

Schedule of service targets for 2007

	Acknowledgment	Response	Begin resolution	Interval of monitoring
Level 1: Assistance for lecture in progress	3 minutes (if contacted by phone)	15 working minutes	Immediately on site (or remotely if by phone)	
Level 2: Assistance with lecture to be held later in the day	1 working hour	4 working hours	4 working hours	1 working day
Level 3: Assistance with lecture to be held later in the week	1 working hour	8 working hours	3 working days	3 working days
Level 4: Request for changes to equipment and facilities	5 working days	1 calendar month	3 calendar months of signing TOR, or, when funds become available	1 calendar month, or as agreed in TOR
Level 5: Set-up and technical support for special events (internal & external)	1 working day	2 working days ¹	5 working days, subject to agreed terms & fee ² , & total of minimum 10 working days notice prior to event ³	2 working days 24 hours prior to event

Definitions:

Acknowledgment: TSS acknowledges receipt of a call by answering the phone or otherwise responding to contact.

Response: TSS Support Consultant who has been allocated the call will contact the customer (in person or via telephone, fax, email, etc) and advise when the work will begin.

Resolution process: Work undertaken to fix/solve/answer the call.

¹ The response could include confirmation that the requested service cannot be provided (e.g. wireless network capability in a building lacking the required network infrastructure). The response could also include confirmation that further investigations are required before the University can commit to providing the requested level of service.

² TSS reserves the right to decline to provide services if payment arrangements are not confirmed in advance.

³ If less than 10 working days notice is given, then the provision of service will be on a "best endeavours" basis, and there is no guarantee that the required level of service and equipment will be provided.