

---

## Service Level Description: Software Applications

Draft 0.6, February 2009

---

### 1. Service Aims

- To support software applications deployed within the College.
- To analyse, test, configure and deploy software falling within the operational responsibility of the ITS Applications team.
- To develop bespoke database applications using a variety of user interfaces, including web-based technology.
- To ensure all software used within the College is properly licenced.
- To procure and manage site licences for software to ensure that the College achieves value for money and economies of scale in its software purchases

### 2. Operational Framework

- The services are provided by a team of staff who work Monday-Friday 9:00 am – 5:00 pm.

### 3. Service Elements

#### 3.1 Software Support

- First-line support is provided by the Help Desk for all software applications supported by ITS.
- Applications installed on staff or ITS open access computer systems are supported at different levels determined by how core the application is and how commonly used by College members There are five defined levels of software support:
  1. Core Applications – Full support for all users
  2. Other General Applications – Partial support for all users
  3. Specialist Applications – Support for staff/research students only
  4. Departmental Software – Support from academic departments
  5. Unsupported Software – No support
- The Help Desk provides support for applications at Support Levels 1–3 (except for research-related applications supported by the Training Officer).
- ITS does not support applications at Support Levels 4 and 5. These are installed on our systems to enable teaching or course-work to be undertaken. Support is provided by the requester be that an individual member of staff or a department.
- Detailed information on the support available to users and a list of the software supported at each level is provided in IT Services Guides A1.3 *Software Support*.

#### 3.2 Analysis, Testing, Configuration and Deployment of Software

- Software is analysed with reference to agreed requirements from a range of potentially

suitable alternatives. Match to requirements is primary, but acquisition, deployment, maintenance and support costs are also taken into account. Sometimes a free ('Open Source') alternative may be suggested.

- Software will be tested to assessing both functionality from a user perspective and impact on already existing systems and software.
- Software will be configured as far as possible to balance ease of use with support and maintenance.
- Software will be deployed to users through automatic-, self- or technician-installation as appropriate.
- New versions of software will normally only be deployed once they have been demonstrated to be stable by the wider user community worldwide.

### **3.3 Bespoke Database Application Development**

- Complex data gathering and reporting systems are developed when commissioned through an agreed and costed process where no off-the-shelf alternative is available within cost constraints. Timescales are agreed in advance before the commencement of work on the project.
- ITS will manage the database and user interfaces, and respond to faults. Additional work is subject to further agreement.

### **3.4 Software Licences**

- We will ensure that all software we deploy is properly acquired and used within the terms of its licence. This may include needing to remove software upon licence expiry.

### **3.5 Site Licences**

- Considerable savings can be made in the acquisition and administration of software licences by having a licence, which covers all College members.
- Where possible we shall ensure that home use is included in a site licence agreement.
- Normally we will work together with other UK HEIs through CHEST to obtain the best value for money, but sometimes it may be more advantageous for us to go directly to the software supplier.
- We may undertake a site licence for software used by only a subset of the College, where it is in the best interests of the College to do so (cost and administration), but we may ask for financial contributions from the departments requesting the software in question.

## **4. Exclusions**

- Application support may not be extended, in certain circumstances, to software applications that are already covered by existing user support agreements with internal or external organisations.
- Applications support is only available for software running on supported hardware (that is, installation on personal computers is not supported, even where permitted under the terms of a licence.).
- Support is not provided for software that is not covered by current licences.
- Bespoke systems will not be developed where a feasible alternative already exists within cost constraints.

## **5. Service Targets**

- Application support levels will be reviewed each year.
- Utilisation of site licenced software will be assessed each year and a cost analysis undertaken.
- Competitive prices will be obtained for the supply of software where possible.

## **6. Charges**

- There may be charges for bespoke work. This is subject to negotiation with the Head of Applications and Corporate Systems.

## **7. Contacts**

Head of Applications and Corporate Systems

Mike Jones

T: +44 (0)20 7919 7545

E: [mike.jones@gold.ac.uk](mailto:mike.jones@gold.ac.uk)