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## Service Level Description: Help Desk

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### 1. Service Aims

- To provide a single point of contact for advice, information and assistance to all users of ITS systems, products and services.
- To provide first-level support for IT systems, products and services.
- To log and refer on to the appropriate technical contact any queries that cannot be answered immediately.

### 2. Operational Framework

- Location: ground floor, Rutherford Building (RB)
- Opening hours:
  - Monday – Friday: 9:15 am – 9:45 pm
  - Saturday: 9:30 am – 5:15 pm
  - Sunday: 11:30 am – 5:15 pm
  - Christmas and Summer Vacation opening times can be found online at:  
**<http://www.goldsmiths.ac.uk/it/help-desk/>**
- You can contact the Help Desk:
  - by visiting in person
  - by telephone: 7555 (internal) or 020 7919 7555 (external). A voicemail service is in place which can be used to leave a message or obtain systems information during busy times or outside normal opening hours
  - by email: [helpdesk@gold.ac.uk](mailto:helpdesk@gold.ac.uk)
  - or by internal mail: Help Desk, IT Services

### 3. Service Elements

#### 3.1 Advice and Information

- Provide the first point of contact for users.
- Assist with the resolution of problems encountered with ITS-provided services.
- Provide first-level support for ITS-supported desktop applications (see separate SLD for Software Applications).
- Advise on “How to” queries on ITS-supported systems and services including ResNet.
- Provide documentation for supported software and services.
- Sell a range of computer consumables.
- Provide reference copies of supported software manuals for use within the RB.
- Take bookings for courses run by ITS for staff and research students.

- Provide assistance with colour and monochrome printing and copying services.

### 3.2 Logging and Referral

- Registration for access to ITS systems.
- Password and disk space allocation requests.
- Software installation or other desktop requests which require a technician to intervene.
- Specialist or complex problems. Queries which cannot be resolved by Help Desk staff.
- Hardware faults.
- Network connectivity or server problems.

## 4. Exclusions

- Individual tuition or instruction beyond the scope of the problem in hand (see the separate SLD for IT Training).
- Support for uncommon or specialist software including corporate systems (see separate SLD for Software Applications).
- Support for non-ITS services or products, including personal computer equipment, software used on personal computer equipment and connections to Internet Service Providers

## 5. Service Targets

ITS aims to respond to requests for help as quickly as possible. Requests are prioritised as they come in and are assessed using the following criteria:

- **Critical:** multiple users are affected or the network is inaccessible.
  - Request by telephone (x 7555); response time target – 30 minutes.
- **High priority:** must be done now or in the very near future to prevent a problem from developing or promised on this date.
  - Request by telephone (x 7555); response time target – 4 hours.
- **Medium priority:** needs to be done but the implications are not serious if the problem is not dealt with immediately or the request is specified as non-urgent by the user.
  - Request by email; response time target – 3 working days. Escalated to High priority if not dealt with in 2 ½ business days
- **Low priority:** little or no impact on the user's current work and can be accommodated between more urgent tasks.
  - Request by email; response time target – 5 working days.

The boundaries among categories are not absolute. For example, there are times when a request that would normally fall into the Medium priority category might in fact be urgent.

- **Personal callers** are dealt with in turn although that may not necessarily change the priority agreed.
- **Help Desk Statistics:** will be gathered to ascertain patterns of demand.

## **6. Charges**

- Charges are made for larger guides, for consumables and for printer credit.

## **7. Contacts**

Head of User Services

Rachael Johnson

T: +44 (0)20 7919 7965

E: [r.johnson@gold.ac.uk](mailto:r.johnson@gold.ac.uk)