
Service Level Description: Corporate Systems

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1. Service Aims

- To support the administration of the College through the provision and maintenance of IT systems.

2. Operational Framework

- Corporate systems which are maintained by ITS include:
 - Unit-e – the Student Records system. Data entry and ad hoc reporting is done by the Registry. Bulk processing and reporting is done by ITS Corporate Systems team.
 - Datalinx Security System – the card entry system. Data entry and card production is split between HR (staff) and Security (students).
 - Pyramid Payroll System. Data entry and reporting is done by the Payroll Section within the Finance Department.
 - Scientia Timetabling Software – used by the Registry, Estates, and academic departmental administrators to maintain the College's timetables.

3. Service Elements

3.1 Software Provision

- ITS will install and maintain software to enable staff to interact appropriately with Corporate Systems. ITS will develop bespoke software to meet the information needs of the College, particularly enabling the efficient exchange of data between College systems.

3.2 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.

3.3 Server Provision and Management

- ITS will provide server hardware as required to run Corporate Systems.
- Data will be backed up to guard against catastrophic data loss.

4. Exclusions

- Where a system is externally supplied, training will normally be provided by the external organisation. Operational training is the domain of the data creators and owners.
 - If a system has been developed internally, then support will be provided internally.

- If it is a combination of the two, enabling the interfacing of systems, it will normally be provided internally.

5. Service Targets

- Support performance will be assessed each year against the requirements placed on the service by the College
- License agreements will be checked annually to ensure College is compliant

6. Charges

- Where appropriate, charges will be transferred to relevant departments, for both license and service costs

7. Contacts

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