

# IT Services

## Service Directory and Levels of Service

01/03/2018



## **Purpose**

A clarification of what shall be implemented, when it shall be implemented, and how long a task will take to carry out benefits all involved parties.

Transparency regarding which services and levels of service are to be provided creates opportunities to measure the performance and efficiency of IT Services. Management thus gains the opportunity to balance functionality and service levels against financial considerations.

Communication of the established services and the service levels creates reasonable levels of expectation among users.

The purpose of the IT Services' service directory is to provide a comprehensive description of the services that IT Services provides, as well as the content, division of responsibility, and service levels of these services.

## **Administration**

The service directory and service levels shall constitute a living document that is continuously monitored and reviewed; the IT Advisory Committee acts as the consulting body and the preparatory body for said document.

The service directory is adopted by the Managing Director of University Services. If necessary, questions are raised with the university's board of directors.

## **General Commitments**

IT Services' services are based on a number of general undertakings from both IT Services and from customers, and are based on collaboration and consensus-based solutions that are in the university's best interests.

## **Capacity and Volume**

The capacity and volume of the infrastructure's networks, servers, storage, and licenses are limited, and are proportioned to handle a normal situation at the school. Major alterations are to be dealt with in the regular budget process.

## **Opening Hours**

Opening hours” are the hours in which IT Services shall provide services, and generally consist of normal office hours, which are usually Monday through Friday, between the hours of 07:30 and 16:00. Opening hours are to be reduced on certain days due to reduced working hours and seasonal adjustments.

## **Service Window**

IT Services’ maintenance windows for IT work are

- Fridays between 17:00 and 18:00 for regular maintenance
- the third Sunday in the month, between 08:00 to 17:00, for major maintenance work. During these times, access to the university's networks and systems may be limited.

## **Resolution Times**

IT Services’ resolution times are divided up and measured according to three different areas: problems, commissions, and projects. “Problems” concern the restoration of functionality. “Commissions” constitute alterations that are carried out by expanding, relocating, or dismantling functionality.

“Projects” refer to commissions whose scope is such that they cannot be dealt with within the context of normal operations. Resolution times and degrees of compliance are calculated during office hours (between 08.00 and 16.00) via the IT Services’ case management system.

## **Accessibility**

Access to services and systems is measured on a monthly basis via the IT Services’ monitoring system. The outcome is calculated and is targeted to reflect office hours (between 08:00 and 16:00), but accessibility is also reported for the entire day.

## **Customer Satisfaction**

shall be measured and reported on a monthly basis using a calculation feature of the IT Services’ case management system.

# Services

IT Services' operations consist of the following services.

Emergency IT Service.....	5
User Accounts.....	6
Campus Network - Infrastructure.....	7
Campus Network - Fixed-line Network.....	8
Campus Network - Wireless Network.....	9
Data Storage.....	10
Data Storage NAS.....	11
Computers – Personel.....	12
Computers – Students.....	13
Computers – Function.....	15
Computers – Software.....	16-17
Operations – Infrastructure.....	18
Operating System A.....	19
Operating System B.....	20
Operating System C.....	22
External Operating System.....	23
Operations – Temporary Functional Servers....	24
Tutoring – IT Tools.....	25
Helpdesk.....	26
Introduction to IT – Students.....	27
IT Training.....	28
Consultants.....	29
Modell - System Administration.....	30
Modell - Vulnerability Analysis.....	31
Office365.....	32-33
Resource Administration.....	34
Tablets.....	35
System Development.....	36
Telephony.....	37
Printing.....	38
VDI.....	39

# Emergency IT Service

**Purpose:** to promptly resolve IT problems that interfere with a teaching situation

**which means**

providing priority support in teaching situations by

- fixing problems with the presentation computer and A/V equipment and issues related to login with a JU user account, access to the internet, LAN, A/V equipment, and the university's e-meeting services, as well as other issues that can be addressed through simple problem solving
- categorizing and confirming problems that cannot be addressed, by sending them on to IT Services or another operator
- providing backup or "loaner" computers

**with a resolution time of not more than**

- one hour



# User Accounts

**Purpose:** to gain access to the university's systems and resources

## **which means**

the allocation and administration of user accounts according to the university's and the SWAMID academic ID federation's rules and instructions

- covering the account types:
  - *personnel* with home directory, common storage areas, Office365, printing, wireless eduroam, e-meeting services, and the library's databases
  - *student* with home directory, Office365, printing, wireless eduroam, limited e-meeting services, and the library's databases
  - *function* with a variety of features including home directory, Office365, printing, and wireless Campus network
  - *guest* with limited access to the home directory, common storage areas, Office365, printing, wireless eduroam and e-meeting services
  - *visitor* with home directory, printing and wireless campus network
  - *machine/system* according to the specific system requirements
- self-service function for the management of passwords and JU cards
- function by which personnel can create visitor accounts
- the possibility of allowing other systems to import user data and authenticate it against the user account
- the management of security incidents linked to user accounts

## **with a resolution time of no more than**

- four hours in the case of security problems
- five days for creating, altering, or terminating a user account

# Campus Network – Infrastructure

**Purpose:** to supply the university with a local network and internet connection

## **which means**

to provide, and, in conjunction with changes to the premises, to adapt the basic infrastructure, the functions, and the services that are required for a functioning network with an internet connection, including

- fixed-line internet connections via SUNET
- primary and secondary data centers
- local networks and active network equipment
- configuring and administering equipment, redundancy, and security
- the administration of the university's network addresses
- VPN access for staff and students
- accepting, investigating, and technically correcting reports of electronic abuse
- participating in planning work in conjunction with new establishments, conversions, or major alterations to the university's premises and IT network

## **with a resolution time of no more than**

- one hour in the event of a serious disruption of the internet connection to SUNET
- four hours for a serious disruption for a large number of users
- eight hours in the event of a serious disruption for a limited number of users
- five days in the event of reduced performance or stability

## **as well as accessibility of at least**

- 99.8% during service hours

# Campus Network – Fixed-line Network

**Purpose:** to provide access to local network resources and the internet via a wired (fixed) network

## **which means**

network administration in the form of

- providing a (wired) network on the university's premises
- the connection of data ports in university facilities
- the registration and administration of the university's computer equipment
- a login portal for users with personal computer equipment
- log function

## **with a resolution time of no more than**

- four hours in the event of a serious disruption for a large number of users
- eight hours for a serious disruption for a limited number of users
- five days in the event of reduced performance or stability
- 10 days for expansions, modifications, removals or decommissioning

## **as well as accessibility of at least**

- 99.8% during service hours



# Campus Network – Wireless Network

**Purpose:** to provide access to local network resources and the internet via a wireless network

## **which means**

network administration in the form of

- providing wireless networks throughout the campus area
- providing eduroam as an encrypted wireless network
- technically designing eduroam so that it is possible to log into and use the system at other universities and locations connected to eduroam
- providing a wireless network (JU-Visitor) for visitors and users whose accounts are not connected to eduroam
- providing a wireless network for mechanical equipment (IoT)
- log function

## **with a resolution time of no more than**

- four hours in the event of a serious disruption for a large number of users
- eight hours for a serious disruption for a limited number of users
- five days in the event of reduced performance or stability
- ten days for expansions, modifications, removals or decommissioning

## **as well as accessibility of at least**

- 99.8% during service hours



# Data Storage

**Purpose:** to provide the university's users with storage platforms for the storage of private or public data

## which means

instructions for recommended storage and storage platforms in the form of

- the recommended storage platform for employees is
  - *personal data*: OneDrive for Business (cloud service)
  - *sensitive personal data*: Home Directory/Personal JU files (storage at JU)
  - *shared data*: Office365 Groups/Teams (cloud service) and Common JU files Public (storage at JU)
  - *shared sensitive data*: Common JU files Restricted (storage at JU)
- the recommended storage platform for students is:
  - *personal data*: OneDrive for Business (cloud service)
  - *shared data*: Office365 Groups/Teams (cloud service)
- ensuring that storage in recommended areas is encrypted
- applying recommendations and carrying out risk analyses, as recommended in the specifications for recommended storage platforms provided by the Data Protection Authority
- for data stored at JU, daily restoration backup of up to two months' worth of data and quarterly backup restoration for up to one years' worth of data, as well as providing version management for data stored in Microsoft's cloud services, and limited and short-term restoration of accounts (max 14 days) via Microsoft

## with a resolution time for storage at JU of no more than

- four hours in the instance of a serious disruption for a large number of users
- five hours in the event of a serious disruption for a limited number of users
- five days in the event of reduced performance or stability

## as well as accessibility for storage at JU of at least

- 99.5 % during service hours

## **Data Storage NAS** (Network Attached Storage)

**Purpose:** to provide the university's users with storage platforms for the storage of large volumes or long-term data storage

### **which means**

NAS storage, as a cost-effective alternative to storage on a SAN-based platform based on lower performance, lower reliability, shorter backup times, and a lower level of service than data storage in SAN

- providing technical infrastructure, accessibility, authentication and monitoring for NAS storage
- ensuring that NAS storage is encrypted and that storage is local to JU
- providing short-term backup for a maximum of 60 days

### **with a resolution time of no more than**

- ten days in the instance of downtime or serious disruptions
- thirty days in the instance of reduced performance or stability
- ten days for ordering and changes to access or rights

### **as well as accessibility of at least**

- 99.0 % during service hours



# Computers – Personnel

**Purpose:** to provide the university's personnel with computers and peripheral equipment

**which means**

the lifecycle management of staff computers, from delivery to phase-out, as well as access to “loaner” computers

- the delivery and operation of new computers and peripheral equipment
- connection to networks and resources such as the home directory, printers, etc
- communicating corrective maintenance efforts to the contractor in the event of a warranty issue
- support and assistance in accordance with the selected level of service
- providing “loaner” computers with adequate software packages during corrective maintenance, maintenance work, or the implementation of temporary extra operational measures
- stocking a limited range of standard peripherals for sale
- collecting, performing factory resets on, and storing older computers that are to be phased out

**with a resolution time of no more than**

- eight hours in the event of fatal errors on Basic or Intermediate Computers
- eight hours for the provision of a “loaner” computer in the event of corrective maintenance
- five days in the event of fatal errors on Customized computers
- five days for the delivery and installation of in-stock computer accessories
- ten days for the delivery and installation of standard computers to personnel
- thirty days for the delivery and installation of non-standard computers and computer accessories that are out of stock to personnel

# Computers – Students

**Purpose:** to provide the university's students with computers and peripheral devices in teaching and study locations in computer labs and group study rooms

## **which means**

the lifecycle management of student computers, from delivery to phase-out

- the delivery and operation of new computers and peripheral equipment
- connection to networks and resources such as the home directory, printers, etc
- communicating corrective maintenance efforts to the contractor in the event of a warranty issue
- support and assistance in accordance with the selected level of service
- negotiating the task of installing cages and locking devices with a subcontractor
- handling locking, fiber optical monitoring alarms, and key storage for computers in computer labs and group study rooms
- reviewing the computer labs' computers and peripheral equipment at least once per year
- collecting, performing factory resets on, and storing older computers that are to be phased out

## **with a resolution time of no more than**

- eight hours in the event of a fatal error
- five days in the event of a less serious error
- thirty days for the delivery and installation of small numbers (max 20) of computers and computer accessories, in accordance with the JU standard
- by agreement for the supply and installation of a large number (over 20) of computers and computer accessories, as well as for non-standard computers and computer accessories that are out of stock



# Computers – Function

**Purpose:** to provide the university with computers and peripheral equipment for special functions and purposes

## **which means**

the lifecycle management of function computers, from delivery to phase-out

- the delivery and operation of new computers and peripheral equipment
- specific configuration for the functions
  - *information TV and Schema TV*
  - *kiosk computers* (limited-function public computers)
  - *teacher computers* (permanently connected and linked to A/V equipment)
  - *quick search computers at the library*
  - *“loaner” computers for digital exams*
  - *“loaner” computers for flexible computer labs*
  - *exam computers* (for students with special needs)
- negotiating the task of installing cages and locking devices with a subcontractor and handling locking, fiber optical monitoring alarms, and key storage for function computers
- providing corrective maintenance and support and communicating corrective maintenance efforts to the contractor in the event of a warranty issue
- collecting, performing factory resets on, and storing older computers

## **with a resolution time of no more than**

- eight hours for “loaner” computers provided as substitutes for teacher computers during corrective maintenance
- five days in the event of fatal errors
- ten days in the event of less serious errors
- ten days for the delivery and installation of standard computers
- thirty days for the delivery and installation of non-standard computers and computer accessories that are out of stock

# Computers – Software

**Purpose:** to provide the university's computers with software programs

**which means**

software in the form of the standard installation and individual applications

- the design, proposal, development, testing, and installation of a university-wide setup, and configuration of software programs (to be referred to as JU's standard installation package)
- by commission, to provide the group-based management of computers that are equipped with a special collection of software programs
- ensuring that Microsoft's major updates are installed on JU-owned computers
- providing license servers for applications
- packaging software customized for specific target groups, and providing access to individual software products by ensuring that the user can install them him/herself via Software Center
- providing access to specific software that is not provided via the Software Center, through local installation onto computers
- ensuring that the standard installation package for Mac computers is developed on a yearly basis
- in the event that problems arise as a result of the user having installed software, the computer will be reset to the JU's standard installation
- support is not provided to private computers or software
- providing certain licenses and software that can be used on a private computer, in accordance with the signed license agreement



**with a breakdown of levels of service in the form of**

*Basic computer:* A JU-owned desktop PC in accordance with the service "Computers - Students," with hardware in accordance with JU's standard and with software in accordance with JU's standard installation package. The primary corrective maintenance procedure is re-installation, which can be done remotely and without the user's consent.

*Intermediate computer:* A JU-owned desktop or laptop PC in accordance with the services "Computers - Personnel" or "Computers - Students" with hardware in accordance with JU's standards and with software according to JU's standard installation package. The primary corrective maintenance procedure is re-installation, which can be done remotely upon agreement with the user or the customer's representative regarding the date of re-installation.

*Customized computer:* A JU-owned desktop or laptop PC or Mac computer, in accordance with the services "Computers - Personnel, Students, or Function," with hardware in accordance with JU's standards and with software in accordance with JU's standard installation package, as well as any additional software. The primary corrective maintenance procedure is to fix bugs in the existing installation; secondarily, reinstallation may be conducted upon agreement with the user or the customer's representative.

**with a resolution time of no more than**

- one day for fatal errors that affect a large number of users
  - five days for fatal errors that affect a small number of users
  - thirty days for packaging and publishing of software via Software Center.
- New or changed software is distributed once a month during semester.



# Operations – Infrastructure

**Purpose:** to provide the university with a common technical platform for infrastructure and infrastructure services

**which means**

providing a technical platform consisting of

- technical infrastructure for server operations in the form of physical and virtual servers, local storage on physical servers, a storage network for SAN, centralized storage in SAN and NAS, Office365, short-term backup on disks, long-term backup on tape, monitoring systems, and management systems
- redundancy across two data centers with respect to virtual servers and centralized storage
- common infrastructural operation services in the form of the directory service Active Directory, the client management tool SCCM for PC, the client management tool FileWave for Mac, remote control of clients via TeamViewer, file storage on home directories and in shared storage areas, databases for infrastructure services, antivirus protection for servers and clients, license servers, monitoring and management systems, and license servers for infrastructure and applications
- the planning, designing, and dimensioning of the university's infrastructure according to the need for services, space and capacity

**with a resolution time of no more than**

- four hours for a serious disruption for a large number of users
- eight hours in the event of a serious disruption for a limited number of users
- five days in the event of reduced performance or stability

**as well as accessibility of at least**

- 99.5% during service hours

# Operations – System A

**Purpose:** to provide access to the university's highest-priority operational systems

**which means**

servers and systems operation in the form of

- ensuring there is an administration organization and active administration in accordance with the JU administration model
- an operations manager for the system, with a designated substitute
- system documentation and operational documentation
- comprehensive monitoring of system services and features
- a high level of accessibility and high-priority corrective maintenance
- advanced and professional system operation in close collaboration with the systems manager with respect to a customized operating environment with servers, databases, storage, monitoring and backup, the dimensioning of infrastructure, capacity and performance, backup and restoration, the monitoring of services and features, and the reporting of accessibility
- the university's systems are classified by the JU IT Board, and systems classified as A systems appear in a system list on the Helpdesk web
- system operations for some systems are fully or partially outsourced to other contractors; in such cases, IT Services' ability to act is limited

**with a resolution time of no more than**

- eight hours for a serious disruption
- five days in the event of reduced performance or stability

**as well as accessibility of at least**

- 99.2% during service hours

# Operations – System B

**Purpose:** to provide access to the university's prioritized operational systems

**which means**

servers and system operation in the form of

- ensuring there is an administration organization and active administration in accordance with the JU administration model
- operation manager for the system
- operational documentation for the system
- normal monitoring of the system's services and features
- accessibility and normal-priority corrective maintenance
- advanced and professional system operation in close collaboration with the systems manager with respect to a customized operating environment with servers, databases, storage, monitoring and backup, the dimensioning of infrastructure, capacity and performance, backup and restoration, the monitoring of services and features, and the reporting of accessibility
- the university's systems are classified by the JU IT Board, and systems classified as B systems appear in a system list on the Helpdesk web
- system operations for some systems are fully or partially outsourced to other contractors; in such cases, IT Services' ability to act is limited

**with a resolution time of no more than**

- two days in the event of a serious disruption
- ten days in the event of reduced performance or stability,

**as well as accessibility of at least**

- 98.0 % during service hours



# Operations – System C

**Purpose:** to provide access to the university's other identified operational systems

**which means**

servers and system operation in the form of

- ensuring that there is a designated contact person/systems expert with operational responsibility for the system
- operating personnel for the system
- providing limited operational documentation for the system
- limited monitoring of the system's services
- accessibility and normal-priority corrective maintenance
- advanced and professional system operation in close collaboration with the contact person/system expert with respect to a customized operating environment with servers, databases, storage, monitoring and backup, the dimensioning of infrastructure, capacity and performance, backup and restoration, and monitoring
- the university's systems are classified by the JU IT Board, and systems classified as C systems appear in a system list on the Helpdesk web
- system operations for some systems are fully or partially outsourced to other contractors; in such cases, IT Services' ability to act is limited

**with a resolution time of no more than**

- five days for a serious disruption
- ten days in the event of reduced performance or stability

# Operations – External Systems

**Purpose:** to provide access to the university's external operational systems

**which means**

operational administration in the form of

- ensuring that there is a designated contact person/systems expert with operational responsibility for the system
- providing contracts to which IT Services is a party
- providing technical contact persons for the contractor, as required
- providing login services for the system (where required)
- information about the contractor's user support
- error reporting to the external contractor in the event of a disruption
- the university's systems are classified by the JU IT Board, and systems classified as External systems appear in a system list on the Helpdesk web
- system operation is carried out by an external operator, which means that the ability of IT Services to respond to error reports is limited

**with a resolution time of no more than**

- four hours for error reporting regarding operational disruptions to the external contractor

# Operations – Temporary Functional Servers

**Purpose:** to provide the university's users access to customized server solutions for administrative, teaching, or research purposes, for a limited period of time

## **which means**

servers and system operation in the form of

- ensuring that there is a designated orderer/contact person with operational responsibility for the server
- access to temporary functional servers is given for a limited period of time that is not to exceed one academic year. In the event of ongoing need, a new order and reassessment are required. Extensions may not exceed one academic year.
- annually assessing the need for temporary functional servers, via contact with the designated orderer/contact person
- creating and deleting accounts, as ordered
- the removal of temporary functional servers when the contact person notifies the service that the server is no longer needed, or two months after the inquiry was sent, if no response has been received
- qualified and professional system operation in accordance with the agreement, in the form of a basic service package of comprehensive servers, databases, storage, monitoring, backup, infrastructure dimensioning, updates to the operating system, and applications in basic infrastructure, as well as capacity and performance, as agreed

## **with a resolution time of no more than**

- five days in the event of a serious disruption
- ten days in the event of reduced performance or stability
- ten days for tasks pertaining to accounts
- thirty days for tasks pertaining to servers and systems



# Tutoring – IT Tools

**Purpose:** to provide the university’s personnel with tutoring in IT tools, with a particular focus on Office365's supported services and products

**which means**

tutoring in the form of

- the possibility of individual or group tutoring in JU-prioritized and supported services within Office365
- providing on-site support for “inexperienced users” when connecting computers to e-meeting services
- planning and implementing tutoring sessions together with the customer’s users
- creating and providing guides and manuals about IT tools
- as time allows, individual and group tutoring is also provided in areas other than Office365, such as streaming services, e-meeting tools, and learning platforms

**with a resolution time of no more than**

- ten days for booked Office365-related tutoring
- ten days for on-site support for “inexperienced users” who need to connect their computers to e-meeting services

# Helpdesk

**Purpose:** to provide users with access to IT Services for queries, tasks, and error reporting, and to provide problem-solving and information about the services of IT Services

## **which means**

that Helpdesk, as the initial support channel for all of IT Services' services, shall

- provide contact channels via the internet, the telephone, and visits
- register received cases, rectify cases that can be solved directly in Helpdesk, and pass other cases on to another division of IT Services
- report and give feedback to the notifier regarding how the case is being handled
- sell certain in-stock computer accessories and installation media
- copy CDs and DVDs for teaching and conference purposes
- provide support pertaining to IT services, with a special focus on computer use, user accounts, printing, telephony, storage, file management, and IT tools
- provide application support with respect to the software in JU's standard installation package, as well as pertaining to software and services in the JU-prioritized and supported services within Office365
- have knowledge of and be able to provide comprehensive information about the purpose and use of the Office365 services not prioritized by JU
- provide a Helpdesk Web containing manuals, crib sheets, and FAQs in both Swedish and English

## **with a resolution time**

- at least 70% of all the questions and problems are resolved during the initial contact with Helpdesk

# Introduction to IT - Students

**Purpose:** to offer new students at the university an introduction to its IT services

## **which means**

introduction in the form of

- a general introduction to the university's IT environments, tools, systems, and programs
- introductory sessions in accordance with orders and agreements
- introductory sessions in Swedish or English

## **with a resolution time**

- in the form of planned introductory sessions each semester
- no more than 10 days for extra introductory sessions in addition to those included in semester planning

Logga in

Logga In

# IT Training

**Purpose:** to provide an introduction and IT education with a special focus on Office365 to university personnel

## **which means**

introduction and training in the IT field to personnel, in the form of

- a general introduction and training in JU's IT environments, tools, systems, and applications for personnel, with a particular focus on Office 365, via IT service personnel or by external educators
- educational material for IT Services' own courses
- training sessions in Swedish or English
- training directory on the university's websites
- the opportunity to publish other IT training resources via IT Services' course catalog

## **with resolution time**

- in the form of planned introductory or training sessions each semester
- extra introductory or training sessions by agreement



# Consultants

**Purpose:** to provide the university's users with the opportunity to order tasks and services not covered by the IT Services' service directory

**which means**

additional efforts by IT Services in the form of

- planning and managing the consultancy tasks that are ordered and agreed upon
- performing consultancy tasks in accordance with what was ordered and agreed upon
- providing resources in accordance with the consultancy task
- carrying out consultancy tasks, when it is possible to do so without adversely affecting IT Services' regular delivery by allocating resources to consultancy tasks.

**with a resolution time of**

- as agreed upon at the time the task was ordered

# Model - System Administration

**Purpose:** to provide a model for system administration at the university

**which means**

an administration model for the university's IT systems that shall

- support the university's operations
- providing and administering a model that includes
  - *definitions* within system administration
  - *start-up procedures*
  - *administrative objects* at various levels
  - *organization, roles and responsibilities*
  - *administrative work*
  - *templates*
- present the model, system administrative objects, and actors via the university's websites
- provide training, support, information, and documentation about the model and its use
- includes the preparation and presentation of questions to the JU IT Board about setting up, altering, prioritizing, and decommissioning administrative objects
- managed by IT Services, which makes decisions about the model and is responsible for it

**resolution time**

- the time that is necessary to revise the model according to the operational and administrative plans

# Model – Vulnerability Analysis

**Purpose:** to provide a model for vulnerability analysis of the university's IT systems

## **which means**

a model for the analysis of vulnerability in the university's IT systems that shall

- support the university's operations
- provide and administrate a model that includes
  - *definitions* within vulnerability analysis
  - *work processes*
  - *organization, roles and responsibilities*
  - *forms and templates*
- present the model via the university's websites
- provide training, support, information, and documentation about the model and its use
- in the collaboration between IT Services and system managers, manage and conduct vulnerability analyses of IT systems
- managed by IT Services, which makes decisions about the model and is responsible for it

## **with resolution time**

- such as is necessary to revise the model according to the operational and administrative plans
- to conduct vulnerability analyses according to agreement

# Office365

**Purpose:** to provide Microsoft's collaboration and productivity tools Office365 to the university's users

## **which means**

using Office365 to provide prioritized and additional services in the form of

- acting as the university's representative with Microsoft regarding contracts and services
- a prioritized and supported core of services such as
  - *infrastructure - Sharepoint*
  - *directory service - Active Directory*
  - *email and calendar - Exchange/ Outlook*
  - *syncing with mobile devices - Active Sync*
  - *data storage - OneDrive/ Groups*
  - *collaboration - Groups/ Teams*
  - *office software programs - Microsoft Office package*
  - *e-meeting and chat - Skype or Business/ Teams*
  - *spam filtering and antivirus management*
- additional services that are free to use, for which IT Services' support includes helping with the application's purpose and area of application
- license management, account administration, authentication, access via the internet, monitoring, and log management
- file versioning and limited and short-term restoration from a backup of an account (a maximum of 14 days), provided by Microsoft via support request



**with a resolution time of no more than**

- four hours in the instance of serious disruptions in JU's Office365-related infrastructure

- five days in the instance of reduced performance or stability in JU's Office365-related infrastructure

**as well as accessibility and resolution time in Office365**

- in accordance with Microsoft's terms and conditions for various services within Office365



# Resource Administration

**Purpose:** to meet the university's needs for computers, computer accessories, tablets, software, technical training equipment and related peripheral services

## **which means**

lifecycle management from procurement to decommissioning

- of computers, computer accessories, technical training equipment, and ergonomic products, as well as support agreements and maintenance agreements
- comprehensive requirements and needs analysis, purchasing, call-off orders or procurements, delivery verification and invoice management, the planning and ordering of deliveries and installation, handling complaints, warranty and error cases, relocation and redeployment within JU, the monitoring, review and extension of licenses and contracts, and the disposal, scrapping, and sale of decommissioned equipment to staff
- with documentation of computer information in the case management system, and of licenses and agreements in the license administration system
- with planning, budget information and implementing purchases in dialogue with operations managers
- planning by developing, establishing and administering JU's standards for computers, tablets, equipment, software, and licenses

## **with a resolution time of no more than**

- five days for the delivery of in-stock ergonomic products
- ten days for the extension of licenses and software with existing agreements
- thirty days for the delivery of in-stock, non-ergonomic products
- by agreement for new purchases and new agreements regarding licenses, software, and support and maintenance agreements

# System Development

**Purpose:** to enable the development and administration of proprietary systems and inter-system integrations

## **which means**

the development and administration of IT systems and integrations

- in accordance with the JU project and systems development model
- in accordance with the JU project management model, with prioritization via the JU IT Board and the University Services Managing Director
- assisting the customer's representatives in the establishment of project proposals, pilot projects, and project directives, including requirement specifications
- carrying out tasks in close collaboration with the orderer and in accordance with project proposals, pilot projects and project directives, and related requirement specifications

## **with resolution time**

- in accordance with the prioritizations determined by the JU IT Board and the University Services Managing Director
- in accordance with pilot project and project directives

# Tablets

**Purpose:** to provide the university with tablets and associated peripheral equipment

**which means**

lifecycle management of JU-owned tablets, in accordance with the university's standards, from delivery until decommissioning

- the delivery and functional testing of new tablets
- providing corrective maintenance and support for tablets and connection to A/V equipment via cables
- providing data storage via Office365 and printing via Everyoneprint
- provide wireless connectivity for individual use via eduroam and for other use via another wireless network
- communicating corrective maintenance efforts to the contractor in the event of a warranty issue
- negotiating the task of installing cages and locking devices with a subcontractor
- collecting, performing factory resets on, and storing tablets that are to be phased out

**with a resolution time of**

- eight hours for resolving software errors by carrying out a factory reset
- 5 days to communicate hardware error to external contractors
- 10 days for the delivery of standard tablets and accessories

# Telephony

**Purpose:** to give the university's users access to fixed and mobile telephony, operator services, and response services

**which means**

representing the university vis-à-vis external telephonic service providers

- managing contracts and acting as the university's representative to the university's service providers
- ensuring and providing the services and the functionality that have been agreed upon with the service providers
- providing first-line support for the university's users, being responsible for providing information and manuals and reporting operational disruptions to the university's service providers
- coordinating, administering and ordering from the contractor changes such as the registration, moving, alteration, or deletion of subscriptions and services
- implementing the purchase of telephonic equipment and services
- developing, administering, and establishing standards for the university's telephonic services configurations
- coordinating, administering, and managing tasks related to the university's local infrastructure and systems, in order to provide response services with information about the university's users
- administering the appropriate level of security for mobile devices

**with a resolution time of no more than**

- one hour for error reports regarding serious disruptions
- otherwise, the level of service shall be in accordance with the contract with the university's services providers

# Printing

**Purpose:** to provide the university's users with the ability to scan, fax, copy, and print documents

## **which means**

representing the university vis-à-vis external printing service providers, by

- issuing call-off orders, handling procurements, and managing contracts, as well as by acting as the university's representative to the university's printing service providers
- ensuring and providing the services and the functionality that have been agreed upon with the university's printing service providers
- providing first-line printing support for the university's users, and publishing information and manuals from the service provider
- reporting errors and addressing/following up on operational disruptions, performance issues, and security deficiencies with the printing service provider
- administering, and ordering from the service provider changes such as the acquisition, moving, alteration, or removal of printing devices
- monitoring and administering price plans for the university's students

## **with a resolution time of no more than**

- one hour for error reports regarding serious disturbances in the system
- four hours for error reports regarding of serious disturbances related to printing devices
- otherwise, according to the level of service agreed upon in the university's contract with the university's printing service providers (key components include service and support during business hours, commenced corrective maintenance on systems within four hours, a resolution time of 12 hours for problems with printing devices, accessibility of at least 97.8 % for printing systems and at least 95.6 % for printing devices)

# VDI

**Purpose:** to provide the school with virtual desktops and applications that are accessible via the internet

## **which means**

providing students and personnel at JTH and Mac users with

- a common technical infrastructure, comprehensive physical and virtual servers, redundancy and load balancing, centralized storage in SAN, authentication against Active Directory, policies and regulations, storage locations for profiles and application packages, image-, short-term and long term backup, antivirus protection, license servers, monitoring, and management systems
- providing software programs for virtual desktops in the form of Citrix XenDesktop
- providing software programs for virtual applications in the form of Citrix XenApp
- software packages in accordance with specific orders from JTH
- specific applications that are not available on Mac platforms, in accordance with orders
- administering access and rights to VDI, access to home directories and shared storage areas, as well as printing capabilities

## **with a resolution time of no more than**

- eight hours in the instance of serious disturbances
- five days for reductions in performance and stability
- five days for changes to access and rights
- thirty days for alterations to applications/reallocation of resources. New or changed software is distributed once a month during semester.

## **as well as accessibility of at least**

- 99.5 % during service hours

If you want to use or order IT Services,  
you can contact the department via



the online notification service,  
which is available 24 hours a day  
[ju.se/helpdesk](http://ju.se/helpdesk)

via telephone:  
Monday to Friday from 07:30 - 16:00  
[036-101112](tel:036-101112)

by visiting IT Services in person:  
Monday to Friday from 08:00 - 15:00  
[white building, entrance A, 3rd floor](#)

The Helpdesk opening hours are seasonally adjusted  
at the end of the year and during the summer