University of
Reading

PARTNERSHIP AGREEMENT
IT

1. Objective

This document outlines the terms under which services are delivered by IT to the University. It should be read in conjunction with our Service Catalogue;

http://www.reading.ac.uk/internal/its/services/sercat2017.aspx

This provides full details of the services we provide, as approved by the University Executive Board.

2. Period of the agreement

This document covers the period 1st of October 2017 to 30st of September 2018. Towards the end of this period we will review and revise as necessary.

3. Who we are and what we do

IT provides an integrated set of services which meet the needs of students, staff, alumni and partners; providing flexibility for future innovation. This supports the University as a global leader in research and higher education.

We design our services to meet the needs of the University by understanding patterns of demand and required performance, measuring our success and addressing concerns. This enables us to provide a portfolio of IT services that is valued by our internal partners.

For further detail on the services we provide to various user groups across the University, please see our Service Catalogue, which sets out our standard and additional/optional services.

4. How to access our service

The IT Service Desk is the single point of contact for users when reporting faults, requesting services or for updates about service disruption. The IT Service Desk can be contacted via telephone, email or by using our self-service portal.

Our services should be accessed as follows.
- Self-service portal (https://uor.topdesk.net/)
- Email it@reading.ac.uk
- Phone ext 6262 (0118 378 6262)

Heads of schools & functions work closely with the IT Business Partners on strategic IT matters, and to escalate issues & concerns which have not be dealt with adequately via the normal process.

Please follow the below link for an up to date list of IT Business Partners and their responsibilities.
https://uor.topdesk.net/tas/public/ssp/content/detail/knowledgeitem?unid=bfa9d5b508134c13bdb776d40e1d9960&from=e81f63ba-0e04-47d7-ba4b-26066e4ad35b

a. When we're available

Availability of our services varies by service. Further information for each service is detailed in our Service Catalogue.

Service desk hours are; -

Term Time	Monday - Friday	Weekends
Telephone Support	08.00 - 18.00	Unavailable
IT Service Desk, 1st floor Library	08.00 - 18.00	11.00 - 17.00

Vacation	Monday - Friday	Weekends
Telephone Support	08.00 - 18.00	Unavailable
IT Service Desk, 1st floor Library	09.00 - 17.00	Closed

b. How to contact us
- Self-service portal (https://uor.topdesk.net/)
- email it@reading.ac.uk
- phone ext 6262

c. Who to contact

Our main point of contact is through the IT Service Desk (see above, 'How to contact us').

Heads of school & functions (or nominated representative) will also work closely with their IT Business partner through regular meetings. These meetings will focus on strategic discussions, forward planning major issues and escalations.

d. Who can request our services

The majority of our services are available to all members of the University of Reading.

Strategic IT planning and project management services are only available via head of school or function.

Further details for each service are detailed in our Service Catalogue.

5. Our commitment to service users

Services

In delivering our services, we commit to the following principles and practices:
- We are responsive, assessing levels of impact and urgency when prioritising work
  http://www.reading.ac.uk/web/files/its/incident_criteria_v1.3.pdf
- We have agreed to publish an up-to-date IT Service Catalogue
  http://www.reading.ac.uk/internal/its/services/sercat2017.aspx
- We aim to minimise internal cross-charging for standard services where levels of demand can be accurately predicted, and where resources are available to meet peaks in demand

- We provide a single IT Service Desk, managed using contemporary, industry standard processes and practices
- We provide the ability to support IT remotely and allow users to self-serve to a greater extent where possible
- We provide standard IT policies to guide IT developments and operations
- Through clear governance we continue to develop a strategic Service Portfolio aiding the University in prioritising programmes and projects underpinned by IT developments
- We will continue to develop a roadmap for the University's IT underpinned by clear architecture principles and standards

IT support staff

- We ensure that our staff have the right capabilities and tools to deliver value to the University
- Staff within IT are given appropriate training, certifications and accreditations
- Multi-skilled teams are able to work on different tasks as priorities demand
- Our strategy and governance ensure that individuals are working on the right things at the right time
- We understand changing requirements by fostering strong working relationships with all Schools and Services to maximise the value we create
- We use management tools and processes based on IT industry best practice
- We manage ourselves effectively by defining, monitoring and evaluating our processes leading to efficiency and cost reduction

Systems

We will continually improve our agility by developing re-usable means of sharing data between our core systems, enabling better integration.

- Systems development decisions are made by the University with the aim of maximising the benefit to the University as a whole. Decisions made from a University-wide perspective have greater long-term value than from any individual perspective. However, we will not preclude an individual's need for innovation or responsive change
- We advise on application development priorities but priority decisions will be made by the University as advised by the Information Systems Management Group. We ensure efficient and effective designs with clear benefits are established when identifying the importance of a particular change
- Whenever possible cloud solutions will be considered before in house development. We manage and integrate cloud services on behalf of the University ensuring availability, capacity and security needs are met whilst taking advantages of economies of scale

Infrastructure

We ensure a stable and available platform for our Services by designing infrastructure which accommodates current and, as far as possible, future needs.

- We ensure that securely architected systems are integrated and accessible from a range of technologies and locations
- Where possible, technology is supported and configured via automatic or remote processes freeing up staff time for more complex tasks
- We increase the reliability of our infrastructure by taking a holistic approach to asset management and configuration management. This gives us a clear understanding of which service assets support which systems and where best to invest in resilience
- Infrastructure and hosting will be fit for purpose as we adopt an appropriate sourcing strategy ensuring efficient and effective solutions at reasonable costs and with clear benefits

- We will develop our architectural roadmap focusing on infrastructure that enable solutions to meet user-defined requirements for functionality

6. What we need from our service users

In order to deliver an effective service, we require our service users to do the following:

- Adhere to the Universities Information Management Policies
  http://www.reading.ac.uk/internal/imps/
- Adhere to the Universities regulations for the use of IT facilities and systems
  http://www.reading.ac.uk/web/FILES/its/Section_G_6_Regulations_for_the_Use_of_the_University_of_Reading's_IT_Facilities_and_Systems_01.pdf
- Adhere to the terms and conditions associated with each service – especially in relation to information security.
- Report any issues in a timely manner via the IT Service Desk, and where needed work with the Service Desk Team to help resolve issues.
- Heads of Schools and Functions should work closely with IT Business Partners to ensure we meet the strategic goals of the University.

Where new services are required, requests for this should be directed to the Head of School or Function, who will then work with the allocated Business Partner to gather requirements, set priorities, and feed these on to the appropriate teams.

7. Service limitations and dependencies

Limitations and dependencies for each of our services is detailed in the Service Catalogue.

Service dependencies include, cloud providers, third party support, local electrical power and Janet network connection.

8. Managing our service

John Leary, IT Director is responsible for managing the overall service supported by the Assistant Directors with the following management responsibilities;

- Mark Collet: Business Engagement and Transformation
- Steve Gough: Services & Support
- Anton Lawrence: Development & Operations

9. Providing feedback on our service

We welcome constructive feedback and complaints about our services. Compliments and complaints can be sent to the Service Desk in the first instance (see section 4).

Major issues and concerns should be reported to the Business Partner via the Head of School or Function (or their nominated representative). The Business Partners will escalate as required, keeping the Head of School or Function informed at all times.

Periodically, Business Partners will meet with Heads of School and Functions (or their nominated representative) to discuss and review our services and their provision.

10.   How we monitor our performance

IT will provide information on performance in the following areas;

- Budget management

- NSS score for IT resources availability

- Customer satisfaction (IT Service Desk exit surveys)

- Service Desk incident resolution within SLA targets

- Core network availability

Version control

VERSION	KEEPER	REVIEWED	APPROVED BY	APPROVAL DATE
1.0	IT	Neil Blanchonnet	John Leary	
1.1	IT	Mark Collett	John Leary	25/10/17