

Service Directory and Level of Service

Popular version

EMERGENCY SERVICE – SAVE TEACHING SITUATION

- Problem with:
 - User account
 - Computer
 - Projector and sound
 - Connection to meeting service
 - Network
- Resolution time: 1 h (often immediately)
- Spare computer possible solution
- Customer responsibility:
 - Active user account
 - Correct permissions
 - Test of equipment in advance
- Limitations:
 - Only JU equipment
 - Only lecture/seminar
 - Not student computer in computer lab

ACCOUNT

- Account types
 - Student – all registered students
 - Staff – all employees
 - Staff external – consultants, affiliated etc.
 - LightUser – web account, cannot log in to JU computers
 - Shared mailbox – shared mail, accessible via existing account
 - Visitor account
- Customer responsibility :
 - Order accounts, permissions, limitations etc. (not for students)
 - Order accounts for Commissioned courses without HP
 - Order decommissioning of accounts (not for students)
- Resolution time:
 - 5 days for staff account
 - Student accounts are created automatically

NETWORK

- Technical platform for network at JU
 - Data ports for fixed-line network
 - Access points for wireless network
- Give access to
 - Local resources
 - Internet
- VPN for access from outside of campus
- Customer responsibility:
 - Order installation, modification and dismantling
 - together with Höfab, manage the financial responsibility for changes
- Wireless networks:
 - Eduroam – for staff, students and visitors from other affiliated organisations
 - JU-Visitor – for visitors (created by staff)
 - Limited network for IoT (via IT department)
 - No open network

STORAGE

- Local storage
 - JU personal files (personal area/home folder)
 - Common JU files (shared area for staff at the same department)
 - Common JU files Restricted (shared area for staff, restricted access)
 - JU ShareFiles (research data, internal and external)
 - NAS (large volyms and long time storage)
- Cloud storage
 - OneDrive (personal storage)
 - Teams (shared storage)
- Customer responsibility:
 - Save according to JU's recommendations
 - Not save files locally on the computer
 - Not save sensitive data on a private device
 - Not save sensitive data in the cloud
- Backup
 - Daily on local storage spaces
 - Cloud storage according to suppliers' terms

EQUIPMENT

- Computer and peripheral equipment
 - Laptop, according to standard range
 - Stationary computer, according to standard range
 - All-in-One computer, according to standard range
 - Function computer (specific configuration)
 - Screen, docking station, keyboard, mouse, web camera, headset etc.
- Tablet and phones
 - According to standard range
- Customer responsibility:
 - Order via the IT department's forms
 - Economical responsibility for computers, phones and some licenses (not site licenses)
- IT department's responsibility
 - Support and troubleshooting
 - Provide replacement computer during troubleshooting
 - Purchases of computers, peripheral equipment, phones (leasing) and software
 - License management

OPERATIONS – INFRASTRUCTURE AND SYSTEMS

- Infrastructure:
 - physical and virtual servers
 - Storage network for SAN
 - Centralised storage in SAN and NAS
 - Microsoft365
 - Backup
 - Monitoring and management for infrastructure
 - Customer specific server
- Directory service Active Directory
 - Authorization control
 - Login services
- Distribution of software
 - Installations and updates
 - Software Center
 - Policies

SUPPORT

- Support functions:
 - Helpdesk
 - Visits
 - Phone
 - Web form
 - Helpdesk web with guides
 - Training/tutoring
 - Microsoft365
 - Streaming service
 - Emeeting service
- IT introduction:
 - Video based for new students
 - Web page on the student web
 - Short intro about accounts, printing and learning management platform the start of the semester
 - Short information at JU introduction for new employees
 - IT introduction for new managers

SYSTEM AND OPERATIONS DEVELOPMENT

- System development
 - New and further development of systems
 - Establish and maintain system integrations
 - Identify and propose process improvements
 - Assist in the preparation of project proposals
 - Follow prioritization from the IT Board
- Customer responsibility
 - Write project proposals
 - Provide operational demands and resources during development
 - Communicate operational processes and needs

SYSTEM ADMINISTRATION

- System administration
 - Provide a model for administration of IT systems
 - Educate in and give support, information and documentation about the model
 - Prepare and present questions about system administration objects to the IT board
- IT department responsibility:
 - Ensure a designated administrative service
 - Assign technically oriented roles
- Customer responsibility:
 - Ensure a designated administrative service
 - Assign business-oriented roles
 - Assume financial responsibility

IT SECURITY

- IT departments responsibility:
 - coordinate, support and follow up the IT security work at JU
 - Propose and implement policies, routines and plans
 - Propose and implement technical security measures
 - Intrusion detection and log follow-up
 - Incident management
 - Environmental monitoring
- Customer responsibility:
 - Be alert to incidents and report to the IT department
 - Participate in training courses that are provided
 - Consult with the IT department when acquiring of a new system

The IT security work is in collaboration with the information security officer

COLLABORATION PLATFORM

- Microsoft365 applications, for example
 - Office programs
 - Teams
 - Web mail
 - Bookings
- Emeeting services:
 - Zoom
 - Teams
- IT department's responsibility
 - Account administration – permissions and rights
 - License management
 - Access via Internet
- Limitations Microsoft365
 - Backup via Microsoft (14 days)
 - Rereading of student's data is normally not done

PRINTING SOLUTION

- IT department responsibility:
 - Represent JU to the contractor
 - Follow-up on agreed service and functionality
 - First line support on all printing questions for staff and students
 - Report error on hardware and service to the contractor
 - Change toners
- Customer responsibility:
 - Avoid local printers
 - Report errors to the IT department
- Contractor responsibility:
 - Provide printers
 - Service printers
 - Ensure that the payment system for students is working
 - Resolve problems in hardware or services

VDI (JTH)

- IT department responsibility:
 - Provide technical infrastructure
 - Servers
 - Redundancy and load balancing
 - Storage and backup
 - Authentication
 - Policies, rules, permissions
 - Monitoring system
 - Provide software
- Customer responsibility:
 - JTH is the customer and commissioner
 - Order alterations of
 - Infrastructure
 - Desktops
 - Applications
 - Access and permissions
 - Assume financial responsibility

ACTION TIMES FOR SELECTED SERVICES

- Emergency service – 1 hour
- Account, new or extension of validity – 5 working days
- Delivery of standard computer or tablet – 10 working days
- Delivery of non-standard computer – 30 working days
- Troubleshooting of computer – replacement computer immediately
- New/changes software for Software Center/VDI – 30 working days
- Extension of license according to contract – 10 working days
- Telephony cases – according to contract with supplier
- Printing cases – according to contract with supplier

FOLLOW-UP

- Service report is published on the Intranet after each month
- Complete Service directory is available on the Intranet
 - Detailed description of every service
 - IT department's responsibility
 - Customer's responsibility
 - Limitations
 - Action times
 - Accessibility

Intranet -> Service and support -> IT -> IT at Jönköping University

INFO

- The IT department's opening hours – non-holiday Mon-Wed and Fri 07:30 am to 4 pm, Thu 07:30 am to 3 pm (reduced at some holidays/seasonal adjustments)
- Service window – limited access to network and systems
 - Fridays 5-6 pm
 - One Sunday each month, 8 am to 5 pm
- Action times and accessibility is measured non-holiday Mon-Fri 8 am to 4 pm
- Customer satisfaction is measured and reported each month in the service reporten



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