

IT Services

Service directory and levels of service

01/07/2015



Purpose

All parties involved will benefit from clear guidelines on what is to be done, when it is to be done, and how long an assignment will take. If the service and level of service to be provided are clearly described, it becomes possible to measure IT Services performance and efficiency. The management will thereby be able to balance functionality and degree of service with financial considerations. By communicating the service and levels of service that have been established, the user can assume a relevant level of expectation.

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

Administration

IT Services' service directory will be a dynamic document that is continually followed up and revised, using the IT Board as a consultative and preparatory body. The service directory is adopted by Högskoleservice's Managing Director. When required, the University's Management Team is consulted.

General undertakings

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, licences and computers are limited and dimensioned for a normal situation at the University. Major changes are handled via the regular budget process.

Opening hours

Opening hours are the times when IT Services will supply services and comprise office hours, which normally means Monday to Friday (except public holidays) between 07.30 and 16.00. Opening hours are reduced on certain takes bearing in mind shorter working times and seasonal adjustments.

Service windows

IT Services' service windows for maintenance work within the field of IT are

- Fridays between 17.00 and 18.00 for routine maintenance
- the third Sunday in each month between 08.00 and 17.00 for more extensive maintenance work. During these times, there is restricted access to IT Services' networks and systems.

Repair times

IT Services' repair times are divided up and measured in the areas of problems, tasks and projects. Problems refers to the restoration of functionality. A task is a change in the form of introducing, increasing, altering, moving or closing down functionality. A project comprises a task of such magnitude that it cannot be handled within normal operations.

Repair times and performance requirements are calculated during office hours, between 08.00 and 16.00, via IT Services' case handling system.

Accessibility

Access to services and systems is measured monthly via IT Services' monitoring system. The results are calculated and a target is set for office hours between 08.00 and 16.00, although accessibility is also reported for round the clock.

Client satisfaction

Client satisfaction is measured and reported every quarter in accordance with the measurement that is performed via IT Services' case handling system.

Services

IT Services' operations have been divided into the following services. For more detailed information about services, responsibilities and repair times, please refer to the Service directory's main document.

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Emergency Service

Purpose: to rectify an emergency problem that arises in a teaching situation

which means

prioritised support in teaching situations by

- rectifying problems relating to presentation computers and A/V equipment, logging in with the University's user account, connecting to the Internet, local network, A/V equipment and Adobe Connect, as well as other problems that can be rectified with simple problem-solving
- identifying and categorising problems that could not be rectified for further handling by IT Services
- providing a reserve or loan computer

with a repair time not exceeding

- one hour



User account

Purpose: to gain access to the University's systems and resources via user accounts

which means

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

- covering the account types
 - *personnel* with email, home catalogue, common storage, printouts, wireless eduroam, Box, Adobe Connect and the Library's databases
 - *student* with email, home catalogue, printouts, wireless eduroam, limited Adobe Connect and the Library's databases
 - *function* with email, home catalogue, printouts and wireless campus network
 - *guest* with access (limited in time) to email, home catalogue, common storage, printouts, wireless eduroam, Box and Adobe Connect
 - *visitor* with home catalogue, printouts and wireless campus network
 - *machine/system* in accordance with specific system requirements
- self-service function for handling passwords and JU cards
- function for personnel to create visitor accounts themselves
- handling of security incidents linked to user accounts

with a repair time not exceeding

- four hours in the case of security problems
- five days for creating, altering or closing down user accounts

University network - infrastructure

Purpose: to supply the University with a local network and Internet connection

which means

to supply 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, such as

- fixed internet connection via SUNET
- primary and secondary computer centres
- local network and active network equipment
- configure and manage equipment, redundancy and security
- management of the University's network addresses
- VPN connection for personnel and students
- receive, investigate and technically rectify received reports of abuse
- take part in planning work in conjunction with new establishments, conversions or major changes to the University's buildings and IT network

with a repair time not exceeding

- one hour for error notification regarding Internet connection to SUNET
- four hours in event of serious disruption for a large number of users
- eight hours in event of serious disruption for a limited number of users
- five days in event of reduced performance or stability compared to normal

and accessibility of at least

- 99.8% during service hours

University network - fixed network

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

which means

network management in the form of

- supplying a wired (fixed) network in the University's buildings
- connecting data sockets in the University's buildings
- registration and management of the University's computer equipment
- login portal for users with private computer equipment
- log function

with a repair time not exceeding

- four hours in event of serious disruption for a large number of users
- eight hours in event of serious disruption for a limited number of users
- five days in event of reduced performance or stability compared to normal
- ten days for expanding, changing, moving or shutting down

and accessibility of at least

- 99.8% during service hours

University network – wireless network

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

which means

network management in the form of

- providing a wireless network throughout the entire 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 institutes of higher education and places linked to eduroam
- supplying a wireless network (JU-Visitor) for visitors and users whose user account is not linked to eduroam
- log function

with a repair time not exceeding

- four hours in event of serious disruption for a large number of users
- eight hours in event of serious disruption for a limited number of users
- five days in event of reduced performance or stability compared to normal
- ten days for expanding, changing, moving or shutting down

and accessibility of at least

- 99.8% during service hours



Computer - Personnel

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

which means

life cycle management of staff computers from delivery to phasing out, as well as access to loan computers

- delivery and checking function of new computer and peripheral equipment
- connection to networks and resources such as home catalogue, printers, etc.
- passing on troubleshooting to a supplier in guarantee cases
- support and assistance in accordance with the chosen level of service (see Computer - software)
- providing a loan computer with adequate software package during troubleshooting, maintenance work or for temporary extra measures in operations
- storing a limited selection of standardised peripheral devices for selling
- fetching, resetting to factory status and storing old computers that are to be disposed of

with a repair time not exceeding

- eight hours in event of serious fault in a Standard or Intermediate computer
- eight hours for provision of loan computer of a basic design during troubleshooting
- five days in event of serious fault in a Customised computer or less serious fault in a Standard or Intermediate computer.
- ten days in event of less serious fault in a Customised computer
- five days for delivery and installation of stocked computer accessories
- ten days for delivery and installation of standard computer for personnel
- thirty days for delivery and installation of non-standard computer and non-stocked computer accessories to personnel

Computer - Student

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

which means

lifecycle management of student computers from delivery to phasing out

- delivery and checking function of new computer and peripheral equipment
- connection to networks and resources such as home catalogue, printers, etc.
- passing on troubleshooting to a supplier in guarantee cases
- support and assistance in accordance with the chosen level of service (see Computer - software)
- passing on the task of installing cages and locks to a subcontractor
- handling locking, fibre alarm and key storage for computers in the computer rooms and group rooms
- Review of the computer rooms' computers and peripheral equipment at least twice a year
- fetching, resetting to factory status and storing old computers that are to be disposed of

with a repair time not exceeding

- eight hours in event of serious fault
- five hours in event of less serious fault
- thirty days for delivery and installation of a small number (max. 20) of computers and computer accessories according to standard
 - according to agreement for delivery and installation of a large number (more than 20) of computers and computer accessories, as well as for non-standard computers and non-stocked computer accessories

Computer - Function

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

which means

lifecycle management of function computers from delivery to phasing out

- delivery and checking function of new computer and peripheral equipment
- specific configuration for the functions
 - *information TV and Schema-TV*
 - *kiosk computer* (limited-function public computer without login requirement)
 - *teacher computer* (permanently connected and linked to A/V equipment in classrooms or conference rooms)
 - *search computer at the Library*
 - *examination computer* (for students with special needs)
- passing on the task of installing cages and locks to a subcontractor
- handling locking, fibre alarm and key storage for function computers
- passing on troubleshooting to a supplier in guarantee cases
- providing troubleshooting and support
- fetching, resetting to factory status and storing old computers that are to be disposed of

with a repair time not exceeding

- eight hours for provision of loan computer of a basic design as a replacement for teacher computers during troubleshooting
- five days in event of serious fault
- ten days in event of less serious fault
- ten days for delivery and installation of standard computer
- thirty days for delivery and installation of non-standard computer and non-stocked computer accessories

Computer - software

Purpose: to provide the University's computers with software

which means

software in the form of both software packages and individual applications

- design, drafting, production, testing and installation of a common set of software and its configuration for the whole of the University, entitled the University's software package
- when requested, producing supplementary client-specific packages
- software/supplementary packages are produced every other year for PCs and every year for Macs
- unless special reasons exist, University-owned computers must be provided with the University's software/supplementary package
- new software/supplementary packages are installed as soon as possible on Standard and Intermediate computers
- new software/supplementary packages are installed at the user's initiative or in conjunction with troubleshooting on Customised computers
- operation of licence servers for applications
- packaging, distribution or local installation of individual applications that are not included in software/supplementary packages
- in the event of problems arising due to users having installed software themselves, the computer's software/supplementary package is restored
- support is not provided on private computers or for private software
- providing certain licences and software that may be used on a private computer in accordance with a signed licence agreement

with division into service levels in the form of

Standard computer: A University-owned desktop PC according to the "Computer - Student" service, with the University's standard hardware and the University's software/supplementary package. Primary troubleshooting comprises re-installation, which can be performed remotely and without the user's consent.

Intermediate computer: A University-owned desktop or laptop PC according to the "Computer - Personnel or Student" services, with the University's standard hardware and the University's software/supplementary package. Primary troubleshooting comprises re-installation, which can be performed remotely after agreeing on a time with the user or the client's representative.

Customised computer: A University-owned desktop or laptop PC or Mac according to the "Computer - Personnel, Student or Function" services, with the University's standard hardware, the University's software/supplementary package, as well as any supplementary software. Primary troubleshooting is to rectify the fault in the existing installation, while secondary troubleshooting comprises re-installation after agreement with the user or client representative. A virtual computer with the University's software/supplementary package in a Mac is classified as an Intermediate or Customised computer.

with a repair time not exceeding

- two days for a serious fault that affects a large number of users
- five days for a serious fault that affects a small number of users
- ten days for packaging/distribution of application over network or local installation

Operations - infrastructure

Purpose: to provide the University with an infrastructure and infrastructure services for server operation, storage and backup

which means

providing a technical platform comprising

- technical infrastructure for server operation in the form of physical and virtual servers, local storage on physical servers, centralised storage in SAN, storage networks for SAN, short-term backup on disc, long-term backup on tape, monitoring and management systems
- redundancy in virtual server environment and centralised storage across two computer centres
- daily backup for restoration for up to two months, quarterly backup for restoration for up to one year, and annual backup for restoration for three years
- shared infrastructure services in the form of directory services, client management tools for PCs and Macs, file storage on home catalogues and common storage areas, database managers, email system, antivirus for servers and clients, updating servers, infrastructure licence servers, monitoring and management systems
- plan, design and dimension infrastructure to suit operational needs for services, space and capacity

with a repair time not exceeding

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

and accessibility of at least

- 99.5% during service hours

Operations – System A

Purpose: to provide access to the University's highest prioritised operational systems

which means

server and system operation in the form of

- ensuring there is an administration organisation and active management according to the University's system management model
- operations manager for the system with a designated person as substitute
- system and operations documentation
- extensive monitoring of the system's services and functions
- high level of accessibility and high priority troubleshooting
- advanced and professional system operations in close co-operation with the systems manager in respect of a customised operating environment with servers, databases, storage, monitoring and backup, dimensioning the infrastructure, capacity and performance, backup and restoration, monitoring services and functions, as well as reporting accessibility
- the University's system is classified via the IT Board and the current subdivision is published on the intranet. When the service directory was taken into use on 1 July 2015, the University's A-systems were: Agresso, Aleph, KAS, KronoX, KursInfo, PingPong and Sitevision

with a repair time not exceeding

- eight hours in event of serious disruption
- five days in event of reduced performance or stability compared to normal

and accessibility of at least

- 99.2% during service hours

Operations – System B

Purpose: to provide access to the University's prioritised operational systems

which means

server and system operation in the form of

- ensuring there is an administration organisation and active management according to the University's system management model
- operations manager for the system
- operations documentation for the system
- normal monitoring of the system's services and functions
- accessibility and normal priority troubleshooting
- advanced and professional system operations in close co-operation with the systems manager in respect of a customised operating environment with servers, databases, storage, monitoring and backup, dimensioning the infrastructure, capacity and performance, backup and restoration, monitoring services and functions, as well as reporting accessibility
- the University's system is classified via the IT Board and the current subdivision is published on the intranet. When the service directory was taken into use on 1 July 2015, the University's B-systems were: Accommodation, Ciceron, DH Helpdesk, HJ-kortet, JU Play (HJ-Streaming), IntApps, Internationella databasen, JU Mobile, LPW, OnGuard, PersonalSök, Proxy, STYR, Valwebb and VFU Parken

with a repair time not exceeding

- two days in event of serious disruption
- ten days in event of reduced performance or stability compared to normal

and 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

server and system operation in the form of

- ensuring there is a designated contact person/system specialist with operational responsibility for the system
- operational personnel for the system
- limited operations documentation for the system
- limited monitoring of the system's services
- accessibility and normal priority troubleshooting
- advanced and professional system operations in co-operation with the contact person/systems specialist in respect of a customised operating environment with servers, databases, storage, monitoring and backup, dimensioning the infrastructure, capacity and performance, backup and restoration, as well as monitoring
- the University's system is classified via the IT Board and the current subdivision is published on the intranet. When the service directory was taken into use on 1 July 2015, the University's C-systems were: AF-basen, DEX, HLK Valwebb, Kursplanedatabas JTH/JIBS, Projektwebb, Studievägledningssystem HHJ, Studievägledningssystem HLK, Tidomat/Flex and Webb på G:

with a repair time not exceeding

- five days in event of serious disruption
- ten days in event of reduced performance or stability compared to normal

Operations – external system

Purpose: to provide access to the University's external operational system

which means

operational administration in the form of

- ensuring there is a designated contact person/system specialist with operational responsibility for the system
- providing an agreement where IT Services is a contracting party
- technical contact person for the supplier when necessary
- providing a login service when required for the system
- information about the supplier's user support
- fault report to external supplier in event of disruption
- the University's system is classified via the IT Board and the current subdivision is on IT Services' section of the intranet. When the service directory was taken into use on 1 July 2015, the University's external systems were: Adobe Connect, Box, Diva, Dreamspark, Foodle, GIS/Geodata, Ne5/Mira, TCS and Urkund

with a repair time not exceeding

- four hours for fault notification regarding operational disruption to an external supplier

Operations - temporary function server

Purpose: to provide access to customised server solutions for administration, teaching or research purposes for a limited period of time

which means

server and system operation in the form of

- ensuring there is a designated orderer/contact person with operational responsibility for the system
- access to the temporary function server is given for a limited period of time, at most for one academic year. In the event of an ongoing need, a new order and reassessment are required. The extension can be for a maximum of one academic year.
- every year, to review the need for a temporary function server through contact with the designated orderer/contact person.
- to create and review accounts according to the order
- to remove the temporary function server when the orderer/contact person gives notification that it is no longer needed, or two months after the query if no reply is received
- advanced and professional system operations as agreed in the form of basic service that covers servers, databases, storage, monitoring and backup, dimensioning infrastructure, updating operating systems and applications in basic infrastructure, as well as capacity and performance in accordance with that which has been agreed

with a repair time not exceeding

- five days in event of serious disruption
- ten days in event of reduced performance or stability compared to normal
- ten days for tasks in respect of the accounts
- 30 days for tasks in respect of servers and systems

Tutoring - ICT tools

Purpose: to provide the University's personnel with tutoring for Adobe Connect, JU Play (HJ-Streaming), PingPong and Urkund

which means

tutoring in the form of

- opportunity for individual tutoring for the ICT tools Adobe Connect, JU Play (HJ-Streaming) and PingPong
- notifying Urkund's support organisation about the need for Urkund tutoring
- planning and conducting tutorials together with the client's users
- creating and providing guides and manuals about the ICT tools

with a repair time not exceeding

- five days for current cases
- ten days for booked tutorials

Helpdesk

Purpose: to be the users' way in to IT Services for queries, tasks and fault reporting, and to solve problems and provide information about the services that IT Services offers

which means

that Helpdesk, as the an initial support channel for all the services that IT Service offers, must

- provide contact channels via the Internet, telephone and visits
- register received cases, rectify those cases that can be resolved directly in Helpdesk and escalate other cases within IT Services
- report and give feedback on how the case is being handled to the person who submitted the case
- sell certain stocked computer accessories and installation media
- copy CDs/DVDs for teaching and conference purposes
- provide support for user accounts, printouts, telephony, storage and file management
- provide application support for Adobe Acrobat, Adobe Connect, Box, Cirrato, Excel, Firefox, GroupWise, Internet Explorer, Mac-OS, Netwise, Novell Messenger, PingPong, Powerpoint, Windows7, Windows Media Player, VLC, Word, Skype and 7-zip
- provide application support in the form of answers to frequently asked questions for those applications where a system expert/contact person has notified this
- provide a Helpdesk website including manuals, quick reference documents and FAQ in both Swedish and English

with repair time

- in the form of at least 70% of all questions and problems being resolved at the initial time of contact with Helpdesk

IT introduction - students

Purpose: to offer an IT introduction to new students at the University

which means

introduction in the form of

- general introductions for students within the University's IT environment, tools, systems and programs
- introductory sessions in accordance with orders and agreements
- introductory sessions in Swedish or English

with repair time

- in the form of planned introductory sessions each semester
- at most 10 days for extra introductory sessions in addition to semester planning

IT education

Purpose: to offer IT education to the University's personnel

which means

introduction and education in the field of IT for personnel in the form of

- general education for personnel within the University's IT environment, tools, systems and programs, via IT Services' ICT personnel or external educators
- course material for IT Services' own courses
- courses taught in Swedish or English
- course catalogue on the University's website
- opportunity to publish other IT education via IT Services' course catalogue

with repair time

- in the form of planned courses each semester
- extra courses by agreement

Consultant

Purpose: to give the University's users the opportunity to order tasks and services from IT Services that are not covered by IT Services' service directory

which means

supplementary input by IT Services in the form of

- planning and leading the consultancy tasks that have been ordered and agreed
- carrying out consultancy tasks in accordance with what has been ordered and agreed
- providing resources in accordance with the consultancy task
- carrying out consultancy tasks when IT Services' ordinary provision of services is not negatively affected by resources being set aside for consultancy tasks

with repair time

- as agreed at the time of ordering

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 will

- support the University's operations
- provide and administer a model covering
 - *definitions* within system administration
 - *establishment procedure*
 - *administrative objects* at various levels
 - *organisation, roles and responsibilities*
 - *administrative work*
 - *templates*
- present the model, administrative objects and actors via the University's website
- provide education, support, information and documentation about the model and its use
- prepare and present to the IT Board questions about setting up, changing, prioritising and closing down administrative objects
- managed by IT Services, which decides on and is responsible for the model

with repair time

- to revise the model according to the activity plan and administration plan

Model - Vulnerability analysis

Purpose: to provide a model for a vulnerability analysis of IT systems at the University

which means

a model for analysing the vulnerability of the University's IT systems, which must

- support the University's operations
- provide and administer a model covering
 - *definitions* within vulnerability analysis
 - *work processes*
 - *organisation, roles and responsibilities*
 - *forms and templates*
- presenting the model via the University's website
- providing education, support, information and documentation about the model and its use
- leading and conducting vulnerability analyses of IT systems in collaboration between IT Services and system managers
- managed by IT Services, which decides on and is responsible for the model

with repair time

- to revise the model according to the activity plan and administration plan
- implementing vulnerability analyses by agreement

Resource administration

Purpose: to meet the University's need for computers, computer accessories, software and associated peripheral services

which means

lifecycle management from procurement to disposal

- of computers, computer accessories, ergonomic products, software, licences, support and maintenance agreements
- extensive requirements and needs analysis, purchasing, subordering or procurement, delivery inspection and invoicing, planning and ordering delivery and installation, handling complaints, guarantee cases and faults, moving and redistribution within the University, monitoring, examination and extension of licences and agreements, as well as disposal, scrapping and selling of discarded equipment to personnel
- with documentation of computers in the case administration system as well as licences and agreements in the licence administration system
- with planning, proposals and budget documentation for operation managers
- by planning and executing clients' purchases in consultation with operation managers
- by developing and managing the University's computer configurations
- by establishing standards for the University in conjunction with the purchasing of equipment and licences

with a repair time not exceeding

- five days for delivery of stocked ergonomic products
- ten days for extending licences and software under existing agreements
- five days for delivery of non-stocked ergonomic products
- according to agreement for new acquisition and new agreements regarding licences and software, as well as support and maintenance agreements

System development

Purpose: to enable the development and administration of systems developed within the University and integration between those systems

which means

development and administration of IT systems and integrations

- according to the University's project and system development model
- according to the University's project management model with prioritisation via the IT Board and HS Managing Director
- to assist client representatives with the setting up of project proposals, pilot studies and project directives including requirement specifications
- to carry out tasks in close collaboration with the client and in accordance with project proposals, pilot studies and project directives, along with associated requirement specifications

with repair time

- according to prioritisation by the IT Board and HS Managing Director
- according to pilot studies and project directives

Telephony

Purpose: to provide the University's users with access to fixed and mobile telephony, operator services and answering services (call centre operators)

which means

to represent the University in relation to external suppliers of telephony

- suborder, procure and administer agreements as well as represent the University in relation to the University's telephony suppliers
- safeguard and provide the services and the functionality that have been agreed with the University's telephony suppliers
- provide first-line support (Helpdesk) as regards telephony for the University's users as well as take responsibility for information and manuals
- report operational disruptions to the University's telephony suppliers
- co-ordinate, administer and order from the supplier changes such as the registration, moving, changing or removal of subscriptions, extensions and services
- at the request of the client, purchase telephony equipment and services
- develop, administer and establish standards for the University's telephony configurations
- co-ordinate, administer and manage information regarding the University's local infrastructure and systems in order to supply answering services (call centre operators) with information about the University's users

with a repair time not exceeding

- one hour for notification of serious disruption
- otherwise service level according to agreements with the University's telephony suppliers

Printout

Purpose: to enable the University's users to scan, fax, copy and print documents

which means

to represent the University in relation to external suppliers of printing services by

- subordering, procuring and administering agreements as well as representing the University in relation to the University's printout supplier
- safeguarding and providing the services and the functionality that have been agreed with the University's printout supplier
- supplying first-line support (Helpdesk) as regards printing to the University's users and publishing information and manuals from the supplier
- reporting operational disruptions, performance problems and security deficiencies to the University's printout supplier
- co-ordinating, administering and ordering from the supplier changes such as the new procurement, moving, changing or removal of printer devices
- following up and administering a price plan for the University's students

with a repair time not exceeding

- one hour for notification of serious disruption in the printout system
- four hours for notification of serious disruption in a printer device
- otherwise service level in accordance with agreement with the University's printout suppliers, where important components are service and support during office hours, commenced troubleshooting in systems within four hours, repair time for printer device within 12 hours, orders within ten days and accessibility to the system of at least 97.8% and at least 95.6% for printer devices

If you want to use or order IT Services services,
please contact



for web notification, round the clock
ju.se/helpdesk

by telephone Monday to Friday, 07.30 - 16.00
[036-101112](tel:036-101112)

by visiting Monday to Friday, 08.00 - 15.00
[white building, entrance A, level 3](#)

Helpdesk's opening hours are seasonally adjusted
at New Year and during the summer