WALTER SISULU UNIVERSITY
ICT SERVICE-DESK
POLICY

:WSU
Walter Sisulu University

ICT Service-desk Policy

Sponsor division	Operations and ICT Services
Responsible Department	ICT Services

Related WSU policies	

Policy name	Policy Name
Change Management Policy	

Change History	

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Chairperson of Council

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1. PREAMBLE

1.1 Walter Sisulu University Information & Communication Technology (ICT) Services department provides service and support to the academic enterprise. The university community (i.e. staff and students) are the key stake-holders and benefactors of the ICT services in support of the academic business activities.

1.2 Access to and provision of ICT service and support require regulation in order to achieve desired goals – reliable and adequate access to secure services.

1.3 The ICT Services department as the custodian of computer equipment and related services is responsible for managing the ICT resources at WSU.

1.4 The service-desk acts as interface between ICT service users (the larger body of the university community) and the department through which users request the ICT services and /or maintenance of computer equipment.

2. PURPOSE

2.1 The objective of the document is to outline stages on the life cycle of both service requests and ICT incidents from inception to resolution managed through the service-desk.

2.2 It also acts as guide to the Department's business activities in its quest to provide acceptable level of service and support in line with industry's best practices and acceptable business standards. The stages defined, specifically relate to the provision of ICT services and maintenance of computer equipment and software related services.

3. SCOPE

This policy encompasses all ICT service offerings which include the maintenance of existing infrastructure, ensuring service continuity and to keep abreast of current technological trends. The department's offering are outlined in its service catalogue.

4. DEFINITIONS

Any definitions listed below apply to this document only with no implied or intended institution-wide use:

"Department" – Comprises of a functional unit reporting to a specific Head of the Department, within either the academic faculty environment or the support services divisional environment.

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"Computer Equipment" – Desktop hardware and laptop computer, printer, network connecting devices, fileservers, telephony and other mobile telephone devices.

"Computer Software" – desktop and network operating systems and application software.

"ERP" – Enterprise resource planning programme, an application software used by the University for Business Applications. ERP at the university houses information on students and staff from registration to graduation and from appointments to financial records and other statistical information that aid management in decision making.

"ICT Technicians/ Service Personnel" – Staff members in the ICT department responsible for attending to and resolving service requests and/or logged faults assigned to them.

"ICT Incident" – An unplanned interruption to an ICT Service or reduction in the quality of an ICT service.

"ICT Services Department" - Information & Communication Technology Services Department responsible for the provision of ICT services and support of computer equipment and services at the university.

"Service-desk" – ICT service-desk/helpdesk provides a single point of contact between the users and the ICT department. It is responsible for recording the assignment, attendance and resolution of logged faults and requested services.

"Service-desk Operator/Consultant" – A person responsible for receiving ICT service requests and/ or logged faults from users; records them on the service-desk system and assigns them to ICT service personnel.

"Service Catalogue" – ICT service offerings, selected from ITIL service management framework and in compliance with other industry frameworks such as COBIT suitable for the university environment.

"Service Request" - a user request for information, advice, standard change or access to an IT service.
"University" – Walter Sisulu University.

"User/s" – ICT service user/s (member of staff and or registered students).

5. POLICY CONTENT

5.1 ICT Service Catalogue

The Department provides service and support to the University community for the following:

a. Desktop hardware and network computing equipment
b. Server and storage equipment
c. Software and application development
d. Telecommunication

5.2 Incident and Service Request Initiation

5.2.1 The user requests a service or reports an incident either by:

a. Calling a service-desk telephone number or
b. Sending email to ictservicedesk@wsu.ac.za or
c. Going to the service-desk website - http://servicedesk.wsu.ac.za/footprints/ict.html or
d. Visiting the service-desk office.

5.2.2 The type of service could be an installation of a data network point, assigning rights to an ERP system menu or reporting the malfunctioning of a computing device.

5.2.3 The service-desk consultant responds by recording the task on the service-desk system, attempts to provide a solution; and if it is necessary assigns the request to an ICT service personnel.

5.3 Response to Service Requests

5.3.1 The ICT service personnel/technician is required to respond to the assigned request within stipulated time frames in the business rules configured on the service-desk system; which in turn are informed by acceptable levels of service offered to the University community.

5.3.2 The service-desk system is configured according to rules supporting the University business.

5.3.3 Faults and/or service requests are classified in order of priority which determine the expected turnaround times. The classifications are as follows:

a. High Priority – 30 minutes to respond, add another 30 minutes to attend to the reported fault; another 1 hour for completion (Total Time = 2 Hours).
b. Medium Priority – 1 hour to respond, add another 1 hour to attend to the reported fault; another 2 hours for completion (Total Time = 4 Hours).

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c. Low Priority - 2 hours to respond, add another 2 hours to attend to the reported fault; another 4 hours for completion (Total Time = 8 Hours).

5.4   Resolution and closure

5.4.1 Once the technician has successfully completed a task (either a service request or fault resolution), he/she alerts the service-desk consultant who then changes the status of the task on the service-desk system for closure, detailing remedial action taken on the task.

5.4.2 The user (requestor) is then informed that the issue has been resolved and the service-desk consultant closes the task.

5.5   Escalation

5.5.1 Should the assigned technician be unable to resolve the situation within the levels of priority as determined in 5.3 above, he/she escalates it to a senior ICT personnel, (in this case ICT Supervisor/Manager) who provides further assistance to resolving the task. It may also be referred to other sections of the department (e.g. if further configuration on the router/switch is required).

5.5.2 In some instances the requested task is for a service other than reporting a fault. In the event of a new client requiring access to the university network or access to some privileges on the ERP system, the following applies:

a. The service-desk consultant records the details of the service required and the requestor on the service-desk system.
b. A printed form is issued to the requestor for completion. The form is then signed by the requestor's Head of Department or relevant supervisor for authorisation.
c. Having satisfied all the requirements as set out above, the completed form is passed to the relevant section of ICT Services which then provides the requested service. The service-desk is informed by the section of ICT Services responsible for providing the required service on task completion. The service-desk then provides feedback to the user and closes the task on the service-desk system.

5.5.3 In the event that a service or fault cannot be resolved internally, the following takes place:

a. The affected user is informed by email and /or telephone, quoting reference number of the fault on steps taken in attempting to resolve the situation.
b. The status of the fault is changed on the service-desk to '3rd Level support'.
c. Relevant service provider is consulted by the ICT Services department.

d. The resolution time will be determined by the service level agreement between the university and the service provider for that particular service.

5.5.4 When the final resolution is achieved with the assistance of the third party (i.e. external service provider), the user is informed and the task is closed on the service-desk.

6.   POLICY REVIEW

This policy should be reviewed every three years, or as changes in legislation or technology dictate. Changes to the policy should be referred to the ICT Steering Committee, who will refer any substantive changes to the IMC and Council.

7.   REFERENCES

http://www.isaca.org/cobit , accessed in March 2016 ITIL® V3: Foundation for IT Service Management, 2011. Office of the Government Commerce, United Kingdom.