User Guide to Accessing I&TS Services

The purpose of this document is to define the service requirements and reasonable response times required by the University and in doing so to provide a template for Information and Technology Services to provide these services. Where services can be provided remotely this is indicated as preferable, with the implicit proviso that should an event be unsuccessfully dealt with within the agreed time through remote services, a physical response will be provided.

A guiding principle of this document is that services should be provided to the University so that the teaching and learning activities of the University are not interrupted. The background to this document is the need to inform staff both within I&TS Division and the University, of response times.

Underpinning the guide is the reality of the budget and what can reasonably be provided given the resources within the University. The assumption is that all the University Divisions are fully staffed and that response times are based on full staffing capacity within I&TS and the requesting Division. Vacancies and absences from work will from time to time affect the delivery time and staffing should always be considered a priority in order to deliver stable, cost effective, reliable, user-friendly solutions. The best technology may not always be within reach of I&TS and the University. Balancing the budget and providing fit for purpose solutions, go hand in hand in enabling and providing the University with a sound ICT framework.

Review of Services

Due to the rapid changes in technology, the services should be reviewed every two years or earlier, if necessary, at the discretion of the Director I&TS. When reviewed, consideration should be given to the service and response time and not how this is achieved. Staff resources within I&TS may determine the how (for example, whether more than one person is required to deal with various aspects of IT) and at all times should aim to ensure that there is continuity and depth in the service provided.

The next review of the services is scheduled for 2025.

Applicable Policies

The following policies and guidelines should be read in conjunction with the service guideline.

- Acceptable Use Policy and associated Guidelines
- Access to ICT Accounts
- Copyright & Takedown
- Protocol for Procurement of Hardware and Software
- University ICT Strategy
- Guideline to Hardware and Software Support Services.

Organogram and Responsibility of Sections

The Division is made up of 3 sections: Support Services, IT Operations, MIS & Application Development. Details of expectations regarding service delivery from each section differ. In some cases, resolution of problems may require the services of more than one section and the delivery times and mode of delivery may differ in specific cases. It should be noted that ICT is built of different skill sets and not all I&TS staff members can do everything expected in ICT.

General Overview of accessing I&TS

Determine the area that you require assistance from.

When opening a ticket using support@ru.ac.za be specific if you know the area e.g. For MIS, For Support

Describe the problem as best you can. Delays in response may be that there is difficulty understanding the problem or it is steered to the wrong area for response

Read the I&TS guidelines on procurement and software support

Follow the instruction to get after hours Network (e.g. Wi-Fi) support. Contact CPU who will contact the network tech on standby.

University Staff Support

Details of Service:	Service Standards	Requestor Responsibilities
● Resolution of IT related problems or where the problem is unresolvable an informed explanation and guidance on alternate solutions. These include networking problems, software problems both internally developed and externally supplied where external supplier and purchasing has been approved via I&TS Division and ability to support. ● Contact for all staff is via phone or email to the online RT ticket service. ● Initial telephonic support is provided with optional remote assistance allowing the support consultant to assume control of the user computer remotely. Failing resolution over the phone, via a visit to the user's office. ● All requests/incidents require correspondence with the requestor on the ticketing system and all solutions will be recorded on the ticket prior to resolution. ● Self-Help resources and information is updated and maintained on I&TS intranet at FAQ. **Objectives:** ● To ensure business continuity with an excellent level of service to the University core ● **Applicable to:** ● All academic and support staff within the University **Exclusions:** ● Individual Students rather than a service offered to students ● Software/Hardware/Networking not on the relevant supported lists available on I&TS intranet	**Availability:** ● The online ticketing service is available to log requests 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (08h00 to 16h30 Monday – Friday). ● Special arrangements can be made in advance if there is a need to request assistance after hours or on weekends at I&TS Division. ● Home visits are not approved unless under certain emergency circumstances understood and approved by the Divisional Managers and Director. ● Standby is provided for network problems including wi-fi on weekdays between 16h30 and 22h00 and on weekends and public holidays (including shutdown). Network failure should be reported to CPU in the first instance. CPU will contact the standby technician via the standby phone, who will attempt to resolve the problem. Should the problem be outside of a network technician's ability he/she will escalate to the Network Engineering and Network Architect who will determine whether it is possible to resolve the problem outside of working hours. There is no standby provision for the Network team other than the technician. Any attempt to resolve issues outside of working hours is done on a good will basis and is not a requirement of the job. **Constraints:** ● External constraints (e.g. Awaiting support from 3rd party vendor, when there is a need to source replacement parts or specialist skills ● Availability of suitably skilled staff within I&TS team. No standby is available for Specialist Technical staff unless previously arranged for certain times of the year e.g. Registration weekend ● Support level agreements for product/software. For example MIS and App Development, as well as specialist project support require a resolution time that is relevant to the request	**To Access the Service:** ● Log a ticket by sending an email to support@ru.ac.za or by calling 8288 if unable to log a ticket **Fault Reporting:** ● Support requests must include accurate and complete information about the user and the problem or request. Specific requests for individuals in I&TS should be avoided but details of the area that usually deal with such requests e.g. MIS, Networks is helpful ● Requestors must co-operate with I&TS to resolve incidents, including providing diagnostic information, performing troubleshooting steps over the phone, answering I&TS requests for more information and providing access to equipment and premises. Details of the asset number of equipment being used may be required. ● Requestors must respond to I&TS attempts to contact them by phone or email as soon as possible.

Service Request	Targets (Incident Response and Resolution)
Request Support via Email:	● Request is logged and incident ticket number is immediately emailed to the user. ● There should be a response (not resolution) within 1 working day. ● For incidents that take longer to resolve, the reasons for such will be communicated accordingly on the online ticketing system.
Request Support via Telephone:	● Request is responded to during the phone call ● Longer requests are handled as per Request via Email.

University Student Support

Details of Service:	Service Standards	Requestor Responsibilities
● Resolution of IT related problems or where the problem is unresolvable an informed explanation and guidance on alternate solutions. These include networking problems, software problems. **Objectives:** ● To ensure students are assisted with connectivity of BYO devices ● **Applicable to:** ● All registered students of the University on or off campus **Exclusions:** ● Students that are not registered ● Software/Hardware/Networking not on the relevant supported lists available on the I&TS web page	**Availability:** ● The student online ticket logging service is available 24 Hours a day, 7 days a week, however direct support response times are only applicable at certain times and are closely linked to the opening times of the Library as well as trends of peak and off-peak times. The Student Helpdesk Technicians will attempt to resolve the problem and escalate to I&TS Division under certain conditions. **Constraints:** ● BYO devices are not all compatible on the Rhodes network ● Availability of suitably skilled staff within I&TS team. No standby is available for Specialist Technical staff unless previously arranged for certain times of the year e.g. Registration weekend. 	**To Access the Service:** ● Log a ticket by sending an email to studentsupport@ru.ac.za ● if unable to log a ticket if unable to log a ticket visit the Help Desk at the circulation desk of the Main Library

Service Request	Targets (Incident Response and Resolution)
Request Support via Email:	● Request is logged and incident ticket number is immediately emailed to the user. ● Responded to by consultant within 1 working day. ● There should be a response (not resolution) within 1 working day ● For incidents that take longer to resolve, the reasons for such will be communicated accordingly on the online ticketing system

Hardware Support

Details of Service:	Service Standards	Requestor Responsibilities
● Resolution of IT related hardware faults (Computers, monitors), including servicing and maintenance of printers to all RU equipment with a supported asset number. (Assets with red asset number are not supported other than for warranty repairs) **Objectives:** ● To ensure an excellent level of service to the core activities of the University **Applicable to:** ● All academic and support staff of the University in possession of a fully supported IT asset **Exclusions:** ● This excludes printers supplied by Xerox and any ICT equipment not purchased through I&TS ● This excludes all non-IT asset equipment ● Students are not subject to hardware support other than warranty repairs via the IT shop if the item was purchased at the shop	**Availability:** ● The online ticketing service is available to log requests 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (08h00 to 16h30 Monday – Friday). ● Xerox technicians are available Monday to Friday subject to Xerox operating hours. **Constraints:** ● External constraints (e.g. Awaiting support from 3rd party vendor) when there is a need to source replacement parts or specialist skills ● Availability of suitably skilled staff within I&TS team. No standby is available for Specialist Technical staff unless previously arranged for certain times of the year e.g. Registration weekend. ● Support level agreements for product/software. For example MIS and App Development, as well as specialist project support require a resolution time that is relevant to the request ● In most cases the equipment will need to be brought to the Division and I&TS Courier service is available to do so subject to scheduling. ● Some Lab support is done in situ	**To Access the Service:** ● Log a ticket by sending an email to support@ru.ac.za or by calling 8288 if unable to log a ticket ● For Xerox machines email xerox@ru.ac.za or you can log a ticket into support@ru.ac.za and cc xerox@ru.ac.za in the ticket. **Fault Reporting:** ● Support requests must include accurate and complete information about the user and the problem or request. Specific requests for individuals in I&TS should be avoided but details of the area that usually deal with such requests e.g. MIS, Networks is helpful ● Requestors must co-operate with I&TS to resolve incidents, including providing diagnostic information, performing troubleshooting steps over the phone, answering I&TS requests for more information and providing access to equipment and premises. Details of the asset number of equipment being used may be required. ● Requestors must respond to I&TS attempts to contact them by phone or email as soon as possible. **Applicable Policies:** ● Guideline to Hardware and Software Support Services. **Other:** ● Costs for courier fees for equipment not covered by warranty or I&TS running grant i.e. Not purchased via the IT asset purchasing process or purchased from external research funds.

Service Request	Targets (Incident Response and Resolution)
Request Support via Email:	● Request is logged and incident ticket number is immediately emailed to the user. ● There should be a response (not resolution) within 1 working day. ● For incidents that take longer to resolve, the reasons for such will be communicated accordingly on the online ticketing system.
Request Support via Telephone:	● Hardware is usually not supported via the telephone

Computer Lab Support

Details of Service:	Service Standards	Requestor Responsibilities
● Recommendation of hardware specification for the purchase of hardware (including laptops and desktop computers) for both Mac and Microsoft operating systems in all ITSC approved labs ● Imaging implementation – I&TS responsible for creating a lab image on a biannual basis (January and June) on recommended hardware only. Software specific to a department's teaching program must be provided by the department and thoroughly tested by the department. ● Provision of 20 lab assistants to check on the labs and supply paper to the printers daily. ● Bookings of computer labs during term time for lectures, practicals and examinations. ● Ensuring examination booking is secure prior to the examination period. **Objectives:** ● Ensure availability of "lab" computers during term for the purpose of teaching, learning and research. **Applicable to:** ● Users of computer "lab" equipment. **Exclusions:** ● Non computer related faults (e.g. space reconfiguration) ● Response time of other RU Divisions to electrical faults, plumbing faults etc.	**Availability:** ● The online ticketing service is available to log requests 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (08h00 to 16h30 Monday – Friday). ● During examinations there is a special schedule for support that ensures the labs are ready for the start of each exam done in the lab **Constraints:** ● External constraints such as shortage of hardware when purchasing the bulk order of machines. <table><tr><td>**Service Request**</td><td>**Requirements (Incident Response and Resolution)**</td></tr><tr><td>**Managing the Computer Labs and Seminar Rooms.**</td><td>● Images deployed onto computers prior to the first day of term in the 1st semester ● Images deployed onto computers during second imaging window by no later than 1 week before the start of the Second Semester. ● Faulty lab computers to be reported and swapped with spares wherever possible ● Seamless transition from old PC's to new in the refurbishment cycle.</td></tr><tr><td>**Reported Faults**</td><td>● Reported PC faults to be responded to on the same day during term time.</td></tr></table>	**Requests for Software:** ● All requests for software to be included in the image to be submitted via the ticketing system by emailing support@ru.ac.za ● These requests are to be received by no later than the 1st of November for the first imaging window period and no later than the 15th of June for the second imaging window period. ● Requestor is required to include relevant Software Licensing Information as well as provision of installation media for all Software Requests not purchased via I&TS. ● Software installations are tested by the academic department. **Fault Reporting:** ● Students are to report "lab" computer faults to the lab technicians, who will open a support request with I&TS and create a ticket with the online ticketing system which is maintained by the I&TS Division.

Server Support

Details of Service:	Service Standards	Requestor Responsibilities
● Hosting of physical servers and other rack mounted devices in a University data centre ● Provision of virtual servers on the University's centralised virtual infrastructure, sometimes cost-recovered ● Advice on server hardware purchases for research funded assets ● Limited technical support for some server operating systems **Objectives:** ● To provide managed hosting in a tier 1 data centre. **Exclusions:** ● Problems with specialized software specific to a research area	**Availability:** ● Servers are normally intended to be available 24x7x365, excluding scheduled maintenance periods. Maintenance periods are well advertised. ● Physical access to datacentres is only available during normal office hours (08h00 to 16h30 Monday to Friday). ● Advice and technical support for operating system problems that fall outside of the RU hosting is only available on a best effort basis and can only be provided when staff capacity within I&TS allows it. ● The online ticket logging service is available 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (08h00 to 16h30 Monday to Friday) **Constraints:** ● This service is only available to duly authorized technical staff who have an agreement with I&TS to host the server internally in the data centre on a mounted rack. End users should direct their requests via their technical staff. ● Power, network, cooling and rack space (see note about planning) ● Availability of suitably skilled staff	**To Access the Service:** ● Log a ticket during office hours by sending an email to support@ru.ac.za, stipulating all the requirements. Server availability to be tested by requestor at least 1 working day before the start of each term, in particular at the start of the first term. ● Identify the appointed technical staff (perhaps a student on contract) on an annual basis. **Fault Reporting:** ● Support requests must include accurate and complete information about the user and the problem or request. Specific requests for individuals in I&TS should be avoided but details of the area that usually deal with such requests e.g. MIS, Networks is helpful ● Requestors must co-operate with I&TS to resolve incidents, including providing diagnostic information, performing troubleshooting steps over the phone, answering I&TS requests for more information and providing access to equipment and premises. Details of the asset number of equipment being used may be required. ● Requestors must respond to I&TS attempts to contact them by phone or email as soon as possible.

● Service Request	Targets (Incident Response and Resolution)
Request Support via Email or phone	● Response (not resolution) within one working day of low impact fault report during normal office hours affecting an individual. ● Response (not resolution) to a high impact fault affecting multiple individuals within one working hour of receiving notification.
After Hours Support	● No after-hours support is provided. ● Standby may be negotiated in advance within the parameters of the University's standby protocol. However this is subject to staff availability.

MIS Support

Details of Service:	Service Standards	Requestors Responsibilities
- Support for the Administrative systems including but not limited to Sage 300 and Protea - Provision of management information including enrolment plans and grant application statistics. - HEMIS staff, student, postdoc and space data submissions to DHET. - Support for integration between Protea and other systems including ARCHIBUS, Sage 300 and Fincore. - Back-end workflow support for all Protea and ROSS applications. - Timetable allocations **Objectives:** - To provide audited data that is consistent across various reports and legislative requirements. - Ensure applications are collecting data error free and with validations. - Integrate all applications and regulate single entry point of information and user controls where possible. **Exclusions:** - Administrative queries that should be supplied by other Divisions such as Registrars Division for student information, Finance Division for Financial information.	**Availability:** - The online ticketing service is available to log requests 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (08h00 to 16h30 Monday – Friday). - Special projects are agreed up front e.g. Project "go-live" implementations, Registration, Sage 300 upgrades <table><tr><td>● **Service Request**</td><td>**Targets (Incident Response and Resolution)**</td></tr><tr><td>**Request Support via Email or phone**</td><td>● Request is logged and incident ticket number is immediately emailed to the user. ● There should be a response (not resolution) within 1 working day. ● For incidents that take longer to resolve, the reasons for such will be communicated accordingly on the online ticketing system.</td></tr><tr><td>**After Hours Support**</td><td>● No ad hoc after-hours support is provided unless agreed ahead of schedule e.g. Registration, examination and faculty board times, special projects.</td></tr></table>	**To Access the Service:** - Log a ticket by sending an email to support@ru.ac.za or by calling 8288 if unable to log a ticket **Fault Reporting:** - Support requests must include accurate and complete information about the user and the problem or request. Specific requests for individuals in I&TS should be avoided but details of the area that usually deal with such requests e.g. MIS, Networks is helpful - Requestors must co-operate with I&TS to resolve incidents, including providing diagnostic information, performing troubleshooting steps over the phone, answering I&TS requests for more information and providing access to equipment and premises. Details of the asset number of equipment being used may be required. - Requestors must respond to I&TS attempts to contact them by phone or email as soon as possible.

Application Development Support

Details of Service:	Service Standards	Requestors Responsibilities
● Development and support for the University internally developed systems on Protea using GUI C# and web front ends e.g. Departmental System, ROSS, Registrar's System **Objectives:** ● To modernise workflows and use technology effectively within the University **Exclusions:** ● Direct support to students applying online via ROSS ● Direct support to workflow systems owned by a unit in the University e.g. Academic Admin. Users who are having trouble using a system must first establish whether there is a system problem or a backend data problem i.e.. HoD table is incorrect, Postgrad students not linked correctly	**Availability:** ● The online ticketing service is available to log requests 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (08h00 to 16h30 Monday – Friday). ● Response to tickets within 1 working day but not resolved within 1 working day. ● Most App Dev resolutions are projects and related to a schedule of work throughout the year. Very little is reactive support	**To Access the Service:** ● Log a ticket by sending an email to support@ru.ac.za or by calling 8288 if unable to log a ticket **Fault Reporting:** ● Requestors must respond to I&TS attempts to contact them by phone or email whenever possible within the first working day of logging the support request.

● Service Request	Targets (Incident Response and Resolution)
Request Support via Email or phone	● Request is logged and incident ticket number is immediately emailed to the user. ● There should be a response (not resolution) within 1 working day. ● Projects and enhancements are scheduled on the project list for the year and signed off by the requestor/owner of the system
After Hours Support	● No after-hours support is provided

Lecture Venue Support

Details of Service:	Service Standards	Requestors Responsibilities
● Support for the Audio Visual and computer requirements in central lecture venues ● Limited support (best effort) for departmental lecture venues ● Technical rapid response team for lecture venue support during term time and for lecture venue periods in the official academic lecture timetable **Objectives:** ● To ensure delivery of lectures to students using technology standards **Exclusions:** ● After hours support unless via the conference office bookings and using student technical response team ● Recreational use of the venues ● Support for areas maintained by other areas in the University e.g. Electrical, Cleaning, Janitors,	**Availability:** ● The online ticketing service is available to log requests 24 Hours a day, 7 days a week, however direct support response times are only applicable during normal office hours (08h00 to 16h30 Monday – Friday). ● Special projects are agreed up front via the Lecture Venue Committee ● A WhatsApp group exists for all lecturers to join to gain access to the rapid response team. The campus is divided up into two zones and there are 2 students available during the timetable day.	**To Access the Service:** ● Log a ticket by sending an email to support@ru.ac.za or by calling 8288 if unable to log a ticket ● Join the WhatsApp group and send a request for rapid response **Fault Reporting:** ● Support requests must include accurate and complete information about the venue and the problem or request. ● WhatsApp requests must detail the venue accurately as well as the fault so that the relevant tech can be dispatched.

● Service Request	Targets (Incident Response and Resolution)
Request Support via Email or phone	● Request is logged and incident ticket number is immediately emailed to the user. ● There should be a response (not resolution) within 1 working day. ● For incidents that take longer to resolve, the reasons for such will be communicated accordingly on the online ticketing system.
After Hours Support	● Student techs can be booked for sound support after hours for academic purposes