days a week except during

<b>EXCEPTIONS</b>	scheduled maintenance of service components.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Services and servers are monitored via Nagios. Service monitoring consists of a full user login and is therefore representative. Services are monitored to ensure service availability.
<b>BACK UP POLICY</b>	All collaboration space servers are backed up nightly and content is retained for three months.
<b>CRITICAL BUSINESS PERIODS</b>	No specific critical business periods have been identified
<b>DISASTER RECOVERY PLAN</b>	Resilience for Blogs is provided by full mirrored service between two geographical locations (site one, site two), in the event of a major outage of either site, service fails over to the mirror site and service is maintained.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

## 2.2 Email and Calendar

### 2.2.1 Email and Calendar (CardiffMail, IMAP and SMTP)

<b>NAME OF SERVICE:</b>	CardiffMail
<b>SERVICE OWNER:</b>	Alun Jones
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Lyn Rees
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Richard Morgan
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	INSRV provides, hosts and supports CardiffMail-

	Notes - email and calendaring functionality running on the IBM Lotus Notes platform - to all staff and students of the University. INSRV supports access through (a) CardiffMail-Web, the primary interface for students and taught postgraduates. (b) CardiffMail-Notes - full client access, the primary interface for staff and research postgraduate students.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	No direct charges to users of the service.
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	CardiffMail is available to all registered staff and students of Cardiff University. All users of CardiffMail should adhere to the University acceptable use policy at <a href="http://www.cardiff.ac.uk/govrn/cocom/uniitregs">www.cardiff.ac.uk/govrn/cocom/uniitregs</a> .
<b>ASSUMPTIONS</b>	Access to CardiffMail is through IBM Lotus Notes full client (Windows or Mac) or through the iNotes web client available in Full, Lite or Ultralite versions on supported browsers and Operating Systems. For a list of currently supported operating systems and browsers, please visit (TBC). IMAP is covered in a separate SLO. Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Changes to services will be communicated to all stakeholders via the Service Owner and/or insrvAssist. insrvEducation provides appropriate training to support staff as necessary. Notification of scheduled maintenance via insrvAssist.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: (99.6% ) per month. Response times associated with the priority assigned to incidents and service requests as

	<p>published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>  Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Access to CardiffMail is available 24 hours a day, 7 days a week except during scheduled maintenance of service components.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	<p>Monitoring of availability of CardiffMail is provided by the GSX system, providing the Mail Support Team with live system reports of availability. Further trending and alerting is also provided by Cacti and Nagios.</p>
<b>BACK UP POLICY</b>	<p>CardiffMail is backed up nightly. Point in time restores are provided for a three month period, allowing individual mail files to be restored to an exact time of any given day over the preceding three month period.  Beyond this three month period, weekly restores can be provided for any period up to one year.</p>
<b>CRITICAL BUSINESS PERIODS</b>	<p>No specific critical business periods identified. CardiffMail is a core service required at all times and is therefore covered by INSRV change freezes that are implemented during critical business periods (eg enrolment/start of academic year).</p>
<b>DISASTER RECOVERY PLAN</b>	<p>Resilience is provided by full mirrored service between two geographical locations (site one, site two), in the event of a major outage of either site, service fails over to the mirror site and service is maintained.</p>
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	<p>Maintenance is scheduled as required. Approval and communications via Change Advisory Board.</p>

### 2.2.1.1 IMAP and SMTP

<b>NAME OF SERVICE:</b>	IMAP and SMTP
<b>SERVICE OWNER:</b>	Alun Jones
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Lyn Rees
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Richard Morgan
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	INSRV provides secure access to IMAP and SMTP email protocols to enable all Staff and Students to download messages from their CardiffMail account and send using their Cardiff University address using an IMAP compliant application such as Mac mail or thunderbird and devices such as smartphones or tablets.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	No direct charges to users of the service.
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	CardiffMail IMAP and SMTP is available to all registered staff and students of Cardiff University. Customers should be aware that IMAP applications have a wide variety of configuration options for synchronising both individual messages and folders. Once configured, they should therefore check that the service is working as expected on their preferred client/device. All users of CardiffMail should adhere to the University acceptable use policy at

	<a href="http://www.cardiff.ac.uk/govrn/cocom/uniitregs">www.cardiff.ac.uk/govrn/cocom/uniitregs</a> .
<b>ASSUMPTIONS</b>	The main CardiffMail service is covered in a separate SLO. Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Changes to services will be communicated to all stakeholders via the Service Owner and/or insrvAssist. Notification of scheduled maintenance will be via insrvAssist. Given the diverse range of applications and platforms that support IMAP and SMTP it is not feasible to fully support and document each one. Therefore this SLO refers to the <i>service</i> offered by INSRV to enable <i>connection</i> to IMAP and SMTP including associated documentation. Help and advice on configuration in specific scenarios will be supported on a case by case basis.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: (99% ) per month. Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> . Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Access is available 24 hours a day, 7 days a week except during scheduled maintenance of service components.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Monitoring of availability of is provided by the GSX system, providing the Mail Support Team with live system reports of availability. Further trending and alerting is also provided by Cacti and Nagios.
<b>BACK UP POLICY</b>	IMAP is a subset of the CardiffMail service and is covered by a separate SLO. The main points are that: <ul style="list-style-type: none"> <li>• It is backed up nightly.</li> <li>• Point in time restores are provided for a three month period, allowing individual mail files to be restored to an exact time of any given day over the preceding three month period.</li> </ul>

	<ul style="list-style-type: none"> <li>Beyond three month period, weekly restores can be provided for any period up to one year.</li> </ul>
<b>CRITICAL BUSINESS PERIODS</b>	No specific critical business periods identified – CardiffMail is a core service required at all times.
<b>DISASTER RECOVERY PLAN</b>	Currently this is not a resilient service. This means it is only available on a single site and is not mirrored. In the event of a major incident priority will be given to maintaining the main CardiffMail service and users are advised to use Cardiffmail iNotes (the web version) as an alternative method of sending and receiving email until the service can be restored.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required with approval and communications via Change Advisory Board.

### 2.2.2 Mailing Lists

<b>NAME OF SERVICE:</b>	CardiffMail Mailing Lists
<b>SERVICE OWNER:</b>	Alun Jones
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Matthew Brockway Lyn Rees
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Richard Morgan
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	INSRV hosts a suite of services for creating and managing email distribution lists. Individual lists are managed by nominated 'list administrators' throughout the University.
<b>SUPPORT AVAILABILITY</b>	09:00 – 17:00 (UK hours) during normal

	<p>University working days.  TELEPHONE: Service Desk 029 208 74487  EMAIL: insrvConnect@Cardiff.ac.uk  IN PERSON: 40-41 Park Place, Cathays,  Cardiff</p>
<b>CHARGES</b>	No direct charges to users of the service.
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	<p>Any school, department or research group within Cardiff University may request the creation of mailing lists in connection with their work but they should ensure they have the approval of their Local Computing Representative or Head of Department, as these will be required to approve any request prior to creation. Mailing lists will not be created for individual members of staff or students for personal use.</p> <p>Requests for email distribution lists should be made via insrvConnect  TELEPHONE: Service Desk 029 208 74487  EMAIL: insrvConnect@Cardiff.ac.uk  IN PERSON: 40-41 Park Place, Cathays,  Cardiff.</p> <p>All users of CardiffMail should adhere to the University acceptable use policy at <a href="http://www.cardiff.ac.uk/govrn/cocom/uniitregs">www.cardiff.ac.uk/govrn/cocom/uniitregs</a>.</p>
<b>ASSUMPTIONS</b>	<p>Core Email services (CardiffMail and IMAP) are covered by separate SLOs.</p> <p>INSRV operates two services to provide distribution lists (majordomo and mailman) the most appropriate service to meet the customers requirement will be agreed once a request for a list is made to insrvConnect.</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services will be communicated to all stakeholders via the Service Owner and/or insrvAssist.</p> <p>insrvEducation provide appropriate training to support staff as necessary.</p> <p>Notification of scheduled maintenance via</p>

	insrvAssist.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: (99.6% ) per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Distribution lists are available for use with CardiffMail 24 hours a day, 7 days a week except during scheduled maintenance of service components.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	<p>List servers are hosted as Virtual Machines (VMs) within the Universities Storage Area Network (SAN) and availability is monitored as part of that service using the GSX system, providing support teams with live system reports of availability. Further trending and alerting is also provided by Cacti and Nagios.</p>
<b>BACK UP POLICY</b>	<p>List Servers are backed up nightly as part of the SAN.</p>
<b>CRITICAL BUSINESS PERIODS</b>	<p>No specific critical business periods identified.</p>
<b>DISASTER RECOVERY PLAN</b>	<p>Resilience is provided as part of the fully mirrored SAN service between two geographical locations (site one, site two), in the event of a major outage of either site, service fails over to the mirror site and service is maintained.</p>
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	<p>Maintenance is scheduled as required.</p> <p>Approval and communications via Change Advisory Board.</p>

## 2.3 Web and Portal

### 2.3.1 External Web Presence

<b>NAME OF SERVICE:</b>	External Web Presence
<b>SERVICE OWNER:</b>	Alun Jones
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Simon Williams (Infrastructure) John Greenway (Content Delivery)
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	TBC
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	Publically available information published through the world wide web. INSRV manages the infrastructure and availability of the University's website (www.cardiff.ac.uk). Content is managed by the appropriate School or Admin Directorate.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@Cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	No direct charges to users of the service.
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	External web presence is available to anyone with a web browser and an internet connection. Nominated web publishers within the University are responsible for maintaining content in their areas.
<b>ASSUMPTIONS</b>	Component services will be owned by appropriate stakeholders with overall

	<p>responsibility held by the Student Recruitment and Web Division.</p> <p>INSRV's role is therefore to maintain and develop an underlying infrastructure to support the requirements of these customers.</p> <p>Major upgrades are treated as projects and are outside the scope of this document.</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>In reality, since most of the visible service is not owned by INSRV, the Technical Manager will liaise directly with the appropriate stakeholder who will act as the Service Owner.</p> <p>Major incidents, changes to services or scheduled maintenance will be communicated to all stakeholders via insrvAssist (insrvAssist@cardiff.ac.uk).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: (99.6% ) per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Access is available 24 hours a day, 7 days a week except during scheduled maintenance of service components.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	<p>Monitoring of availability is provided by the GSX system, providing the Web Services Support Team with live system reports of availability. Further trending and alerting is also provided by Cacti and Nagios.</p>
<b>BACK UP POLICY</b>	<p>The service is backed up nightly.</p>
<b>CRITICAL BUSINESS PERIODS</b>	<p>External web presence is a core service required at all times.</p>
<b>DISASTER RECOVERY PLAN</b>	<p>Resilience is provided both by building appropriate redundancy (ie multiple copies) and</p>

	fault tolerance of the service using separate hardware and by a full mirrored service between two geographical locations (site one, site two), in the event of a major outage of either site, service fails over to the mirror site and service is maintained.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Approval and communications are via Change Advisory Board.

### 2.3.2 Cardiff Portal

<b>NAME OF SERVICE:</b>	Cardiff Portal
<b>SERVICE OWNER:</b>	Alun Jones
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	John Greenway (content delivery) Simon Williams (infrastructure)
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	TBC
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	Provides staff and students with a single customisable access point to content and services tailored to the individuals role within the University. Services presented through the Portal include email, e-learning, collaboration tools, library services (including access to journals), news, and links to external content. INSRV manages, maintains and provides technical support for Cardiff Portal. Services and content will evolve over time in response to user requirements.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days.

	<p>TELEPHONE: IT Service Desk 029 208 74487  EMAIL: insrvConnect@cardiff.ac.uk  IN PERSON: 40-41 Park Place, Cathays, Cardiff.</p>
<b>CHARGES</b>	No direct charges to users of the service.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>Cardiff Portal is available to all registered staff and students of Cardiff University.  All users of portal should adhere to the University acceptable use policy at <a href="http://www.cardiff.ac.uk/govrn/cocom/uniitregs">www.cardiff.ac.uk/govrn/cocom/uniitregs</a>.</p>
<b>ASSUMPTIONS</b>	<p>Services and applications surfaced in the Portal are covered by individual SLOs.  Since information is targeted there is no one single view of Portal available to all.  Major upgrades are treated as projects and are outside the scope of this document.</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Major changes to services will be communicated to all stakeholders via the Service Owner and/or insrvAssist.  Notification of scheduled maintenance is via insrvAssist.  Enhancements and bug fixes will be included in the release notes for the monthly maintenance release and announced within Portal.  Governance of Portal is controlled by an editorial board (<a href="mailto:portalEditorial@cardiff.ac.uk">portalEditorial@cardiff.ac.uk</a>).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: (99.6%) per month.  Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.  Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Access to Portal is available 24 hours a day, 7 days a week except during scheduled maintenance of service components.  Regular monthly maintenance and upgrades</p>

	are scheduled for the last Wednesday of the month between 1pm and 5pm. During this period users are directed to a holding page containing links to key services.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Monitoring of availability of Portal is provided by the GSX system, providing the Web Services Support Team with live system reports of availability. Further trending and alerting is also provided by Cacti and Nagios.
<b>BACK UP POLICY</b>	Cardiff Portal is backed up nightly. However, since very little content resides in Portal most elements will be covered by individual SLOs (eg email, student records).
<b>CRITICAL BUSINESS PERIODS</b>	Portal is a core service required at all times. However, due to its key function in enrolment during August and September extra consideration will be given to any change requests to minimise risk.
<b>DISASTER RECOVERY PLAN</b>	Resilience is provided by a mirrored disaster recovery service held at a separate geographical location. In the event of a major outage of the main site, service is switched to the mirror site and service is maintained.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Regular monthly maintenance and upgrades are scheduled for the last Wednesday of the month between 1pm and 5pm. During this period users are directed to a holding page containing links to key services. Only emergency or major project work changes will be considered outside of this change window. Approval and communications are via Change Advisory Board.

### 2.3.3 Cardiff University Mobile Applications

<b>NAME OF SERVICE:</b>	Cardiff University Mobile Applications
<b>SERVICE OWNER:</b>	Alun Jones
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	John Greenway (Content delivery) Simon Williams (Infrastructure)
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	
<b>EFFECTIVE DATE:</b>	September 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	September 2012
<b>DEFINITION OF SERVICE</b>	<p>Provides staff and students with a single customisable platform for the delivery of content and services on mobile devices (aka “smartphones”).</p> <p>Services presented include find an available open access PC, email and maps. Content includes news, contacts, video and handbooks.</p> <p>Information Services manage, maintain and provide technical support for the Cardiff University Mobile Application. Services and content will evolve over time in response to user requirements.</p>
<b>SUPPORT AVAILABILITY</b>	<p>09:00 – 17:00 (UK hours) during normal University working days.</p> <p>TELEPHONE: Service Desk 029 208 74487</p> <p>EMAIL: insrvConnect@Cardiff.ac.uk</p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff.</p>
<b>CHARGES</b>	<p>INSRV does not apply direct charges to users of the service. However, since it can be delivered to private mobile devices individual carriers may charge for data access. It is the responsibility of the individual to check if they are subject to any such charges.</p>
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>Cardiff University Mobile Application is available to anyone with an internet connection via the link <a href="http://m.cardiff.ac.uk/">http://m.cardiff.ac.uk/</a>.</p> <p>Some elements will require a valid Cardiff University account and password (eg email) to access services and users should adhere to the University acceptable use policy at</p>

	<a href="http://www.cardiff.ac.uk/govrn/cocom/uniitregs/index.html">http://www.cardiff.ac.uk/govrn/cocom/uniitregs/index.html</a>
<b>ASSUMPTIONS</b>	Services and applications “surfaced” in the application are covered by individual SLO’s. Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Major changes to services will be communicated to all stakeholders via the Service Owner and/or insrvAssist. Notification of scheduled maintenance is via insrvAssist.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: (99.6% ) per month. Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> Escalation of issues should be via Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Access to the application is available 24 hours a day, 7 days a week except during scheduled maintenance of service components.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Monitoring of availability is provided by the GSX system, providing the web services support team with live system reports of availability. Further trending & alerting is also provided by Cacti & Nagios.
<b>BACK UP POLICY</b>	The application is backed up nightly. However, since very little content resides in the application most elements will be covered by individual SLO’s (eg Email, news content on main website)
<b>CRITICAL BUSINESS PERIODS</b>	Cardiff University Mobile Application is a core service required at all times.
<b>DISASTER RECOVERY PLAN</b>	Covered as part of standard INSRV hosting arrangements. Resilience is provided both by building appropriate redundancy (ie multiple copies) and fault tolerance of the service using separate hardware and by a full mirrored service between two geographical locations (Site 1, Site 2), in the event of a major outage of either site, service fails over to the mirror site and service is maintained.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Covered as part of standard INSRV hosting arrangements. Approval and communications are via Change Advisory Board.

## 2.4 Real Time Communications

### 2.4.1 Instant Messaging

<b>NAME OF SERVICE:</b>	Instant Messaging
<b>SERVICE OWNER:</b>	Mark Willis
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Lyn Rees
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Richard Morgan
<b>EFFECTIVE DATE:</b>	July 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	Provision of an integrated real-time communication system, providing presence awareness and instant text communications between two or more CardiffMail users who are on-line simultaneously.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	Lotus Notes Client
<b>ASSUMPTIONS</b>	N/A
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Major changes to software will be communicated to all stakeholders via the insrvAssist, Service Owner. INSRV and other third parties will provide appropriate guidance material. See <a href="http://mwehelp.cardiff.ac.uk/sametime">http://mwehelp.cardiff.ac.uk/sametime</a> . Notification of scheduled maintenance via

	<p>insrvAssist. Facilitation of all service support activities involving incidents, problems, changes and releases (University IT).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>. Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>The service is available 24 x 7 x 365. Running on one server therefore not currently resilient.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	<p>Service and server monitored via GSX. Service monitoring consists of a full user login and is therefore representative. Services are monitored to ensure service availability.</p>
<b>BACK UP POLICY</b>	<p>Sametime user's profile settings / client settings and buddy list are backed up to server. The Sametime server is backed up nightly and is retained for three months. Chat conversations are not backed up on the server.</p>
<b>CRITICAL BUSINESS PERIODS</b>	<p>No specific critical business periods identified.</p>
<b>DISASTER RECOVERY PLAN</b>	<p>TBA</p>
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	<p>Maintenance is scheduled as required. Approval and communications via Change Advisory Board.</p>

## 2.4.2 Telephone and Voicemail

<b>NAME OF SERVICE:</b>	Telephone and Voicemail
<b>SERVICE OWNER:</b>	Mark Willis
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Andrew Taylor
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Bob Dew
<b>EFFECTIVE DATE:</b>	July 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	The University's Telephone Service provides business telephone, fax, switchboard, directory, call centre, call logging, billing and dial-up services for University staff and campuses, as well as tie-lines to the Cardiff and Vale University Health Board system. It is responsible for the overall operation, maintenance, support, administration and development of the computerised systems and the cabling network, as well as supporting the users of these services. Approximately 6,000 extensions are connected via a University-owned cable distribution network.
<b>SUPPORT AVAILABILITY</b>	<ul style="list-style-type: none"> <li>- Switch Board 029 208 74000 or dial 0.</li> <li>- Email: telecomms@cardiff.ac.uk.</li> <li>- Andrew Taylor, Executive Officer (Ext. 76866).</li> <li>- Sally Bevan, Admin Officer (Ext. 79635).</li> <li>- Margaret Knibbs, Part Time Admin Officer (Ext.76526).</li> </ul>
<b>CHARGES</b>	<p>University wide call logging / billing.</p> <p>Databases are maintained on a daily basis to ensure the production of monthly invoices are accurate.</p> <p>Schools and Directorates are charged accordingly for call usage.</p>
<b>CUSTOMER RESPONSIBILITIES/</b>	

<b>REQUIREMENTS/ PREREQUISITES</b>	
<b>ASSUMPTIONS</b>	
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Telephone and fax line installations .</p> <p>Moves, adds and changes.</p> <p>Wiring and cabling installations.</p> <p>System fault management.</p> <p>Links to Public Switch Telephone Network (PSTN).</p> <p>Switchboard operator services.</p> <p>Supply of telephone equipment.</p> <p>Call centres.</p> <p>Call logging, billing and reporting.</p> <p>University Communications Directory.</p> <p>Special services (hotlines, conference calls etc).</p> <p>Management and monitoring of all University emergency calls.</p> <p>Dial-up connections for modems and PDQ machines.</p> <p>User training and day-to-day support.</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/comms/telephones/moves.html">www.cardiff.ac.uk/insrv/it/comms/telephones/moves.html</a>.</p> <p>Escalation of issues should be via the University's switchboard operator service (ext. 74000) in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>University Switchboard: Opening times: 8am – 5pm, Monday - Friday. The switchboard is transferred into 'night-service' outside of normal working hours i.e. incoming calls are routed to the Interallia pre-recorded messaging service which provides callers with information on how to obtain DDI extensions across both Cathays and Heath Park numbering ranges, as well as how to make emergency calls / contact the Security Centre etc.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	<p>The operator AC Win database is maintained on a daily basis to ensure that all calls handled by the switchboard are dealt with efficiently and promptly.</p>
<b>BACK UP POLICY</b>	<p>The University's four Siemens PBX's and remote shelves are connected to back-up batteries / UPS.</p> <p>See 'Business Continuity Plan for Telecommunications'</p>

	of the 'Alternative Method of working for each Critical Function / Service' section. Document location: S:\Business Continuity Plans\Telecommunications\Telecommunications v2.doc
<b>CRITICAL BUSINESS PERIODS</b>	University Clearing Period - Due to increased volume regarding call traffic, call centres are configured / set-up in collaboration with Registry and the Student Recruitment and Web Division during July/August.
<b>DISASTER RECOVERY PLAN</b>	Documented at S:\Business Continuity Plans\Telecommunications\Telecommunications v2.doc
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled and performed as required.  IKM engineers perform all extension moves requiring physical jumpering of building distribution frames etc, cabling installations and fault resolutions. Members of the Telecoms Team perform all extension moves requiring software configuration.

### 2.4.3 Desktop Video Conferencing

<b>NAME OF SERVICE:</b>	Desktop Video Conferencing
<b>SERVICE OWNER:</b>	Mark Willis
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Tony Lancaster
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Richard Morgan
<b>EFFECTIVE DATE:</b>	July 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	Delivery of the Skype software application object to INSRV-managed PC workstations, which allows users to make voice only or voice and video desktop-to-desktop calls to other Skype users.

	Guidance on the use of Skype documentation and FAQs towards solving usage issues.
<b>SUPPORT AVAILABILITY</b>	Telephone availability is 8am – 10pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 8.30am – 5pm, 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	Calls between Skype users are free. For an extra payment to Skype calls can be made to land-line or mobile phones.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	Users need a webcam, microphone and speakers or headphones to use the software. Local Computing Representative or Departmental IT Technician for installing device drivers where users do not have PC Admin rights.
<b>ASSUMPTIONS</b>	You have registered a name for yourself on the Skype website.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	INSRV - Level One support for user problems when running Skype on managed / non-managed Windows workstations and non-Windows work stations via FAQs located at: <a href="http://www.cardiff.ac.uk/insrv/it/comms/skype">www.cardiff.ac.uk/insrv/it/comms/skype</a> .  Level One - Three support is provided for the application object if it fails to install.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> . Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	N/A as this service is provided externally.
<b>MONITORING, TRACKING AND REPORTING</b>	N/A as this service is provided externally. As a network service it is affected by any planned

<b>SCHEDULE</b>	or unplanned network outage.
<b>BACK UP POLICY</b>	N/A as this service is provided externally.
<b>CRITICAL BUSINESS PERIODS</b>	N/A as this service is provided externally.
<b>DISASTER RECOVERY PLAN</b>	N/A as this service is provided externally.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

#### 2.4.4 Video Conference Suites

<b>NAME OF SERVICE:</b>	Video Conferencing Suites
<b>SERVICE OWNER:</b>	Mark Willis
<b>GROUP SERVICE OWNER:</b>	Andrew Coleman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Sue Crosby
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Tim James
<b>EFFECTIVE DATE:</b>	July 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	Provision of five bookable video conferencing studios, one at Cathays and four at the Heath Park campuses, for use by all Schools and Directorates. Video conferencing allows face-to-face dialogue, as well as live presentations, between groups of people at different locations. This allows members of the University to take part in remote learning and teaching, or other collaborative work, with colleagues in other institutions.
<b>SUPPORT AVAILABILITY</b>	8am – 5pm during normal University working days.  TELEPHONE: 029 206 87773/1

	<p>Extension: (From Heath Park) 01798 87773 (From Cathays Park) 87773 EMAIL: <a href="mailto:videoconferencing@cardiff.ac.uk">videoconferencing@cardiff.ac.uk</a></p> <p>Primary Contact - Heath: Tim James, Head of Learning Resource Centre. Tel: 029 206 87770 Booking service via email and telephone.</p>
<b>CHARGES</b>	Charges for connection with foreign ISDN numbers.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	Schools with their own video conferencing kit will require a designated person to carry out six monthly QA tests with the JANET Video Conferencing Service (JVCS) booking service.
<b>ASSUMPTIONS</b>	Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Facilitation of all service support activities for the video conferencing studios and their equipment. <a href="http://www.cardiff.ac.uk/insrv/graphicsandmedia/videoconference">www.cardiff.ac.uk/insrv/graphicsandmedia/videoconference</a> .
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Availability is dependent on opening times of buildings. Response is immediate from INSRV with additional help from the Welsh Video Network (WVN) or JVCS.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Access to video conferencing suites is restricted by departmental opening hours and subject to booking availability. The Railway Room in Park Place can be accessed over 24 hours subject to availability.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	All bookings are made via JVCS.
<b>BACK UP POLICY</b>	N/A
<b>CRITICAL BUSINESS PERIODS</b>	Busy throughout the year. Peak times between September and May.
<b>DISASTER RECOVERY</b>	In the event of a major outage of a suite, the

<b>PLAN</b>	conference could be rescheduled to an alternative suite subject to availability.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

### 3. Learning and Teaching Support

#### 3.1 University Virtual Learning Environment (VLE)

##### 3.1.1 Learning Central

<b>NAME OF SERVICE:</b>	Learning Central
<b>SERVICE OWNER:</b>	Peter Rayment
<b>GROUP SERVICE OWNER:</b>	Alison Weightman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Peter Rayment
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Peter Rayment
<b>EFFECTIVE DATE:</b>	1 <sup>st</sup> August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	1 <sup>st</sup> August 2012
<b>DEFINITION OF SERVICE</b>	Provision of Learning Technology to all Cardiff University.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	None
<b>CUSTOMER RESPONSIBILITIES/</b>	System can only be supported on browsers approved by software supplier available via this

<b>REQUIREMENTS/ PREREQUISITES</b>	page: <a href="http://www.elearning.cardiff.ac.uk/browserchecker">www.elearning.cardiff.ac.uk/browserchecker</a> .
<b>ASSUMPTIONS</b>	N/A
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Changes to services will be communicated to all stakeholders via the Service Owner and/or insrvAssist. insrvEducation /Learning and Teaching Team provide appropriate training to support staff as necessary. Notification of scheduled maintenance via insrvAssist.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: 98% per month. Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Access to Learning Central is available 24 hours a day, 7 days a week except during scheduled maintenance of service components.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Monitoring of Learning Central is undertaken by a number of Nagios Boxes at different locations around campus. Alerts are sent to Service Owner and technical staff when problems are found.
<b>BACK UP POLICY</b>	System is backed up daily.
<b>CRITICAL BUSINESS PERIODS</b>	No specific critical business periods identified – Learning Central is a core service required at all times.
<b>DISASTER RECOVERY PLAN</b>	As per Learning Central Disaster Recovery document.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. There is a regular weekly maintenance window 4am Thursday mornings. Approval and communications via Change Advisory Board.

### 3.1.2 E-Assessment

<b>NAME OF SERVICE:</b>	Questionmark Perception (QMP)
<b>SERVICE OWNER:</b>	Peter Rayment
<b>GROUP SERVICE OWNER:</b>	Alison Weightman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Peter Rayment
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Peter Rayment
<b>EFFECTIVE DATE:</b>	1 <sup>st</sup> August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	None
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	Users do not have an account automatically and need to have attended training or discussed with Service Owner.
<b>ASSUMPTIONS</b>	
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Changes to services will be communicated to all stakeholders via the Service Owner and/or insrvAssist. insrvEducation/Learning and Teaching Team provide appropriate training to support staff as necessary. Notification of scheduled maintenance via insrvAssist.

<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: 98% per month. Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Access to QMP is available 24 hours a day, 7 days a week except during scheduled maintenance of service components.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Monitoring of QMP is undertaken. Alerts are sent to Service Owner and technical staff when problems are found.
<b>BACK UP POLICY</b>	System is backed up daily.
<b>CRITICAL BUSINESS PERIODS</b>	Due to nature of assessment for students, any time it is used could be considered critical. However, approaching and during academic examination periods it is more critical than otherwise.
<b>DISASTER RECOVERY PLAN</b>	As per QMP disaster recovery document.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. There is a regular weekly maintenance window 4am Thursday mornings. Approval and communications via Change Advisory Board.

## 3.2 Student Support/Records

### 3.2.1 Academic Records

Awaiting finalised version of Service Level Objective

### 3.2.2 Course Data Web Services

<b>NAME OF SERVICE:</b>	Course Data Web Services
<b>SERVICE OWNER:</b>	O'Dzin Tridral
<b>GROUP SERVICE OWNER:</b>	Alison Weightman
<b>TECHNICAL SERVICE MANAGER:</b>	Simon Bleasdale

<b>GROUP TECHNICAL SERVICE MANAGER:</b>	John Greenaway
<b>REVIEW PERIOD:</b>	Annually
<b>EFFECTIVE DATE:</b>	October 2011
<b>DATE OF LAST REVIEW:</b>	October 2011
<b>DATE OF NEXT REVIEW:</b>	October 2012
<b>DEFINITION OF SERVICE</b>	To provide course data via RESTful web services. These services provide a single source of data that can be used in multiple applications across the University. This will allow schools to include course and module handbooks on their web sites, within Learning Central and in their printed student handbooks.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	None
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	Customers will be responsible for how they choose to use and display the information. The services will not be secure to ensure easy access to non-sensitive data that is intended to be published outside the University.
<b>ASSUMPTIONS</b>	Services will be clearly documented in the service catalogue. Major upgrades are treated as projects and are outside of the scope of this document. Changes to services will be communicated to all stakeholders via the Service Owner and Insrv assist.
<b>SERVICE PROVIDER (INSRV IT) ROLES AND RESPONSIBILITIES</b>	Changes to services will be communicated to all stakeholders via the Service Owner and/or insrvAssist. insrvEducation provides appropriate training to support staff as necessary.

	Notification of scheduled maintenance via insrvAssist.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: (98% ) per month. Response times associated with the priority assigned to incidents and service requests as
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Access to handbooks.data.cardiff.ac.uk is available 24 hours a day, 7 days a week except during scheduled maintenance of service components.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Nagios monitoring implemented to monitor interruption of service and email Systems Team when there is a problem.
<b>BACK UP POLICY</b>	N/A as the service does not hold data. Back-up of data is covered by the Data Integration project.
<b>CRITICAL BUSINESS PERIODS</b>	The service is important throughout the year as the data provided is published to the public facing school websites. Outage could effect recruitment of students. The majority of existing students perform module selection during September and October of each year.
<b>DISASTER RECOVERY PLAN</b>	Resilience is provided by two tomcat servers sharing load under a netscaler. In the event of outage of one server, traffic can be switched to the other maintaining service whilst resolving the problem.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

### 3.3 IT Pool Room Support

#### 3.3.1 Pool Room IT/AV Equipment

<b>NAME OF SERVICE:</b>	IT/AV Equipment Cathays (Pool Room Support)
<b>SERVICE OWNER:</b>	Peter Gilbert
<b>GROUP SERVICE OWNER:</b>	Alison Weightman
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Richard Powell
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Carol Leonard
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	Provision, maintenance, training, advice and technical support, in partnership with School / Departmental Technicians, for the IT and audio visual equipment used in over 200 teaching pool rooms and study spaces throughout campus, to support and enhance the teaching and learning activities of the University.
<b>SUPPORT AVAILABILITY</b>	The support availability is agreed with the School who provides the first line support.
<b>CHARGES</b>	No direct charges for the core service.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	Lecturers using the AV/IT equipment should familiarise themselves with the operation of the AV/IT before their lecture.  First line support is provided by Schools.  The Schools arrange daily equipment checks of the AV and IT equipment and report deficiencies immediately to Pool Room Support.  The Schools have agreed to provide suitably skilled technical staff together with absence

	cover for the above first line support service.
<b>ASSUMPTIONS</b>	INSRV Pool Room Support is for Audio Visual or Information Technology equipment only.
<b>SERVICE PROVIDER (INSRV) ROLES RESPONSIBILITIES</b>	<p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, charges and releases via University IT.</p>
<b>AVAILABILITY, RESPONSE TIMES ESCALATION</b>	<p>Technical assistance is available on campus from the Pool Room Support Team:</p> <p>Monday to Friday 8am to 6pm.</p> <p>The Support Team is available outside these hours for special events by prior arrangement.</p> <p>First line support is provided by the Schools</p> <p>Escalation of issues should be via the IT Service Desk  <a href="http://www.cardiff.ac.uk/insrv/it/help/index.html#contact">www.cardiff.ac.uk/insrv/it/help/index.html#contact</a> in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	8am to 6pm, Monday to Friday during normal University opening times.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	<p>The IT Service Desk records all reported incidents.</p> <p>If you would like to know the current state of any given pool room on the Cathays Park Campus then please contact the Pool Room Support Team  <a href="http://www.cardiff.ac.uk/insrv/educationandtraining/learningspaces/poolrooms/contacts.html">www.cardiff.ac.uk/insrv/educationandtraining/learningspaces/poolrooms/contacts.html</a>).</p>
<b>BACK UP POLICY</b>	<p>There is a limited stock of spare equipment Audio Visual or Information Technology equipment.</p> <p>Special supplier relationships provide a fast response for replacement equipment in the</p>

	event of critical equipment failure. In addition this is all supported by in house expertise to resolve technical issues.
<b>CRITICAL BUSINESS PERIODS</b>	Semester time.
<b>DISASTER RECOVERY PLAN</b>	Lectures are rescheduled with room bookings to enable resource recovery.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Service maintenance takes place during the summer recess.  There is a rolling replacement plan.

## 4. Research Support

### 4.1 Advanced Research Computing

#### 4.1.1 Centralised Research Computing

Awaiting finalised version of Service Level Objective

#### 4.1.2 Distributed Research Computing

Awaiting finalised version of Service Level Objective

### 4.2 Research Bid and Project Support

#### 4.2.1 Research Bid and Project Support

Awaiting finalised version of Service Level Objective

### 4.3 Research Excellence Framework (REF)

#### 4.3.1 Support for REF

Awaiting finalised version of Service Level Objective

## 5. University Library Service

### 5.1 Library Resources

#### 5.1.1 Library Catalogue

<b>NAME OF SERVICE:</b>	Voyager Library Catalogue and Library Management System
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<b>SERVICE OWNER:</b>	Rebecca Mogg
<b>GROUP SERVICE OWNER:</b>	Tracey Stanley
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	TBA
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	TBA
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	<p>Voyager Library Catalogue is the Cardiff University and NHS Wales public access catalogue, providing details of the availability and location of the library's online and printed collections. The catalogue is openly accessible on the web at <a href="http://library.cardiff.ac.uk">http://library.cardiff.ac.uk</a> and via computer terminals in all the University libraries.</p> <p>Members of Cardiff University may also use the Voyager library catalogue to view and renew the items they have on loan and to place reservations. Staff may use it to place inter-library loan requests.</p> <p>The Voyager Library Management System consists of five modules which are used to manage the acquisition, cataloguing and circulation of the University and NHS Wales library collections. The Voyager software is available to INSRV staff over the network via a NAL application object. Staff in NHS Wales Libraries are responsible for installing their own copies of the software.</p> <p>Cardiff University also manages an installation of the Voyager Library Management System for the Royal Welsh College of Music and Drama.</p>
<b>SUPPORT AVAILABILITY</b>	Assistance with using the library catalogue is

	<p>provided by library staff during library opening hours. See:  <a href="http://www.cardiff.ac.uk/insrv/libraries/locations/">www.cardiff.ac.uk/insrv/libraries/locations/</a> for contact details and opening hour information.</p> <p>Technical support for the Voyager library catalogue and library management system is available from 9am – 5pm during normal University working days.  TELEPHONE: IT Service Desk 029 208 74487  EMAIL: <a href="mailto:insrvConnect@cardiff.ac.uk">insrvConnect@cardiff.ac.uk</a></p>
<b>CHARGES</b>	<p>No direct charges to end users of the service. See the appended AHWILES Service Level Agreement regarding charges to NHS Wales libraries.</p>
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	<p>Usage of the Voyager library catalogue is governed by the INSRV Regulations  <a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations">www.cardiff.ac.uk/insrv/aboutus/regulations</a>.</p> <p>Members of the University will need to enter their computer username and password in order to login to their library account. AHWILES and NHS members will need to login using the barcode number on their ID card, their surname and the designated pin number.</p> <p>Internet Explorer 7 or Firefox 3 are the minimum specification Internet browsers required in order to access the Voyager library catalogue online.</p> <p>Windows XP is the minimum operating system required for library staff to install the Voyager Library Management System. Voyager will also function on Windows 7 32 bit but is not currently available for Windows 7 64 bit.</p>
<b>ASSUMPTIONS</b>	<p>Major upgrades are treated as projects and are outside the scope of this document.</p>
<b>SERVICE PROVIDER</b>	<p>Changes to services will be communicated to</p>

<p><b>(INSRV) ROLES AND RESPONSIBILITIES</b></p>	<p>all stakeholders via the Service Owner, Subject Librarians, Library Systems Development Unit and insrvAssist. University Noticeboard will also be used to communicate key messages to University members.</p> <p>Training and user support will be provided by Subject Librarians and other library staff, as appropriate.</p> <p>Notification of scheduled maintenance is via Subject Librarians, the Library Systems Development Unit and insrvAssist.</p> <p>The Service Level Agreement for AWHILES libraries is appended.</p>
<p><b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b></p>	<p>Target availability 24 hours a day, 7 days a week, 365 days a year, except during annual upgrade.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<p><b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b></p>	<p>Access to the Voyager library catalogue and library management system is available 24 hours a day, 7 days a week, 365 days a year except during the annual upgrade of the Voyager software during which time Voyager can be unavailable for up to five working days. Unless there are exceptional circumstances this takes place during the summer recess. Provision of the Voyager library catalogue service is dependent on SFX.</p>
<p><b>MONITORING, TRACKING AND REPORTING SCHEDULE</b></p>	<p>Monitored by Nagios monitoring software.</p>

<b>BACK UP POLICY</b>	Nightly backup.
<b>CRITICAL BUSINESS PERIODS</b>	All year round.
<b>DISASTER RECOVERY PLAN</b>	Available within Disaster Recovery documentation held by INSRV.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required, taking into account impact on usability during the critical business period. Approval and communications via INSRV Change Advisory Board.

### 5.1.2 Federated Search and Electronic Information Resources

<b>NAME OF SERVICE:</b>	eLibrary and MetaLib
<b>SERVICE OWNER:</b>	Rebecca Mogg
<b>GROUP SERVICE OWNER:</b>	Tracey Stanley
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	TBC
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	TBC
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	<p>The eLibrary service is a searchable and browsable listing of the University's eBooks and eJournals collections. This service is provided using ExLibris' SFX KnowledgeBase product.</p> <p>SFX is also an OpenURL resolver which enables library users to link through to information about the library's holdings via branded 'Check for Full Text' buttons visible in third party information services such as Google Scholar and bibliographic databases such as</p>

	<p>Web of Science.</p> <p>The eLibrary is publicly accessible at <a href="http://elibrary.cardiff.ac.uk">http://elibrary.cardiff.ac.uk</a>. It is also available to members of the University via Cardiff Portal (<a href="http://portal.cardiff.ac.uk">http://portal.cardiff.ac.uk</a>).</p> <p>Only members of Cardiff University may access the subscribed or purchased eBook and eJournal content available via the eLibrary.</p> <p><b>MetaLib</b>  MetaLib is a federated search tool which enables library users to search multiple bibliographic databases simultaneously. MetaLib is available at <a href="http://metasearch.cf.ac.uk">http://metasearch.cf.ac.uk</a> and via Cardiff Portal (<a href="http://portal.cardiff.ac.uk">http://portal.cardiff.ac.uk</a>). The full MetaLib service is only accessible to members of Cardiff University after entering their computer username and password. NHS Wales users may register to access a limited range of resources.</p>
<b>SUPPORT AVAILABILITY</b>	<p>Assistance with using the eLibrary and MetaLib is provided by library staff during library opening hours. See: <a href="http://www.cardiff.ac.uk/insrv/libraries/locations/">www.cardiff.ac.uk/insrv/libraries/locations/</a> for contact details and opening hour information.</p> <p>Technical support for the eLibrary and MetaLib is available from 9am – 5pm during normal University working days.  TELEPHONE: insrvConnect 029 208 74487  EMAIL: <a href="mailto:insrvConnect@cardiff.ac.uk">insrvConnect@cardiff.ac.uk</a>  IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>
<b>CHARGES</b>	No direct charges to users of the service.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	For the purposes of authentication, it is recommended that members of the University access the eLibrary via Cardiff Portal ( <a href="http://portal.cardiff.ac.uk">http://portal.cardiff.ac.uk</a> ).

	<p>Members of the University will need to enter their computer username and password in order to log in to MetaLib.</p> <p>Internet Explorer 7 or Firefox 3 are the minimum specification Internet browsers required in order to access the eLibrary and MetaLib online.</p> <p>Usage of the eLibrary and MetaLib is governed by the INSRV Regulations  <a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations">www.cardiff.ac.uk/insrv/aboutus/regulations</a>.</p> <p>Usage of all subscribed eJournals, eBooks and bibliographic databases hosted in the eLibrary and MetaLib is subject to the specific licence agreements for each resource. In particular, these resources should only be used for learning, teaching and research purposes and members of the University should never share their password with others or login to access resources on behalf of others.</p> <p>Some eJournals and eBooks licenses permit access to 'walk-in' non-members of the University. Computers are available in the libraries for this purpose.</p>
<b>ASSUMPTIONS</b>	<p>Major upgrades are treated as projects and are outside the scope of this document.</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services will be communicated to all stakeholders via the Service Owner, Subject Librarians, Library Systems Development Unit and insrvAssist. University Noticeboard will also be used to communicate key messages to University members.</p> <p>Training and user support will be provided by Subject Librarians and other library staff, as appropriate.</p> <p>Notification of scheduled maintenance is via the Library Systems Development Unit, Subject</p>

	Librarians and insrvAssist.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability 24 hours a day, 7 days a week, 365 days a year, except during upgrade periods. SFX and MetaLib are usually upgraded no more than once per year.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a></p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Access to the eLibrary and MetaLib is available 24 hours a day, 7 days a week, 365 days a year except during upgrade periods which occur not usually more than once per year.</p> <p>Provision of the eLibrary is dependent upon the EZ Proxy Service.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	SFX is monitored by the Nagios monitoring software.
<b>BACK UP POLICY</b>	Nightly backup.
<b>CRITICAL BUSINESS PERIODS</b>	Throughout academic session.
<b>DISASTER RECOVERY PLAN</b>	Not yet available.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required, taking into account impact on usability during the critical business period. Approval and communications via INSRV Change Advisory Board.

## 5.2 Publications Repository

### 5.2.1 Online Research Repository (ORCA)

<b>NAME OF SERVICE:</b>	ORCA
<b>SERVICE OWNER:</b>	Alison Weightman
<b>GROUP SERVICE OWNER:</b>	Tracey Stanley
<b>TECHNICAL MANAGER:</b>	Thomas Haines
<b>REVIEW PERIOD:</b>	Annually
<b>SERVICE MANAGER:</b>	Tracey Andrews
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	<p>ORCA – Online Research @ Cardiff – is Cardiff University’s Open Access institutional repository of research outputs. Any student or member of staff with a Cardiff network account may deposit their research outputs into ORCA to be made available on the web to other researchers via ORCA’s browse and search pages, and via other Open Access Initiative compliant search engines. Publication data deposited in ORCA may also be re-used by individuals and Schools in a variety of processes and systems, for example: CVs, grant applications and web pages. ORCA is at <a href="http://portal.cf.ac.uk">http://portal.cf.ac.uk</a></p> <p>Manage My Publications (MMP) is available in the Cardiff Portal and offers a simpler deposit workflow than the full version of ORCA. MMP is at <a href="http://portal.cf.ac.uk">http://portal.cf.ac.uk</a></p> <p>In addition to ORCA and MMP – which are aimed primarily at individuals wanting to self-archive their own research outputs – the repository staff may alternatively arrange a mediated bulk-deposit service</p>

	for larger numbers of items. This service is by prior arrangement only and should be discussed at as early a stage as possible with the repository staff who can be emailed at eprints@cf.ac.uk or phoned at ext. 76123
<b>SUPPORT AVAILABILITY</b>	09:00 – 17:00 (UK hours) during normal University working days. TELEPHONE: Service Desk 029 208 74487 EMAIL: insrvConnect@Cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff.
<b>CHARGES</b>	No direct charges to users of the service.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>The primary users of ORCA / MMP will be Cardiff University researchers, research office staff and web / IT support teams.</p> <p>All users of ORCA / MMP should adhere to the ORCA Policies at <a href="http://orca.cf.ac.uk/policies.html">http://orca.cf.ac.uk/policies.html</a></p> <p>Anyone with web access may browse and search ORCA. No log in is required for these functions.</p> <p>OAI (Open Access Initiative) compliant search engines may harvest ORCA data.</p> <p>Any Cardiff University student or member of staff with a network account can log in to the deposit area of ORCA / MMP and deposit individual research outputs. Items deposited that do not adhere to ORCA policies will be rejected with an explanatory email.</p> <p>ORCA / MMP are accessible via any web browser that has JavaScript support enabled.</p> <p>The mediated deposit service requires publication data to be provided in the format specified by the repository staff when the arrangement is made.</p>
<b>ASSUMPTIONS</b>	A separate project(s) will further develop ORCA to become Cardiff University's sole and complete record of its research outputs.

	Major upgrades are treated as projects and are outside the scope of this document.
<b>Service Provider (INSRV) roles and responsibilities</b>	<p>Changes to services will be communicated to all stakeholders via the Service Owner, Subject Librarians and insrvAssist.</p> <p>INSRV will provide appropriate training to support staff as necessary. Training can be delivered by Subject Librarians, the repository staff and INSRV IT.</p> <p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases (INSRV IT).</p>
<b>Availability, response times and escalation</b>	<p>Target availability: 98% per month.</p> <p>Escalation of issues should be via Service Desk in the first instance, then the Service Owner.</p>
<b>Service hours and conditions and exceptions</b>	<p>Access to ORCA / MMP is available 24 hours a day, 7 days a week except during scheduled maintenance of service components.</p> <p>New deposits will be made available in the live ORCA service once they have been reviewed by the repository staff, and normally within 48 working hours of deposit, subject to successful validation. There may be a delay between deposit and review under exceptional circumstances.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Operational monitoring using Nagios, configured to alert Operations and Infrastructure team if the database or web server is down.
<b>Back up policy</b>	Nightly back up of database and virtual server application.

<b>Critical business periods</b>	Access to publication data in ORCA will be important for the University during preparation for research assessment exercises. This is likely to be a sustained and long-lived period of activity that cannot be pinned down to any one set of dates.
<b>DISASTER RECOVERY PLAN</b>	ORCA is a virtualised application that can be rebuilt within four working hours, with data restored from the nightly backup. As part of the Cardiff Portal, MMP is covered by a fall-back production environment that is invoked in the event of a failure.
<b>Service Maintenance/ Change Management</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

## 5.3 Chargeable Printing

### 5.3.1 Chargeable Printing and Photocopying

<b>NAME OF SERVICE:</b>	Chargeable Printing and Photocopying
<b>SERVICE OWNER:</b>	Jackie Kirk
<b>REVIEW PERIOD:</b>	Annually
<b>SERVICE MANAGER</b>	Tracey Stanley
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	Provision, maintenance and technical support of chargeable printing and photocopying services at multiple locations across the University to allow for the management of student printing.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. Data Centre Operations monitor services from 8am – 10pm, Monday – Friday. There is no on call out of hours support for

	<p>resolutions available. This will be best endeavours only.</p> <p>TELEPHONE: IT Service Desk 029 208 74487</p> <p>EMAIL: insrvConnect@cardiff.ac.uk</p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>
<b>CHARGES</b>	<a href="http://www.cardiff.ac.uk/insrv/graphicsandmedia/printing">www.cardiff.ac.uk/insrv/graphicsandmedia/printing</a>
<b>SCHOOL/DIRECTORATE ROLES CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>The service manages the print queues, queue-monitoring software and copier controller software rather than the devices themselves.</p> <p>Most myPrint printers are owned and maintained by INSRV.</p>
<b>ASSUMPTIONS</b>	
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Major changes to software will be communicated to all stakeholders via the Service Owner, Subject Librarians and insrvAssist.</p> <p>INSRV and other third parties will provide appropriate training to support staff as necessary. Training can be delivered by Graphics Services and University IT.</p> <p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases (University IT).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 99.5% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at: TBA.</p> <p>Escalation of issues should be via the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>The service is available 24 x 7 x 365.</p> <p>Access to devices is restricted by library/departmental opening hours.</p>
<b>MONITORING, TRACKING AND REPORTING</b>	<p>Services are monitored using Nagios.</p> <p>Services are monitored to ensure service</p>

<b>SCHEDULE</b>	availability. Functional tests and alerts are also in place.
<b>BACK UP POLICY</b>	Data is backed up on a nightly basis with three month retention.
<b>CRITICAL BUSINESS PERIODS</b>	Exam periods. Submission of dissertations deadlines.
<b>DISASTER RECOVERY PLAN</b>	Not yet in place.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

## 6. Help, Support and Retail

### 6.1 Retail Services

#### 6.1.1 Hardware, Software and Peripheral Sales

<b>NAME OF SERVICE:</b>	Retail Services
<b>SERVICE OWNER:</b>	Dave Atkins
<b>GROUP SERVICE OWNER:</b>	Dave Atkins
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	N/A
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	N/A
<b>EFFECTIVE DATE:</b>	N/A
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	Over the counter sales of software applications at preferential prices for staff and students, through 40-41 Park Place and the Sir Herbert Duthie Library, Heath Park. A range of computing accessories and consumables are also available from INSRV outlets. Provision of advice for the purchase of

	computer hardware and peripherals from University preferred suppliers.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	Refer to the INSRV guide at <a href="http://www.cardiff.ac.uk/insrv/resources/guides/inf048.pdf">www.cardiff.ac.uk/insrv/resources/guides/inf048.pdf</a> for details of IT services software price list.
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	Customers may in some cases be required to provide University identification to conform to licensing regulations.
<b>ASSUMPTIONS</b>	Where appropriate, licensing regulations may limit who may purchase application software through insrvRetail.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Individual registration of software licences with application provider to conform with licensing regulations. Maintaining stocks of both software applications and hardware consumables.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: N/A. Response times for calls assigned to insrvRetail will be associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> . Escalation of issues should be via insrvRetail or the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	9am – 5pm during normal University working days.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Software upgrades are released in line with current versions of applications.

<b>BACK UP POLICY</b>	N/A
<b>CRITICAL BUSINESS PERIODS</b>	N/A
<b>DISASTER RECOVERY PLAN</b>	N/A for the normal services of insrvRetail but there may be disruption for customers in the event of a disaster recovery plan being initiated due to relocation of staff.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	N/A

## 6.2 Help and Advice

### 6.2.1 IT Service Desk

<b>NAME OF SERVICE:</b>	IT Service Desk
<b>SERVICE OWNER:</b>	Dave Atkins
<b>GROUP SERVICE OWNER:</b>	N/A
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Lynn Murrell (IT Service Desk Manager)
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	N/A
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	<p>The IT Service Desk is first point of contact for the support of IT services. The IT Service Desk handles all queries from customers, including fault reports, assistance with services, or suggestions for change and enhancements to IT services.</p> <p>All your calls will be logged, prioritised and responded to in a timely and customer focussed manner. We will be able to deal with many calls immediately, whilst others may be referred to specialist groups for further</p>

	<p>investigation and resolution.</p> <p>In all cases, you will be informed and updated as your query progresses and you will be notified of call closure.</p> <p>You can contact the IT Service Desk by telephone, email, or in person.</p> <p>TELEPHONE: IT Service Desk +44 (0)29 208 74487</p> <p>EMAIL: insrvConnect@cardiff.ac.uk</p> <p>You can also fill in an online <a href="#">help request form</a>.</p> <p><b>IN PERSON:</b></p> <p>The IT Service Desk may be visited in person from 8.30am to 5pm during normal University working days.</p> <p>We are located at: Information Services 40-41 Park Place Cathays Cardiff CF10 3BB</p>
<p><b>SUPPORT AVAILABILITY</b></p>	<p>The IT Service Desk is staffed from 8am to 5pm, Monday to Friday (normal University working days).</p> <p>We are committed to answering telephone calls within six rings, but during periods of high demand, there will be an answer phone service. Telephone messages will be checked and logged within one hour of the message being left.</p> <p>From 5pm to 10pm there is a reduced telephone support service. Messages left outside of working hours will be answered as soon as possible on the next working day.</p> <p>Emails sent to the IT Service Desk will be responded to within one hour during core hours. Emails sent to the IT Service Desk outside of core hours may not be responded to until the next working day.</p> <p>Please note that core working hours may vary</p>

	with other INSRV technical teams.
<b>CHARGES</b>	N/A
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	N/A
<b>ASSUMPTIONS</b>	<p>All calls made to the IT Service Desk will be allocated a priority. This priority will determine how quickly you can expect your call to be actioned and resolved.</p> <p>If you have additional information that may affect the priority of your call, this will be considered along with the impact level of your call.</p> <p>Once the priority of your call is determined, you will be informed of the maximum time you can expect to wait for your call to be actioned. The target time frames for each of our priorities is defined in the priority matrix.</p> <p>Please see our service priority matrix (<a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>) for further information. If your call is not resolved at first point of contact, you will be advised of the progression of your call until it is resolved and closed. This may be via email or by regular telephone contact as appropriate to the call. We will attempt to telephone three times and if unsuccessful in reaching you, we will rely on email to inform you of call closure. Please see our service commitments for further information regarding call progression.</p> <p>When your call is closed you will receive an email containing your call resolution details.</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>IT Service Desk service commitments</p> <ul style="list-style-type: none"> <li>• To maintain a consistent, high quality call handling service throughout INSRV;</li> <li>• To aim to resolve at least 70% of queries at the point of the call;</li> <li>• To ensure that all IT Service Desk staff are</li> </ul>

	<p>appropriately trained and up-to-date with current issues;</p> <ul style="list-style-type: none"> <li>• To ensure that the IT Service Desk is well staffed during core hours;</li> <li>• To ensure that telephone queries are answered within six rings, with an answer phone service available during periods of high demand;</li> <li>• To ensure that answer machine messages are heard and responded to within a maximum of one hour of receipt during core hours;</li> <li>• To ensure that emails to the IT Service Desk are read and responded to within a maximum of one hour of receipt during core hours;</li> <li>• To ensure that the customer is advised of their individual IT Service Desk call reference number;</li> <li>• To ensure that the nature of the enquiry is correctly identified and contains relevant, accurate information;</li> <li>• To ensure that call referrals within INSRV, to other departments or divisions, and to outside organisations, are made as appropriate and in a timely manner;</li> <li>• To ensure that calls referred to specialist teams are continually monitored to ensure ownership and timely response;</li> <li>• To ensure that the customer is kept informed about the progress of their enquiry. We will communicate at least twice during the lifecycle of your call with further communication as appropriate to the priority of the call;</li> <li>• To ensure sensitive and confidential queries are reported in line with the appropriate procedure;</li> <li>• To quality check a random sample of logged calls each month to ensure that our objectives are being met;</li> <li>• To produce high quality reports on key performance indicators in order to target services more effectively and deliver appropriate training;</li> <li>• To provide and maintain relevant, up-to-date sources of information e.g the insrvStatus web page;</li> </ul>
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	<ul style="list-style-type: none"> <li>• To provide a regular mechanism for complaints and feedback as a positive process of service improvement and quality assurance;</li> <li>• To achieve at least 95% of customer satisfaction with relevant IT support related questions in the INSRV survey which takes place every three years;</li> <li>• To provide a customer satisfaction survey in addition to the INSRV survey and to act on feedback received in the survey for continued IT Service Desk improvement.</li> </ul>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>For availability, see Support Availability section above.</p> <p>If, for any reason, you are not satisfied with the service you have received you should ask the IT Service Desk to escalate your call to the IT Service Desk Manager who will then deal with your concerns as a priority. If the issue warrants further escalation, the matter will then be referred on to the Service Director for urgent attention.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	(See Support Availability above.)
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	N/A
<b>BACK UP POLICY</b>	N/A
<b>CRITICAL BUSINESS PERIODS</b>	N/A
<b>DISASTER RECOVERY PLAN</b>	TBC
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	N/A

### 6.2.2 Julian Hodge Study Centre

Awaiting finalised version of Service Level Objective

## 6.3 Software Licensing and Copyright

### 6.3.1 Licensing and Copyright Advice

<b>NAME OF SERVICE:</b>	Software Licensing and Copyright
<b>SERVICE OWNER:</b>	Martin Austin
<b>GROUP SERVICE OWNER:</b>	Dave Atkins
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Andrew McVay
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	N/A
<b>EFFECTIVE DATE:</b>	July 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	Advising on IT software licensing issues, as well as providing general copyright advice.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff.
<b>CHARGES</b>	None.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>Adhere to University policies relating to software licensing and copyright, including:</p> <ul style="list-style-type: none"> <li>• University IT Regulations</li> <li>• University Acceptable Use Policy</li> <li>• University IT Security Policy</li> <li>• Guidance of Personal Use of CU IT Systems</li> <li>• Student Use of IT</li> <li>• INSRV Regulations</li> </ul> <p>Staff and students shall be responsible for their use of third party copyright protected works and shall ensure that their use is in accordance with UK copyright law and licensing governing use of copyright material.</p>

	<p>Staff and students shall be responsible for the licensing compliance of applications installed for non-educational or personal use.</p> <p>Staff and students shall be responsible for the licensing compliance of applications installed on non-University owned equipment but used for University business.</p> <p>The advice provided by this service or in the description of this service is not intended to be exhaustive, nor does it replace proper legal advice from an appropriately qualified legal advisor.</p>
<b>ASSUMPTIONS</b>	<p>The licence compliance of software applications delivered as Networked Applications shall be the responsibility of INSRV.</p> <p>Academic Schools and Directorates purchasing and installing software applications not delivered as Networked Applications shall be responsible for the licence compliance of those applications.</p> <p>The licensing of Applications delivered via an external non-centrally funded Software As A Service (SAAS) shall not be in scope of this service.</p> <p>The licensing of Applications delivered via external centrally funded SAAS shall be the responsibility of INSRV.</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>To offer lay advice on software and copyright licence terms and conditions.</p> <p>To ensure that centrally provided software is compliant, renewed on time or terminated in accordance with licence terms as conditions.</p> <p>To ensure that centrally provided copyright licenses are renewed on time and that the University fulfils the compulsory reporting</p>

	<p>requirements.</p> <p>To ensure that payment for centrally provided software and copyright licenses is made on time.</p> <p>To provide guidance notes on both centrally provided copyright and software licenses.</p> <p>To provide a copyright clearance service.</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>The policies and supporting reference documentation will be made available on the University website.</p> <p>Requests for advice and guidance may be made through insrvConnect, the IT Service Desk. Requests will be acted upon within normal business hours.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Due to the nature of the service being provided, all requests will be initially assigned a priority code of P5.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>9am – 5pm during normal University working days. Requests may be made through the IT Service Desk outside of these hours but will only be acted upon during these hours.</p> <p>Supporting reference documentation will be made available on the University website in line with the availability objectives for the Web and Portal Business Service.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	<p>The licence compliance of centrally provided software applications will be reviewed monthly. Non-compliances shall be rectified before the next</p>

	compliance review.
<b>BACK UP POLICY</b>	N/A
<b>CRITICAL BUSINESS PERIODS</b>	None identified
<b>DISASTER RECOVERY PLAN</b>	N/A
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	<p>The service will seek to pursue continual improvement. The supporting reference documentation made available on the University website will be reviewed annually but may be updated more frequently.</p> <p>Changes to this service and any supporting reference documentation shall be subject to the INSRV Change Management process.</p>

## 6.4 Training and Education

### 6.4.1 IT Training and Materials

<b>NAME OF SERVICE:</b>	Training and Education
<b>SERVICE OWNER:</b>	Dave Atkins
<b>GROUP SERVICE OWNER:</b>	Dave Atkins
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	TBA
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	Provision of a scheduled program of both chargeable and free IT training courses and workshops throughout the year, as well as customised training, in liaison with Schools and

	<p>Directorates, to address specific needs of staff and students.</p> <p>Management of University IT testing centres for the European Computer Driving Licence (ECDL) and the Microsoft Office Specialist (MOS) certifications, allowing staff and students to utilise online learning materials to improve their IT skills and work towards certification.</p> <p>INSRV also works closely with Schools and Divisions to provide cost-effective large group registrations as part of University courses or for staff development purposes.</p> <p>Provision of online educational and reference materials to support the use of a range of INSRV provided applications.</p>
<b>SUPPORT AVAILABILITY</b>	<p>9am – 5pm during normal University working days.</p> <p>TELEPHONE: insrvEducation 029 208 74698</p> <p>EMAIL: insrvEducation@cardiff.ac.uk</p> <p>IN PERSON: insrvEducation Office, 3<sup>rd</sup> Floor, Julian Hodge Building, Cathays, Cardiff</p>
<b>CHARGES</b>	<p>Refer to our web pages at <a href="http://www.cardiff.ac.uk/insrveducation">www.cardiff.ac.uk/insrveducation</a> for booking charges for our scheduled courses and a price list of certification registration fees.</p>
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>Prerequisites are published on our website at <a href="http://www.cardiff.ac.uk/insrveducation">www.cardiff.ac.uk/insrveducation</a> or may be discussed by contacting insrvEducation directly.</p>
<b>ASSUMPTIONS</b>	
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Course schedules are arranged throughout the normal University terms covering topics to help both staff and students develop their IT skills and get more from centrally supported applications.</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: courses are subject to minimum booking numbers for the course to be presented, certification uses hosted web-based</p>

	<p>testing which is subject to the external providers' system availability but the target for this is to be 99% availability per month.</p> <p>Response times for calls assigned to insrvEducation will be associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via insrvEducation or the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Courses and certification is scheduled in advance which are normally during the support hours indicated above.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Normal feedback mechanisms uses for insrvEducation courses.
<b>BACK UP POLICY</b>	N/A
<b>CRITICAL BUSINESS PERIODS</b>	N/A
<b>DISASTER RECOVERY PLAN</b>	N/A for the normal services of insrvEducation but there may be disruption to scheduled courses and certification testing in the event of a disaster recovery plan being initiated.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	N/A

#### 6.4.2 IT Certification

IT Certification has been included in the [IT Training and Materials](#) Service Objective

## 7. Networked IT Services

### 7.1 Centrally Provided Software Applications

#### 7.1.1 Application Software

<b>NAME OF SERVICE:</b>	Application Software
<b>SERVICE OWNER:</b>	Marina Whitmore
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	TBA:
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Richard Morgan
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	<p>Software applications that are purchased and centrally provided by INSRV.</p> <p>On the Windows platform, these are provided via Networked Applications on INSRV-managed workstations. A full list of such Windows applications is available at <a href="http://www.cardiff.ac.uk/insrv/it/software/windows/software.html">www.cardiff.ac.uk/insrv/it/software/windows/software.html</a>.</p> <p>On the Mac platform, these can be downloaded from the Macsoft server, details for this are at <a href="http://www.cardiff.ac.uk/insrv/it/software/mac/software.html">www.cardiff.ac.uk/insrv/it/software/mac/software.html</a>. A full list of such Apple Mac applications is available at <a href="http://www.cardiff.ac.uk/insrv/it/software/mac/software.html">www.cardiff.ac.uk/insrv/it/software/mac/software.html</a>.</p> <p>All eligible members of Cardiff University could potentially use any of the centrally-provided applications.</p>

<b>SUPPORT AVAILABILITY</b>	<p>9am – 5pm during normal University working days.</p> <p>TELEPHONE: IT Service Desk 029 208 74487</p> <p>EMAIL: insrvConnect@cardiff.ac.uk</p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>
<b>CHARGES</b>	No direct charges to eligible users of the service.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>All users of any centrally-provided application should adhere to the INSRV Regulations and Acceptable Use (<a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations">www.cardiff.ac.uk/insrv/aboutus/regulations</a>)</p> <p>All users of any centrally-provided application must also adhere to the licensing terms of that application.</p>
<b>ASSUMPTIONS</b>	
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services communicated to all stakeholders via the Service Owner, Subject Librarians and insrvAssist.</p> <p>INSRV will provide appropriate training to support staff as necessary. Training can be delivered by Subject Librarians, the repository staff and University IT.</p> <p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases (University IT).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 98% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p>

	Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Aim to provide service availability 24 hours a day, 7 days a week except during scheduled maintenance of service components.</p> <p>Service hours are dependent on the local access times to the computers on which applications are being run.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Applications not currently monitored or tracked.
<b>BACK UP POLICY</b>	TBA
<b>CRITICAL BUSINESS PERIODS</b>	Access to centrally-provided software is especially important during the start of the academic year and examination periods.
<b>DISASTER RECOVERY PLAN</b>	Disaster recovery plan in place and will be followed in event of a disaster
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	<p>Maintenance is scheduled as required. Approval and communications are made via Change Advisory Board.</p> <p>No new version releases of software should be deployed within the standard teaching year, unless existing versions are also retained.</p>

### 7.1.2 Assistive Software

<b>NAME OF SERVICE:</b>	Assistive Software
<b>SERVICE OWNER:</b>	Marina Whitmore
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Ben Faire

<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Richard Morgan
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	<p>Assistive software applications that are purchased and centrally-provided by INSRV on the Windows platform.</p> <p>Assistive software is designed to support users with particular needs, for example vision impairment. A complete list of these applications is available at <a href="http://www.cardiff.ac.uk/insrv/fordisabledusers/technology">www.cardiff.ac.uk/insrv/fordisabledusers/technology</a>.</p> <p>Wherever possible, assistive software is centrally provided via Networked Applications on managed workstations. In some instances, assistive software is installed locally on the hard disk of a managed workstation.</p> <p>All members of Cardiff University could potentially use any of the centrally provided assistive applications.</p> <p>Where assistive software is installed locally on a limited number of computers, for example in an open access area of a library, then priority for use will always be given to those with disabilities.</p>
<b>SUPPORT AVAILABILITY</b>	<p>9am – 5pm during normal University working days.</p> <p>TELEPHONE: IT Service Desk 029 208 74487</p> <p>EMAIL: <a href="mailto:insrvConnect@cardiff.ac.uk">insrvConnect@cardiff.ac.uk</a></p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>
<b>CHARGES</b>	No direct charges to eligible members of Cardiff University.

<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	<p>All users of any centrally-provided assistive application should adhere to the INSRV Regulations and Acceptable Use (<a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations">www.cardiff.ac.uk/insrv/aboutus/regulations</a>).</p> <p>All users of any centrally-provided assistive application must also adhere to the licensing terms of that application.</p>
<b>ASSUMPTIONS</b>	
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services communicated to all stakeholders via the Service Owner, Subject Librarians and insrvAssist.</p> <p>INSRV will provide appropriate training to support staff as necessary. Training can be delivered by Subject Librarians, the repository staff and University IT.</p> <p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases (University IT).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 98% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Aim to provide service availability 24 hours a day, 7 days a week except during scheduled maintenance of service components.</p> <p>Service hours are dependant on the local</p>

	access times to the computers on which applications are being run.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	No monitoring of centrally delivered software - licences are tracked for the software that has individual licences.
<b>BACK UP POLICY</b>	TBA
<b>CRITICAL BUSINESS PERIODS</b>	Access to centrally-provided assistive software is especially important during the start of the academic year and examination periods.
<b>DISASTER RECOVERY PLAN</b>	Disaster recovery plan in place and will be followed in event of a disaster
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications are made via Change Advisory Board. No new version releases of assistive software should be deployed within the standard teaching year, unless existing versions are also retained.

### 7.1.3 Operating Systems

<b>NAME OF SERVICE:</b>	Operating Systems - Windows
<b>SERVICE OWNER:</b>	Marina Whitmore
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	TBA:
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Richard Morgan
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	Operating systems that are purchased and centrally-provided by INSRV on the Windows

	<p>platform.</p> <p>On Windows, these are centrally provided, configured and supported on managed workstations.</p> <p>The primary provided and supported operating system for the 2011/12 academic year is Windows XP.</p> <p>The operating system for managed workstations is delivered via an INSRV-developed and supported 'image', downloaded from INSRV-maintained servers. This image is developed to work on certain computer specifications, details of which are available at <a href="http://www.cardiff.ac.uk/insrv/it/hardware">www.cardiff.ac.uk/insrv/it/hardware</a>. Support is only provided for the image where recommended hardware has been used.</p> <p>All members of Cardiff University could potentially use any of the centrally-provided operating systems.</p> <p>Detailed support policies for Windows operating systems are available at: <a href="http://www.cardiff.ac.uk/insrv/it/software/windows/supportpolicy.html">www.cardiff.ac.uk/insrv/it/software/windows/supportpolicy.html</a>.</p>
<b>SUPPORT AVAILABILITY</b>	<p>9am – 5pm during normal University working days.</p> <p>TELEPHONE: IT Service Desk 029 208 74487</p> <p>EMAIL: <a href="mailto:insrvConnect@cardiff.ac.uk">insrvConnect@cardiff.ac.uk</a></p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>
<b>CHARGES</b>	<p>No direct charges to members of Cardiff University.</p>
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>All users of any centrally-provided operating system should adhere to the INSRV Regulations and Acceptable Use (<a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations">www.cardiff.ac.uk/insrv/aboutus/regulations</a>).</p>

	<p>All users of any centrally-provided operating system must also adhere to the licensing terms of that system.</p> <p>Some staff in Schools and Divisions may be nominated by the Head of School or Division to act as a local Workstation Administrator or Workstation Installer. Such staff then have the rights to customise the centrally-delivered Windows XP configuration in their own areas. If they choose to do this, then they become responsible for the support of the reconfigured workstations, unless they revert them to the standard version.</p>
<b>ASSUMPTIONS</b>	<p>The assumption is that users will access Windows XP on a managed workstation. Local IT support staff may, at their discretion, decide to install Windows XP on non-managed workstations and devices. In such cases, INSRV will provide the operating system to approved staff but configuration and support is then undertaken by those local staff.</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services communicated to all stakeholders via the Service Owner, Subject Librarians and insrvAssist.</p> <p>INSRV will provide appropriate training to support staff as necessary. Training can be delivered by Subject Librarians, the repository staff and University IT.</p> <p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases (University IT).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 98% per month. Response times associated with the priority</p>

	<p>assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Aim to provide service availability 24 hours a day, 7 days a week except during scheduled maintenance of service components.</p> <p>Service hours are dependent on the local access times to the computers on which the operating system is being run.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	N/A
<b>BACK UP POLICY</b>	Nightly backup of imaging servers.
<b>CRITICAL BUSINESS PERIODS</b>	
<b>DISASTER RECOVERY PLAN</b>	Disaster recovery plan in place and will be followed in event of a disaster.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications are made via Change Advisory Board.

## 7.2 End User Client Devices

### 7.2.1 Open Access Workstations

<b>NAME OF SERVICE:</b>	Workstations - Open Access
<b>SERVICE OWNER:</b>	Marina Whitmore
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually

<b>TECHNICAL SERVICE MANAGER:</b>	TBA
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	TBA
<b>EFFECTIVE DATE:</b>	
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	
<b>DEFINITION OF SERVICE</b>	<p>Central provision and support of workstations and associated peripherals in INSRV-maintained open access areas. A full list of such open access areas can be found at <a href="http://www.cardiff.ac.uk/insrv/it/itrooms">www.cardiff.ac.uk/insrv/it/itrooms</a>.</p> <p>These workstations may be used by all eligible members of Cardiff University.</p> <p>Workstations are connected to the University network and as such enable access to University services via secure log on.</p>
<b>SUPPORT AVAILABILITY</b>	<p><b>IT Service Desk:</b>  9am – 5pm during normal University working days.  TELEPHONE: IT Service Desk 029 208 74487  EMAIL: <a href="mailto:insrvConnect@cardiff.ac.uk">insrvConnect@cardiff.ac.uk</a>  IN PERSON: 40-41 Park Place, Cathays, Cardiff</p> <p><b>Libraries and study centres:</b>  <a href="http://www.cardiff.ac.uk/insrv/opening">www.cardiff.ac.uk/insrv/opening</a>.</p>
<b>CHARGES</b>	No direct charges to members of Cardiff University.
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	All users of any centrally-provided workstation should adhere to the INSRV Regulations and Acceptable Use ( <a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations">www.cardiff.ac.uk/insrv/aboutus/regulations</a> ).
<b>ASSUMPTIONS</b>	

<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services communicated to all stakeholders via the Service Owner, Subject Librarians and insrvAssist.</p> <p>INSRV will provide appropriate training to support staff as necessary. Training can be delivered by Subject Librarians, the repository staff and University IT.</p> <p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases (University IT).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 98% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Opening hours of each open access workstation area are available at <a href="http://www.cardiff.ac.uk/insrv/opening">www.cardiff.ac.uk/insrv/opening</a>.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	<p>N/A</p>
<b>BACK UP POLICY</b>	<p>N/A</p>
<b>CRITICAL BUSINESS PERIODS</b>	<p>Access to open access workstations is especially important during examination periods and assignment hand-in times.</p>
<b>DISASTER RECOVERY PLAN</b>	<p>Disaster recovery plan in place and will be followed in event of a disaster.</p>

<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications are made via Change Advisory Board.
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### 7.2.2 Laptops

<b>NAME OF SERVICE:</b>	Laptops
<b>SERVICE OWNER:</b>	Marina Whitmore
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	TBA
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	TBA
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	<p>Advice service for the connection of all laptops, whether privately- or University-owned, to the University networks and access to University services.</p> <p>All members of Cardiff University are entitled to connect a laptop to the University's wireless network.</p> <p>The connection of a laptop to the University's wired network is at the discretion of the School or Division and is typically not allowed for non-research students.</p> <p>Connections options are available at <a href="http://www.cardiff.ac.uk/insrv/it/network/index.html#connecting">www.cardiff.ac.uk/insrv/it/network/index.html#connecting</a>.</p>

	Whereas advice will be provided on connecting a laptop to the University, there can be no guarantee that connection will be successful.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	No direct charges to members of Cardiff University.
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	<p>Anyone who has been granted permission to connect a laptop to the University network agrees to adhere to the INSRV Regulations and Acceptable Use (<a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations">www.cardiff.ac.uk/insrv/aboutus/regulations</a>).</p> <p>No laptop will be allowed to connect to the University network unless it has been set to receive relevant security updates and has approved anti-virus software installed, set to regularly update.</p> <p>Within Schools and some Divisions, local IT support staff are responsible for setting up and registering their School's laptops for use on the University network. A list of Local Computing Representatives in Schools is available at <a href="http://www.cardiff.ac.uk/insrv/it/help/lcr">www.cardiff.ac.uk/insrv/it/help/lcr</a>.</p>
<b>ASSUMPTIONS</b>	
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services communicated to all stakeholders via the Service Owner, Subject Librarians and insrvAssist.</p> <p>INSRV will provide appropriate training to support staff as necessary. Training can be delivered by Subject Librarians, the repository</p>

	<p>staff and University IT.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases (University IT).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	9am – 5pm during normal University working days.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	N/A
<b>BACK UP POLICY</b>	N/A
<b>CRITICAL BUSINESS PERIODS</b>	N/A
<b>DISASTER RECOVERY PLAN</b>	N/A
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	N/A

## 7.2.3 Mobile Devices

### 7.2.3.1 Corporate BlackBerry Service

<b>NAME OF SERVICE:</b>	Mobile Devices - BlackBerry
<b>SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>SERVICE MANAGER</b>	Mark Hale
<b>EFFECTIVE DATE:</b>	May 2011

<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	May 2012
<b>DEFINITION OF SERVICE</b>	The BlackBerry is the University-supported mobile device for integrating with University-provided services.
<b>SERVICE HOURS (SUPPORT AVAILABILITY), CONDITIONS AND EXCEPTIONS</b>	9am – 5pm during normal University working days. CONTACT: IT Service Desk 02920 874487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	Device and associated contract purchased by School/Directorate (currently via BlackBerry Admin). £30 licence fee annual charge (to INSRV). £30 reconfiguration fee (change of ownership).
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	As covered in the BlackBerry customer contract, stored at S:\INSRV IT\BlackBerry Service\Documents\BlackBerry Customer Contract.doc.
<b>ASSUMPTIONS</b>	Major upgrades are treated as projects and are outside of the scope of this document. Changes to services will be communicated to all stakeholders via the Change Advisory Board, Service Owner and insrvAssist. The BlackBerry is a University-purchased device. The user has been migrated to Lotus Notes. The user agrees to the terms and conditions laid out in the Blackberry customer contract agreement.
<b>SERVICE PROVIDER (UNIVERSITY IT) ROLES AND RESPONSIBILITIES</b>	Provide appropriate training to support staff as necessary. Notification of scheduled maintenance. Facilitation of all service support activities involving incidents, problems, changes and releases.
<b>TARGET AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: 99% per month. Availability is dependent on T-Mobile and Research In Motion (RIM) networks.

	Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> . Escalation of BlackBerry-related issues should be via the Service Owner.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Alerting and pro-active monitoring is carried out via Boxtone. There is no reporting schedule at present.
<b>BACK UP POLICY</b>	Server - daily backup; BlackBerry user data - instantaneous replication via BES HA system and SQL mirroring to failover server.
<b>RESTORE POLICY</b>	BlackBerry restored to initial configuration state within 2 days.
<b>CRITICAL BUSINESS PERIODS</b>	None defined.
<b>DISASTER RECOVERY PLAN</b>	Server is fully resilient with failover across Data Centre one (Park Place) and Data Centre two (Redwood). The Administrative interface (both in terms of the end user and the Administrator's access, should a catastrophic failure occur on one of the servers) will be manual intervention.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Standard server and BlackBerry service pack updates as required. Approval and communications via Change Advisory Board.

### 7.2.3.2 BlackBerry Express

<b>NAME OF SERVICE:</b>	BlackBerry Express
<b>SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>SERVICE MANAGER</b>	Mark Hale
<b>EFFECTIVE DATE:</b>	19 September 2011
<b>DATE OF LAST REVIEW:</b>	N/A

<b>DATE OF NEXT REVIEW:</b>	19 September 2012
<b>DOCUMENT LOCATION:</b>	
<b>DEFINITION OF SERVICE</b>	This service enables the delivery of email and calendaring directly to a privately-owned BlackBerry device. To register for the service, users should contact the Information Services Service Desk by emailing <a href="mailto:insrvConnect@Cardiff.ac.uk">insrvConnect@Cardiff.ac.uk</a> or by ringing 029 2087 4487. Documentation on how to self-activate the service once the device is registered is available at <a href="http://mwehelp.cf.ac.uk/blackberry/basics.html">http://mwehelp.cf.ac.uk/blackberry/basics.html</a>
<b>SERVICE HOURS (SUPPORT AVAILABILITY), CONDITIONS AND EXCEPTIONS</b>	09:00-17:00 (UK hours): During normal University working days CONTACT: Service Desk 02920 874487 EMAIL: <a href="mailto:insrvConnect@cardiff.cf.ac.uk">insrvConnect@cardiff.cf.ac.uk</a> In Person: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	BlackBerry Express is free to all members of Cardiff University. Any voice or data charges incurred on the device remain the responsibility of the owner.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<ul style="list-style-type: none"> <li>In accordance with the recommendations made by the Governance and Compliance Division regarding the security of devices, a timeout password of 10 minutes will be applied to the device at all times, even when the device is used for private-only use. This setting will be made at the server and cannot be disabled by the user. If this should become unacceptable to the service user, a request for disconnection from BlackBerry Express can be made by emailing <a href="mailto:insrvConnect@Cardiff.ac.uk">insrvConnect@Cardiff.ac.uk</a> or by ringing 029 2087 4487. Further advice on securing laptops and mobile devices is available at <a href="https://antivirus.cf.ac.uk/inf088.pdf">https://antivirus.cf.ac.uk/inf088.pdf</a></li> <li>The owner is responsible for the payment of any or all charges (e.g. data, voice) incurred on the device</li> </ul>
<b>ASSUMPTIONS</b>	<ul style="list-style-type: none"> <li>Major upgrades are treated as projects and are outside the scope of this document</li> <li>Changes to services will be communicated to all stakeholders via the Change Advisory Board,</li> </ul>

	<p>Service Owner and insrvAssist</p> <ul style="list-style-type: none"> <li>• The device is a privately-owned BlackBerry</li> <li>• The user has been migrated to Lotus Notes</li> <li>• The user agrees to the terms and conditions laid out in the BlackBerry customer contract agreement</li> <li>• Support is restricted to activation of the device only. Any issues related to the device itself should be referred to the relevant carrier.</li> </ul>
<b>SERVICE PROVIDER (INSRV IT) ROLES AND RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Provide appropriate training to support staff as necessary</li> <li>• Notification of scheduled maintenance</li> <li>• Facilitation of all service support activities involving incidents, problems, changes and releases</li> </ul>
<b>TARGET AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 99% per month. Availability is dependent on carrier and Research In Motion (RIM) networks.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrixes.html">http://www.cardiff.ac.uk/insrv/it/help/prioritymatrixes.html</a></p> <p>Escalation of BlackBerry-related issues should be via the Service Owner.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	No alerting and monitoring for this service.
<b>BACK UP POLICY</b>	Server - daily backup; Single server - no High Availability
<b>RESTORE POLICY</b>	BlackBerry restored to initial configuration state within 3 working days.
<b>CRITICAL BUSINESS PERIODS</b>	None defined
<b>DISASTER RECOVERY PLAN</b>	Server does not have auto failover, in the event of a total disaster of the server, a new server will need to be built and data restored from Backup tapes. As a result, a loss of service in terms of delivery of e-mail and calendar to devices will occur; users would still be able to access email and calendaring via other methods, eg open access workstations on campus or the web at home.

	The Administrative interface (both in terms of the end user's and the Administrator's access) will require manual intervention should a catastrophic failure occur on the server.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Standard server and BlackBerry service pack updates as required. Approval and communications via Change Advisory Board.

### 7.2.3.3 Other Mobile Devices

Awaiting finalised version of Service Level Objective

## 7.3 Storage, Backup and Data Centre

### 7.3.1 File Backup and Recovery

<b>NAME OF SERVICE:</b>	File Backup and Recovery
<b>SERVICE OWNER:</b>	Paul Jones
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Mike Evans
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Steve Lloyd
<b>EFFECTIVE DATE:</b>	July 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	<p>Provision of services to recover data and system in the event of deletion, corruption or disaster.</p> <p>A chargeable backup service is also available, with various possible retention periods. This service is out of scope for this document.</p> <p>The backup data is held in a secure location and distant from the source of the data.</p>
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working

	<p>days.</p> <p>TELEPHONE: IT Service Desk 029 208 74487</p> <p>EMAIL: insrvConnect@cardiff.ac.uk</p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>
<b>CHARGES</b>	No direct charges for the core service.
<b>SCHOOL / DIRECTORATE ROLES</b>	None
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	None
<b>ASSUMPTIONS</b>	Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services will be communicated to all stakeholders via the Service Owner and insrvAssist.</p> <p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases (University IT).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Availability of restores is dependent on a number of factors, as follows:</p> <p><i>Recovery Time Objective (RTO)</i> – The period of time in which systems/services are restored after an outage.</p> <p><i>Recovery Point Objective (RPO)</i> – The point in time to which data must be restored.</p> <p><i>Retention period</i> – Length of time that data is available for restore after deletion/corruption.</p> <p>These factors will vary depending on the associated service. Generally speaking, the RTO for small sets of files is likely to be very different from the RTO for an entire service.</p>

	<p>Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Backups run outside of office hours (i.e. between 5pm and 8am on weekdays, and all weekend).</p> <p>Restores can be requested via insrvConnect and will be performed within the hours stated in 'Support Availability'.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	
<b>BACK UP POLICY</b>	N/A
<b>CRITICAL BUSINESS PERIODS</b>	All year round.
<b>DISASTER RECOVERY PLAN</b>	
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	<p>Maintenance is scheduled as required. Approval and communications via Change Advisory Board.</p>

### 7.3.2 File Store

<b>NAME OF SERVICE:</b>	File Store
<b>SERVICE OWNER:</b>	Paul Jones
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Stephen Davey
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Richard Morgan
<b>EFFECTIVE DATE:</b>	
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012

<b>DEFINITION OF SERVICE</b>	<p>Provision of personal and shared file store for use by University staff, students and researchers. Personal file store (known as the H: drive) is a private area for document storage, by default accessible to the account holder only. Users can share sub-folders with other Cardiff University account holders. Shared file store (usually known as the S: or R: drive, but also incorporating the School/Directorate application G: drive) is also provided for each account holder. Both of these areas of file store are highly available, resilient and disaster tolerant.</p> <p>This service is available through so-called “managed workstations” on-campus, and also available anywhere through the internet via the Files section in Portal (<a href="http://portal.cf.ac.uk">http://portal.cf.ac.uk</a>) and through the WebDAV service (<a href="https://home.cf.ac.uk">https://home.cf.ac.uk</a> and <a href="https://shared.cf.ac.uk">https://shared.cf.ac.uk</a>).</p> <p>Additional file store can be made available with different levels of availability, resilience, disaster tolerance and backup. This additional storage is chargeable, the charges being out of scope for this document.</p>
<b>SUPPORT AVAILABILITY</b>	<p>09:00 – 17:00 (UK hours) during normal University working days.</p> <p>TELEPHONE: Service Desk 029 208 74487  EMAIL: insrvConnect@Cardiff.ac.uk  IN PERSON: 40-41 Park Place, Cathays, Cardiff.</p>
<b>CHARGES</b>	<p>No direct charges for the core service.</p>
<b>SCHOOL / DIRECTORATE ROLES</b>	<p>User quota allocation and file system permissions / security is delegated to nominated School / Directorate staff.</p>
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	<p>Access to networked storage is available to all University staff and students.</p> <p>All users of networked storage should adhere to the Information Services Regulations and Acceptable</p>

	Use ( <a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations/index.html">http://www.cardiff.ac.uk/insrv/aboutus/regulations/index.html</a> )
<b>ASSUMPTIONS</b>	Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Changes to services will be communicated to all stakeholders via the Service Owner and insrvAssist.  INSRV will provide appropriate training to support staff as necessary. Training can be delivered by INSRV IT.  Notification of scheduled maintenance via insrvAssist.  Facilitation of all service support activities involving incidents, problems, changes and releases (INSRV IT).
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: 98% per month. Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> Escalation of issues should be via Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Access to networked storage is available 24 hours a day, 7 days a week except during scheduled maintenance of service components.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	
<b>BACK UP POLICY</b>	Personal file store is backed up weekly; shared file store backed up nightly. Backups are retained for a period of 3 months.
<b>CRITICAL BUSINESS PERIODS</b>	All year round.
<b>DISASTER RECOVERY PLAN</b>	The data on the networked storage is mirrored to two separate sites, thereby minimising any impact should a single site be lost. Should both sites be

	lost, data can be restored from backup.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

### 7.3.3 Data Centre Infrastructure

<b>NAME OF SERVICE:</b>	Data Centre Infrastructure
<b>SERVICE OWNER:</b>	Paul Jones
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Steve Lloyd
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Steve Lloyd
<b>EFFECTIVE DATE:</b>	July 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	<p>Provision, maintenance and support of Data Centre / server room cooling and racking infrastructure, which underpins the entire University IT service.</p> <p>Space in such Data Centres and computer rooms can be used on an annual basis by Schools and Directorates. Such space is chargeable, the charges being out of scope for this document.</p> <p>Security via an alarm system and closed circuit television is provided on a 24 x 365 basis. Access is restricted to authorised personnel only.</p> <p>An average temperature of 21° (+/- 2°)C will be maintained in the Data Centre / server rooms.</p>
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days.

	<p>TELEPHONE: IT Service Desk 029 208 74487  EMAIL: insrvConnect@cardiff.ac.uk  IN PERSON: 40-41 Park Place, Cathays,  Cardiff</p>
<b>CHARGES</b>	No direct charges for the core service.
<b>SCHOOL / DIRECTORATE ROLES</b>	None
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	None
<b>ASSUMPTIONS</b>	Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services will be communicated to all stakeholders via the Service Owner and insrvAssist.</p> <p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases (University IT).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 98% per month.</p> <p>Operational and redundant electrical power supplies via Uninterruptable Power Supply (UPS) are implemented to aim to provide power to the equipment racks and cabinets with 100% availability.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>

<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	
<b>BACK UP POLICY</b>	N/A
<b>CRITICAL BUSINESS PERIODS</b>	All year round.
<b>DISASTER RECOVERY PLAN</b>	
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

## 7.4 Printer, Photocopier and Scanners

### 7.4.1 Network Printing and Photocopying Service

<b>NAME OF SERVICE:</b>	Network Printing and Photocopying
<b>SERVICE OWNER:</b>	Sue Lay, Jackie Kirk
<b>REVIEW PERIOD:</b>	Annually
<b>SERVICE MANAGER</b>	Marina Whitmore
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	Provision, support and technical maintenance of University network printing service, which allows staff to print across the network.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. Data Centre Operations monitor services from 8am – 10pm Monday – Friday There is no on call out of hours support for

	<p>resolutions available. This will be best endeavours only.</p> <p>TELEPHONE: IT Service Desk 029 208 74487</p> <p>EMAIL: insrvConnect@cardiff.ac.uk</p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>
<b>CHARGES</b>	<p><a href="http://www.cardiff.ac.uk/insrv/graphicsandmedia/printing">www.cardiff.ac.uk/insrv/graphicsandmedia/printing</a>.</p>
<b>SCHOOL/DIRECTORATE ROLES CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>The service manages the print queues, queue-monitoring software and copier controller software rather than the devices themselves. The devices and associated consumables are the responsibility of the purchasing School or Division.</p>
<b>ASSUMPTIONS</b>	
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Major changes to software will be communicated to all stakeholders via the Service Owner, Subject Librarians and insrvAssist.</p> <p>INSRV and other third parties will provide appropriate training to support staff as necessary. Training can be delivered by IT teams.</p> <p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases (University IT).</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 99.5% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at: TBA.</p> <p>Escalation of issues should be via the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND</b>	<p>The service is available 24 x 7 x 365.</p>

<b>EXCEPTIONS</b>	Access to devices is restricted by departmental opening hours.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Services are monitored using Nagios. Servers are up/down monitored. Services are monitored to ensure service availability. Functional tests and alerts are also in place.
<b>BACK UP POLICY</b>	Data is backed up on a nightly basis with three month retention.
<b>CRITICAL BUSINESS PERIODS</b>	Exam periods. Submission of dissertations deadlines. As semester work deadlines dictate.
<b>DISASTER RECOVERY PLAN</b>	Not yet in place.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

## 7.5 Residences Network

### 7.5.1 Residences Network

<b>NAME OF SERVICE:</b>	Residences Network (RESLAN)
<b>SERVICE OWNER:</b>	Peter Gilbert
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Mike O'Brien
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	TBC
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	A connection to the Cardiff University Academic Network which allows access to INSRV's online

	<p>databases and electronic journals.</p> <p>Provision, as a study aid, of a wired network , with automated registration to provide secure web access to personally-owned devices in all rooms in University residences (except student houses).</p>
<b>SUPPORT AVAILABILITY</b>	<p>9am – 5pm during normal University working days.</p> <p>TELEPHONE: IT Service Desk 029 208 74487</p> <p>EMAIL: insrvConnect@cardiff.ac.uk</p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>
<b>CHARGES</b>	<p>Students' costs are included in the room charges.</p> <p>Campus Services pay for Cardiff Campus Manager and for additional staffing at start of year.</p> <p>Except the service offered in the Heath Trust accommodation, this is charged directly to Campus Services.</p> <p>There are no INSRV charges for this service.</p>
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>You must have a licensed, supported operating system. Supported operating systems include:</p> <ul style="list-style-type: none"> <li>• Windows XP, Vista or Windows 7</li> <li>• Apple Operating Systems 10.2 and above</li> <li>• Most Linux systems</li> </ul> <p>Your operating system must be patched with the latest service packs and security updates.</p> <p>You must have an up-to-date, supported anti-virus program.</p> <p>Students must maintain the AVS and OS Security patches on their computers.</p> <p>Customers must conform by the University Acceptable Use Policy.</p> <p>Advice is provided by an online leaving home check list</p>
<b>ASSUMPTIONS</b>	<p>You must be a member of Cardiff university to use this service.</p> <p>The service is not available for non-Cardiff</p>

	University guests staying in Residences.
<b>SERVICE PROVIDER</b>  <b>(INSRV) ROLES AND RESPONSIBILITIES</b>	<p>The registration system is provided by Cardiff Campus Manager, a Bradford system supported by KHIPU</p> <p>CCM, Cardiff Campus manager is supported by KHIPU Networks Limited, 9am – 5pm, Monday – Friday. Telephone, email and remote access support with four hour response and four hour engineer on-site with replacement hardware, software update, access to Khipu Software repository and web helpdesk system.</p> <p>Weekend Support, 9am – 5pm. Telephone, email and remote support. (Six weekend days at the start of each academic year and four weekends at the start of January.)</p> <p><b>Contract renewal date with KIHU 27<sup>th</sup> May 2012.</b></p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 98% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Students must provide reasonable access during normal University times, 9am – 5pm, Monday to Friday.
<b>MONITORING, TRACKING AND REPORTING</b>	There is term-based remediation to ensure

<b>SCHEDULE</b>	endpoint compliance.
<b>BACK UP POLICY</b>	N/A
<b>CRITICAL BUSINESS PERIODS</b>	The September enrolment of 6,500 students. University start of year including the following enrolment times throughout the year: August, September, January, March.
<b>DISASTER RECOVERY PLAN</b>	Campus Manager is a dual redundant system.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	<p>If downtime is required, a minimum of seven days notice to students is provided. CCM and Socket reset at start of year, one day.</p> <p>Telephone support from KHIPU on CCM is available and additional weekend support at the start of term.</p> <p>Variations to the terms of these objectives outside the annual review may only be made, and in writing, with the agreement of INSRV's IT Services Manager.</p>

## 7.6 Security, Network and Internet

### 7.6.1 Desktop IT Security

<b>NAME OF SERVICE:</b>	Anti-Virus
<b>SERVICE OWNER:</b>	Matthew Pengelly
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Gary White
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Huw Gulliver
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A

<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	Provision of anti-virus software for University-owned server systems, desktop and laptop computers, to protect University IT systems from malicious attack, in line with University Information Security policy.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	No direct charges for the core service.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	None
<b>ASSUMPTIONS</b>	Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Charges to services will be communicated to all stakeholders via the Service Owner and insrvAssist.  Notification of scheduled maintenance via insrvAssist.  Facilitation of all service support activities involving incidents, problems, charges and releases via University IT.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: 98% per month. Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> Escalation of issues should be via the IT Service Desk in the first instance, then the

	Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Aim to provide service, 24/7, 365 days a year.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Central monitoring via server.
<b>BACK UP POLICY</b>	Server backs up to USB hard drive and also to a server held off campus. Backups are performed every day outside of core hours.
<b>CRITICAL BUSINESS PERIODS</b>	Critical at all times – 24 hours a day, 7 days a week.
<b>DISASTER RECOVERY PLAN</b>	Standard procedure for repairing end-point devices and the server has 'bare metal' recovery strategy.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board and insrvAssist.

### 7.6.2 Perimeter IT Security

<b>NAME OF SERVICE:</b>	Firewall
<b>SERVICE OWNER:</b>	Matthew Pengelly
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Gary White
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Huw Gulliver
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	Management and provision of network firewalls, which provide border controls at key

	points in the University network, for the purpose of controlling ingress and egress traffic in line with the University Information Security policy.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	No direct charges for the core service.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	None.
<b>ASSUMPTIONS</b>	Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Charges to services will be communicated to all stakeholders via the Service Owner and insrvAssist.  Notification of scheduled maintenance via insrvAssist.  Facilitation of all service support activities involving incidents, problems, charges and releases via University IT.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: 98% per month. Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> . Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Aim to provide network connectivity, 24/7, 365 days a year.

<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Monitored by insrvSecurity and Service and Operations.
<b>BACK UP POLICY</b>	Firewall configuration is backed up to internal server.
<b>CRITICAL BUSINESS PERIODS</b>	Aim to provide connectivity, 24/7, 365 days a year.
<b>DISASTER RECOVERY PLAN</b>	Resilient pair – contracts with external suppliers. Any replacement kit available next working day.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board and insrvAssist.

### 7.6.3 Network Connectivity

<b>NAME OF SERVICE:</b>	Network Connectivity
<b>SERVICE OWNER:</b>	Matthew Pengelly
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Bob Dew
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Bob Dew
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	2012
<b>DEFINITION OF SERVICE</b>	24 hour provision, maintenance and support of the University's extensive data network, which includes over 55,000 network outlets, 1,300 switches and routers and provides connectivity to 190 buildings throughout the University. The network underpins all major University IT services and systems, and connects the University to the outside world via the internet.

<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	No direct charges for the core service.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	None
<b>ASSUMPTIONS</b>	Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Charges to services will be communicated to all stakeholders via the Service Owner and insrvAssist. Notification of scheduled maintenance via insrvAssist. Facilitation of all service support activities involving incidents, problems, charges and releases via University IT.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: 98% per month for switch availability during normal business hours as specified. Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> . Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Aim to provide Network connectivity, 24/7, 365 days a year.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	LanWatch – reports status of equipment (VLAN's, Wireless Access Points). StatSeeker – Comprehensive statistics – monitoring bandwidth utilisation for every

	switch on campus.
<b>BACK UP POLICY</b>	N/A
<b>CRITICAL BUSINESS PERIODS</b>	Graduation week, A-level Sunday and the main enrolment fortnight. As well as aiming to provide network connectivity, 24/7, 365 days a year.
<b>DISASTER RECOVERY PLAN</b>	Best efforts to restore connectivity in the event of a disaster.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board and insrvAssist.

## 7.6.4 Wireless Connectivity

### 7.6.4.1 Guest Wireless Service

<b>NAME OF SERVICE:</b>	Wireless Connectivity (Guest Wireless Access)
<b>SERVICE OWNER:</b>	Peter Gilbert
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>TECHNICAL MANAGER:</b>	Anthony Cope
<b>REVIEW PERIOD:</b>	Annually
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	<p>Guest Wireless Access is also known as CU-Guest-WiFi.</p> <p>The CU-Guest-WiFi service is a restricted service which is intended to provide wireless access from a laptop or mobile device to public web pages and web-based email only; other services and programs may not work.</p> <p>Users of the service could be :</p> <ul style="list-style-type: none"> <li>• Delegates at conferences organised by</li> </ul>

	<p>members of Cardiff University in line with Cardiff University's publicly funded remit - for the duration of the conference, unless this is longer than one week;</p> <ul style="list-style-type: none"> <li>• Members of commercial organisations and public bodies in the University by invitation – for the duration of their invitation, unless this is longer than one week.</li> </ul> <p>Further details are available from <a href="http://www.cardiff.ac.uk/insrv/it/network/wireless/insrv-guest-wireless.html">www.cardiff.ac.uk/insrv/it/network/wireless/insrv-guest-wireless.html</a>.</p> <p>Access to the network is made using a redirected web page and a unique username and password provided on a printed, time-limited coupon.</p> <p>Accounts will be enabled for a fixed period at the time they are created, to be determined by the administrator of the account. The period can be set at one day or seven days, with the usage period initiating at first login.</p> <p>Accounts unused after 28 days following the creation date will be deleted.</p> <p>A login screen will clearly set out the entitlements of the guest user and the terms of usage of the account.</p> <p>The service will NOT be Shibboleth-enabled, and nor will it provide single sign-on via the Portal.</p> <p>The accounts will not enable a user to log on to a University-imaged machine.</p> <p>This service uses a Cardiff University IP address.</p>
<b>SUPPORT AVAILABILITY</b>	<p>9am – 5pm during normal University working days.</p> <p>TELEPHONE: IT Service Desk 029 208 74487</p> <p>EMAIL: <a href="mailto:insrvConnect@cardiff.ac.uk">insrvConnect@cardiff.ac.uk</a></p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>

<b>CHARGES</b>	There are no charges to the users of this service.
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	<p>Users of the CU-Guest-Wifi agree to adhere to the INSRV Regulations and Acceptable Use at <a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations">www.cardiff.ac.uk/insrv/aboutus/regulations</a>.</p> <p>Users of the CU-Guest-WiFi service must have a Cardiff University sponsor before access can be given.</p> <p>There is no requirement for devices to be checked for viruses before connection to this service.</p> <p>Usage of CU-Guest-WiFi is entirely at the risk of the account holder. As such, it is strongly recommended that laptops have up-to-date anti-virus and all security updates applied before using the service.</p> <p>Account holders are not permitted to access or attempt to access any electronic resources for which Cardiff University holds a license.</p>
<b>ASSUMPTIONS</b>	Major upgrades are treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	<p>Changes to services will be communicated to all stakeholders via the Service Owner, Subject Librarians and insrvAssist.</p> <p>INSRV will provide appropriate training to support staff as necessary. Training can be delivered by University IT.</p> <p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases (University IT).</p> <p>INSRV will monitor the use of these accounts in Schools/Directorates to ensure that they are only used for invited guests.</p>
<b>AVAILABILITY RESPONSE TIMES ESCALATION</b>	<p>Target availability: 98% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at: TBA.</p>

	Escalation of issues should be via the Service Owner.
<b>SERVICE HOURS CONDITIONS EXCEPTIONS</b>	Access to CU-Guest-WiFi is available 24 hours a day, 7 days a week, except during scheduled or emergency maintenance.
<b>MONITORING TRACKING REPORTING SCHEDULE</b>	In accordance with the Regulation of Investigatory Powers (RIP) Act 2000, the University may routinely monitor information systems to assure the continued integrity and security of the University's systems and users' compliance with the law. Disclosure of the content of messages and other data will only be undertaken with the specific authorisation of the Vice-Chancellor, or nominee, on the evidence of good cause.
<b>SCHEDULED DOWNTIME</b>	There are no regular set periods for downtime.  INSRV will give at least 48 hours notice of any necessary scheduled downtime to nominated CU-Guest-WiFi administrators, so that all users can be informed. In the case of urgent patches or software releases required to prevent potentially disastrous malfunction or security breaches, INSRV reserves the right to give less than 48 hours notice.
<b>SCHOOL/DIRECTORATE ROLES</b>	The Head of School/Director of each School/Directorate may nominate up to 3 Guest Wireless Administrators (GWAs). The GWA is responsible for securely administering the issue of guest wireless coupons within their School/Directorate to authorised visitors only, and for retaining detailed records for 13 months after the date of first use of each coupon.  Further information can be found in the 'Guidelines on the creation and use of CU-

	Guest-WiFi Accounts' at <a href="http://www.cardiff.ac.uk/insrv/it/network/wireless/insrv-guest-wireless.html">www.cardiff.ac.uk/insrv/it/network/wireless/insrv-guest-wireless.html</a> .
<b>BACK UP POLICY</b>	The account database is backed up nightly. CU-Guest-WiFi is run from a virtual server, which is also backed up nightly.
<b>CRITICAL BUSINESS PERIODS</b>	Access to the Guest Wireless service is especially important during the conference season, typically mid-June to mid-September.
<b>DISASTER RECOVERY PLAN</b>	CU-Guest-WiFi is run from a virtual server that can be re-built within four working hours, with data restored from the nightly backup.
<b>SERVICE MAINTENANCE CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

#### 7.6.4.1 CU-WiFi Service

<b>NAME OF SERVICE:</b>	Wireless Connectivity – CU-WiFi
<b>SERVICE OWNER:</b>	Peter Gilbert
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Anthony Cope
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Bob Dew
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	The University Wireless Network is available free to Cardiff University staff, students and (in the case of the guest wireless service) invited guests and offers a flexible way to access online resources from wireless hotspots across the University campuses using a laptop or PDA.

	<p>Please Note: This service provides very basic, unencrypted access to the World Wide Web, and data passing between your laptop/PDA and the wireless network is unencrypted, meaning it is possible for unscrupulous hackers to see this data.</p> <p>CU-WiFi should only be last resort if your device is not able to use eduroam due to technical incompatibilities.</p>
<b>SUPPORT AVAILABILITY</b>	<p>9am – 5pm during normal University working days.</p> <p>TELEPHONE: IT Service Desk 029 208 74487</p> <p>EMAIL: insrvConnect@cardiff.ac.uk</p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>
<b>CHARGES</b>	<p>The Cardiff University Wireless Network, CU-WiFi is available free to staff, students.</p>
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	<p>Customers should not enable services to the detriment of others such as IPv6, Internet connection sharing.</p> <p>Connecting to the Wireless Networking Service To connect to CU-WiFi you must first register your device with INSRV.</p> <p>Customers should use the highest level of security that their system is capable of.</p>
<b>ASSUMPTIONS</b>	<p>None</p>
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 98% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT</p>

	Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Access is 24 hours a day, 7 days a week except during scheduled maintenance of service devices. Current equipment is 'end of life' and out of service support. Any failure will require a possible tender and follow purchasing procedures.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Monitoring ,Tracking and reporting are provided by Ringmaster, Air Defence and Radius
<b>BACK UP POLICY</b>	Equipment configuration is backed up. Hardware is not backed up.
<b>CRITICAL BUSINESS PERIODS</b>	None
<b>DISASTER RECOVERY PLAN</b>	There is some redundancy and capacity in various parts of the system providing partial resilience.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	INSRV will give at least 48 hours notice of any necessary scheduled downtime so that all users can be informed. In the case of urgent patches or software releases required to prevent potentially disastrous malfunction or security breaches, INSRV reserves the right to give less than 48 hours notice. The equipment is end of life and out of service support. Service management is provided by Ringmaster.

#### 7.6.4.2 eduroam (JANET Roaming) Wireless Service

<b>NAME OF SERVICE:</b>	Wireless Connectivity eduroam
<b>SERVICE OWNER:</b>	Peter Gilbert
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore

<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	Anthony Cope
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	Bob Dew
<b>EFFECTIVE DATE:</b>	January 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	January 2012
<b>DEFINITION OF SERVICE</b>	<p>Please note: This service is only available to Cardiff University staff and students and members of other institutions that participate in the JANET roaming service.</p> <p>eduroam is an enhanced wireless service which has enhanced network security (this requires certain features to be available on hardware installed on the wireless device). The Cardiff University wireless network is available free to staff, students and offers a flexible way to access online resources across the University campuses using a laptop or PDA.</p> <p>The JANET roaming service is part of the eduroam Federation, which provides an infrastructure for roaming between institutions through Europe, Taiwan and Australia. Institutions within the US have also expressed an interest in eduroam.</p>
<b>SUPPORT AVAILABILITY</b>	<p>9am – 5pm during normal University working days.</p> <p>TELEPHONE: IT Service Desk 029 208 74487</p> <p>EMAIL: insrvConnect@cardiff.ac.uk</p> <p>IN PERSON: 40-41 Park Place, Cathays, Cardiff</p>
<b>CHARGES</b>	<p>The Cardiff University wireless network is available free to staff, students and offers a flexible way to access online resources across the University campuses using a laptop or PDA.</p>

<b>CUSTOMER RESPONSIBILITES/  REQUIREMENTS/ PREREQUISITES</b>	<p>All participants (institutions and individual users) are bound by the JANET Roaming Policy (<a href="http://www.ja.net/documents/services/janet-roaming/policy.pdf">www.ja.net/documents/services/janet-roaming/policy.pdf</a>), and must conform to the University Acceptable Use Policy (<a href="http://www.cardiff.ac.uk/govrn/cocom/resources/UNIVERSITY%20ACCEPTABLE%20USE%20POLICY.doc">www.cardiff.ac.uk/govrn/cocom/resources/UNIVERSITY%20ACCEPTABLE%20USE%20POLICY.doc</a>).</p> <p>To connect to eduroam (Cardiff staff and students only), you must first register your device with INSRV (<a href="http://www.cardiff.ac.uk/insrv/it/network/wireless/register.html">www.cardiff.ac.uk/insrv/it/network/wireless/register.html</a>).</p>
<b>ASSUMPTIONS</b>	None
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 98% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Access is 24 hours a day, 7 days a week except during scheduled maintenance of service devices.</p> <p>Current equipment is 'end of life' and out of service support.</p> <p>Any failure will require a possible tender and follow purchasing procedures.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Monitoring ,tracking and reporting are provided by Ringmaster, Air Defence and Radius.

<b>BACK UP POLICY</b>	Equipment configuration is backed up. Hardware is not backed up.
<b>CRITICAL BUSINESS PERIODS</b>	None
<b>DISASTER RECOVERY PLAN</b>	There is some redundancy and capacity in various parts of the system providing partial resilience.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	INSRV will give at least 48 hours notice of any necessary scheduled downtime so that all users can be informed. In the case of urgent patches or software releases required to prevent potentially disastrous malfunction or security breaches, INSRV reserves the right to give less than 48 hours notice. The equipment is end of life and out of service support. Service management is provided by Ringmaster.

## 7.7 Registration and Authentication

### 7.7.1 Identity Management

<b>NAME OF SERVICE:</b>	Identity Management
<b>SERVICE OWNER:</b>	Julie Humphrys
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	TBC
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	TBC
<b>EFFECTIVE DATE:</b>	July 2011
<b>DATE OF LAST REVIEW:</b>	N/A

<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	Provision, support and maintenance of systems which manage user credentials and control who is able to access particular IT resources, only allowing authorised users to log on to the IT systems that are appropriate to them.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	Usually no direct charges for this core service although some exceptions apply.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	All users of service must adhere to the INSRV Regulations and Acceptable Use <a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations">www.cardiff.ac.uk/insrv/aboutus/regulations</a> .
<b>ASSUMPTIONS</b>	Major upgrades will be treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Changes to services will be communicated to all stakeholders via the Service Owner and insrvAssist or Identity Management Team. Notification of scheduled maintenance via insrvAssist or Identity Management Team. Facilitation of all service support activities involving incidents, problems, changes and releases via University IT.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: 98% per month. Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> . Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Aim to provide service availability 24 hours a day, 7 days a week except during scheduled maintenance of service components.
<b>MONITORING, TRACKING AND REPORTING</b>	Nagios. Continuous monitoring of hardware.

<b>SCHEDULE</b>	Nightly reporting on processes.
<b>BACK UP POLICY</b>	Daily database backup.
<b>CRITICAL BUSINESS PERIODS</b>	August to mid-October.
<b>DISASTER RECOVERY PLAN</b>	Disaster recovery plan in place and will be followed in event of a disaster.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

### 7.7.2 Network Registration

<b>NAME OF SERVICE:</b>	Network Registration
<b>SERVICE OWNER:</b>	Julie Humphrys
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	TBC
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	TBC
<b>EFFECTIVE DATE:</b>	August 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	August 2012
<b>DEFINITION OF SERVICE</b>	Provision, support and maintenance of systems which register staff, students and researchers as users on the University network. There are currently over 60,000 users, including all Schools, Centres and Administration Directorates.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk

	IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	Usually no direct charges for this core service although some exceptions apply.
<b>CUSTOMER RESPONSIBILITES/ REQUIREMENTS/ PREREQUISITES</b>	All users of this service should adhere to the INSRV Regulations and Acceptable Use ( <a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations">www.cardiff.ac.uk/insrv/aboutus/regulations</a> ).
<b>ASSUMPTIONS</b>	Major upgrades will be treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Changes to services will be communicated to all stakeholders via the Service Owner and insrvAssist or Identity Management Team. Notification of scheduled maintenance via insrvAssist or Identity Management Team. Facilitation of all service support activities involving incidents, problems, changes and releases via University IT.
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	Target availability: 98% per month. Response times associated with the priority assigned to incidents and service requests as published at: <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a> . Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner.
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	Aim to provide service availability 24 hours a day, 7 days a week except during scheduled maintenance of service components.
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	Nagios. Continuous monitoring of hardware. Nightly reporting on processes.
<b>BACK UP POLICY</b>	Daily database backup.
<b>CRITICAL BUSINESS PERIODS</b>	August to mid-October.
<b>DISASTER RECOVERY</b>	Disaster recovery plan in place and will be

<b>PLAN</b>	followed in event of a disaster.
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	Maintenance is scheduled as required. Approval and communications via Change Advisory Board.

### 7.7.3 Resource Authentication

<b>NAME OF SERVICE:</b>	Resource Authentication
<b>SERVICE OWNER:</b>	Julie Humphrys
<b>GROUP SERVICE OWNER:</b>	Marina Whitmore
<b>REVIEW PERIOD:</b>	Annually
<b>TECHNICAL SERVICE MANAGER:</b>	TBC
<b>GROUP TECHNICAL SERVICE MANAGER:</b>	TBC
<b>EFFECTIVE DATE:</b>	July 2011
<b>DATE OF LAST REVIEW:</b>	N/A
<b>DATE OF NEXT REVIEW:</b>	July 2012
<b>DEFINITION OF SERVICE</b>	Provision, support and maintenance of software systems that verify and authenticate user requests to access secure University resources. More than 1.2m system logins are currently authorised and authenticated per year.
<b>SUPPORT AVAILABILITY</b>	9am – 5pm during normal University working days. TELEPHONE: IT Service Desk 029 208 74487 EMAIL: insrvConnect@cardiff.ac.uk IN PERSON: 40-41 Park Place, Cathays, Cardiff
<b>CHARGES</b>	No direct charges for this core service.
<b>CUSTOMER RESPONSIBILITIES/ REQUIREMENTS/ PREREQUISITES</b>	All users of this service should adhere to the INSRV Regulations and Acceptable Use ( <a href="http://www.cardiff.ac.uk/insrv/aboutus/regulations">www.cardiff.ac.uk/insrv/aboutus/regulations</a> ).
<b>ASSUMPTIONS</b>	Major upgrades will be treated as projects and are outside the scope of this document.
<b>SERVICE PROVIDER (INSRV) ROLES AND RESPONSIBILITIES</b>	Changes to services will be communicated to all stakeholders via the Service Owner and insrvAssist.

	<p>Notification of scheduled maintenance via insrvAssist.</p> <p>Facilitation of all service support activities involving incidents, problems, changes and releases via University IT.</p>
<b>AVAILABILITY, RESPONSE TIMES AND ESCALATION</b>	<p>Target availability: 98% per month.</p> <p>Response times associated with the priority assigned to incidents and service requests as published at:  <a href="http://www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html">www.cardiff.ac.uk/insrv/it/help/prioritymatrices.html</a>.</p> <p>Escalation of issues should be via the IT Service Desk in the first instance, then the Service Owner</p>
<b>SERVICE HOURS AND CONDITIONS AND EXCEPTIONS</b>	<p>Aim to provide service availability 24 hours a day, 7 days a week except during scheduled maintenance of service components.</p>
<b>MONITORING, TRACKING AND REPORTING SCHEDULE</b>	<p>Nagios.</p> <p>Servers are self-monitoring.</p>
<b>BACK UP POLICY</b>	<p>Daily database backup – database also replicated.</p>
<b>CRITICAL BUSINESS PERIODS</b>	<p>Main enrolment period.</p> <p>Main scheduled examination period.</p>
<b>DISASTER RECOVERY PLAN</b>	<p>Disaster recovery plan in place and will be followed in event of a disaster.</p>
<b>SERVICE MAINTENANCE/ CHANGE MANAGEMENT</b>	<p>Maintenance is scheduled as required.</p> <p>Approval and communications via Change Advisory Board.</p>