Our Communications

For information about all our activities and services, and to keep up-to-date with News, Events and Features, please visit our website at:

http://www.nuigalway.ie/information-solutions-and-services/

Bulletins on any current service outages or issues, and of upcoming scheduled downtimes arising from any maintenance or upgrades, are published on our website homepage, and are also available by email (opt-in) or via the Library and IT Service Desk Facebook page (James Hardiman Library, NUI Galway)

Advice and support on how to access and use IT services is available in person from the Library & IT Service Desk located in the Library foyer.

In advance of raising a support request, please check our website for advice and information:

- For Staff - http://www.nuigalway.ie/iss4staff
- For Students - http://www.nuigalway.ie/iss4students

www.nuigalway.ie/information-solutions-and-services/

Our Contact Details

- Log your request or issue in the Service Desk Ticketing System (https://servicedesk.nuigalway.ie)
- Drop into the Library & IT Service Desk located in the James Hardiman Library (Ground Floor)
- Phone the Service Desk on (091) 495777
- Email servicedesk@nuigalway.ie with your query

Opening Hours

During the academic term the Call Centre and the Library & IT Service Desk is open:

- Monday to Friday 08:30-22:00
- Saturday 09:30-13:00

Feedback and Escalation

We welcome all feedback on your experience of our service and any comments on how we can improve

- Please respond to the Survey provided on the closure of your ticket

- You can also send your comments to servicedesk@nuigalway.ie with the Subject line 'Feedback'

- Escalation: If you feel your customer service experience was unsatisfactory please contact our Service Desk Manager, Wesley Reilly, (wesley.reilly@nuigalway.ie) giving details of the support ticket

- If you feel that further escalation of the matter is required, please contact our Head of Operations, Conor McMahon (conor.mcmahon@nuigalway.ie)

Information Solutions & Services (ISS)

Customer Charter

www.nuigalway.ie/information-solutions-and-services/

Introduction

Information Solutions and Services (ISS) is committed to supporting the University achieve its goals by providing, developing and supporting the IT services which underpin and enable the core activities of its staff and students. The scope of our services includes the core infrastructure of wired and wireless networks, data centres and systems, common services such as email, telephony, printing and desktop services, and the University's main Academic and Enterprise applications.

One of the core values of ISS strategy is to continually improve customer service and engagement across all areas, and to increase the level, consistency and quality of our customer interactions. This Customer Charter sets out the standards and response times you can expect from us, as well as information on how to contact us to escalate an issue or provide us with feedback on our performance.

Development and Managing Change

In addition to providing and supporting the central IT services, ISS aims to provide a comprehensive IT change and development capability to the University based on appropriate prioritisation and governance, and employing best practices in the management of IT change with a view to minimising negative impact on day-to-day operations. In order to help us effectively achieve this, we encourage you to consult with ISS prior to commencing a change which involves a significant IT element.

The Senior Management team in ISS are available for consultation in this respect:

- Student Digital Pathways – John Lavelle john.lavelle@nuigalway.ie
- Programme Management Office & Student Records – Adrienne Murray adrienne.murray@nuigalway.ie
- Information Management – Larry Page larry.page@nuigalway.ie
- Research, Strategy & Security – Declan Staunton declan.staunton@nuigalway.ie
- Business Continuity & Enterprise Services – Colette McGuinness colette.mcguinness@nuigalway.ie
- Operations – Conor McMahon conor.mcmahon@nuigalway.ie
- Director – Seán O'Farrell sean.ofarrell@nuigalway.ie

Our Commitments to You

CUSTOMER AND SERVICE FOCUSED

- To greet you, whether by phone or in person, in a polite and friendly manner, and to be courteous and helpful to you in all engagements with us
- To record your request or issue in our systems and track it through to completion
- To keep you up-to-date on progress
- To resolve incidents as quickly as possible in accordance with their priority
- To fulfil a set of the most common requests within a defined time-period
- To escalate your query for resolution when required
- To survey you on closure of a ticket in order to ensure you are satisfied with the service you received and to allow you provide feedback on our performance and suggest ways in which we can improve.

www.nuigalway.ie/information-solutions-and- services/

NUI Galway
OÉ Gaillimh

Our Service Level Commitments

OPERATIONAL EXCELLENCE

ISS categorise all tickets raised through its ticketing system as either Incidents or Service Requests.

Incidents are issues with the availability or performance of a service, and are assigned, prioritised and managed based on their severity and impact. We commit to resolving incidents as quickly as possible in accordance with their priority, and to provide you with regular updates on progress towards their resolution.

An incident which is impacting the availability or performance of a major application or service to a large number of users will be declared as a **Critical Incident** and managed as a Priority 1 (P1) event, with a view to swift restoration of service.

A **Service Request** is a request for advice or for access to a specific existing service element, and can vary greatly in both type and scale. We commit to fulfil a set of the most common requests against a stated service level, and to track, manage and report on our performance in this respect. These service requests and associated service levels are:

Access to IT Services	New Account Request (P3)***** Account Unlock (P3) Additional Access (P4) Password Reset Request (P3)
Desktop/ Laptop Support (Staff & Postgrad)	Request Admin Rights (P4) Request New Wired Network Connection (P5) Request Wired Network Connection (Device Move) (P4) Request Re-imaging of PC (P5)
File Storage	Academic Shared Space (Q Drive) (P4) Staff Shared Space (M&N Drive) (P4) Your Space (U Drive) (P4)
Software	Software Request (P3)

* Priorities: P3 = 24 hours; P4 = 48 hours; P5 = 5 days