
Service Level Description: Central Computer Facilities

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1. Service Aims

To provide supported computer facilities for users in the Rutherford Building (RB) and other designated locations.

2. Operational Framework

- The RB is open from 8:00 am – midnight every day from the start of the Autumn Term to the end of the Summer Term.
- Computer facilities in the RB are available whenever the building is open.
- The availability of the facilities in Hatcham House (HH) is under the control of the Graduate School.
- Maintenance on computer systems is carried out during working hours, Monday–Friday. ITS endeavour to ensure that malfunctioning computers are repaired or replaced as soon as possible, with more than 95% of computer systems operational at any time under normal circumstances.
- ITS guarantee the availability of published numbers of computers in teaching rooms.
- Time-to-fix for simple hardware and software problems affecting individual computers are treated as medium priority with a target response time of 3 working days. Hardware or software problems affecting significant numbers of computer systems are treated as high priority, with a target response time of 4 hours. More complex issues or those requiring the intervention of third party suppliers may take longer to resolve.

2.1 User Responsibilities

- Use of ITS facilities in the RB is governed by the relevant section of General Regulations and ITS policies.
- Users must ensure that they are familiar with and abide by the rules for use of the RB.
- Users are expected to be considerate to other users and courteous to staff at all times.
- Users are expected to report promptly any equipment failure or software problems.
- Users are required to log out when they have finished working at a computer.

3. Service Elements

3.1 Open Access Computers

- A range of PC and Macintosh computers is available in the RB to all registered users.
- A suite of PC and Macintosh computers in HH is available for the exclusive use of postgraduate students.

3.2 Teaching Rooms

- A number of Computer Teaching Rooms are available for the purpose of computer-

based class teaching (see the separate SLD for Training).

- Staff teaching in the Teaching Rooms are expected to ensure that:
 - they are familiar with the correct operation of the room's facilities
 - their students observe the relevant regulations.
- These facilities can be used on the same basis as Open Access computers when teaching is not taking place in them.

3.3 Support

- Support is available from a dedicated Help Desk (see the separate SLD for the Help Desk).
- Basic documentation on key aspects of using the computer systems, available from the Help Desk and the ITS web site.

3.4 Additional Facilities

- Specialist equipment for multimedia work (see the separate SLD for Media Services).
- Monochrome and colour printing and copying facilities (see the separate SLD for the Help Desk).
- Wireless access to the Laptop Network from designated areas of the RB (see the separate SLD for Networking).
- A bank of lockers with facilities for charging personal laptops is available on the ground floor of the RB.

4. Exclusions

- Facilities are not available to unregistered users.
- Facilities can only be used for activities related to the College's core activities of research, teaching and learning and explicitly cannot be used for activities of direct commercial benefit to external organisations or individuals.
- Computers in the Teaching Rooms are not available to other users while a class is in progress.
- Facilities in Hatcham House are exclusively for the use of postgraduate students.
- Some software applications installed on computer systems in the RB are accessible only by particular groups of users.
- Mains sockets in the ITS computer areas are not for the use of individual users to plug in their own computer equipment. (However, in the Library some white sockets are designated by notices for users to do so.)
- The period 8:30-10:00 am on Tuesday is set aside for scheduled maintenance tasks. Any or all facilities in the RB may be unavailable during this period, though at least one week's advanced notice will always be given.

5. Service Targets

- To meet our availability targets as indicated above *passim*.

6. Charges

- There are no additional charges for the use of Open Access computer facilities by

members of the College.

7. Contacts

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