# CORE ICT SERVICES
# SERVICE LEVEL AGREEMENT

## PURPOSE OF THE SLA

The purpose of this service level agreement (SLA) is to establish a co-operative partnership between the Information & Communication Technology Services department (ICTS) and users of UCT's ICT services (hereafter referred to as 'customers'). It aims to ensure that services support the core business of UCT as a research-led university.

For both customers and ICTS, it further aims to:

- identify clear and consistent expectations
- outline agreed roles and responsibilities
- deliver services that are measured, monitored, reported and reviewed for continuous improvement
- provide mechanisms for resolving problems
- provide a platform to enable changes in response to new technologies, customer requirements and other opportunities

## PARTIES TO THE SLA

This SLA outlines an ongoing agreement between ICTS as service provider, and the University ICT Committee (UICTC) as the university ICT oversight committee.

## DURATION

This SLA has been in effect since 30 June 2008. The incorporation of the CSS services into the CORE SLA service agreement took effect from January 2014.

It was last updated in December 2018.

## SERVICES INCLUDED

The services included in this SLA are those approved by UICTC as being core ICT services.  These are defined as essential shared ICT services that meet all or most of the following criteria.

- They support the core business of teaching, learning, research and administration.
- They need to be reliable and available.
- There is significant risk to UCT if standards are not monitored, implemented and enforced.
- They are widely used across UCT, and do not require specialised content knowledge.
- For the most part, they are provided to the customer free of charge.

- Accountability for their provision rests with ICTS, while governance remains with UICTC; in some cases, similar services are also provided elsewhere at UCT.

## Networking Services
- UCT network identity and password management
- campus, wireless and residence network
- access to internet services
- remote access to UCT Libraries' e-resources (reverse proxy services)
- remote access to resources on the UCT network (UCT-VPN)

## Core IT Systems
- email and calendaring
- access to files on central storage
- network printing
- provision of software
- desktop security systems
- UCT on-line directory
- System for non-ICTS IT support staff: ServiceNow

## Phone, Fax and Video Conferencing Services
- UCT switchboard
- UCT telephone line and extension with handset
- feature phones & accessories
- facilities to control access and usage on a telephone line
- voicemail
- personal desktop faxing
- central UCT fax number
- conference calling
- Telkom phonebook entry
- video conferencing
- SMS service

## Support Services
- hardware and software acquisition and installation
- rental of ICT equipment
- IT Helpdesk
- hardware and software re-installation
- hardware repair
- training services
- data capture
- annual lab project management

## Central and Student Administration Systems
- central administration system – SAP Financial, HR and Plant Maintenance modules
- student administration systems – PeopleSoft, RMS and Syllabus+
- self-service online application and access to student information on the web
- development of central and student administration systems
- third-party system

[Classroom Support Services](#)
- classroom AV/IT equipment
- CSS Helpdesk

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**SERVICES EXCLUDED**

The following services are excluded from this SLA:
- imaging and administration of student computer labs; this is not a core service, but is done where top-up individual SLAs have been negotiated
- supporting non-standard hardware and software beyond "best effort" levels
- creating and maintaining web sites and specialised departmental administrative systems
- backing up and restoring data not stored centrally on the UCT network
- applications and systems not owned by ICTS, such as VULA, access control, the UCT web site, KIDZ
- timetabling
- allocating and authorising the use of centrally bookable venues
- management of departmentally-owned venues

ICTS can be approached to negotiate individual top-up SLAs with Faculties and Departments to provide some of these services, as is currently the case for the management of student labs, enhanced on-site desktop support and other services. Customers are requested to contact the Director: Customer Services at [Kira.Chernotsky@uct.ac.za](mailto:Kira.Chernotsky@uct.ac.za).

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**SERVICE LEVEL TARGETS: DEFINITIONS AND PRINCIPLES**

Service levels are measured using key performance indicators (KPIs).
1. *Availability KPIs* measure the uptime of services.
2. *Incident response time KPIs* measure how long it takes ICTS to take actions towards resolving a reported incident or service request. Where a fault or problem has been reported, the first response occurs when ICTS begins troubleshooting the problem, typically during a phone call from the IT Helpdesk.
3. *Incident resolution time KPIs* measure how long it takes to resolve a reported incident or complete a service request.

*Availability KPIs*
- Availability is measured 7 days a week, 24 hours a day and reported on monthly.
  The measurement includes:
    1. downtime for emergency maintenance
    2. unpredicted downtime due to failures
  but excludes downtime that occurs during:
    1. the scheduled monthly maintenance windows agreed to by UICTC and published in the UCT Academic Calendar

2. the agreed maintenance windows required for major projects such as system upgrades and SAP year-end processes

- All availability is defined in terms of the service provided. For a service to be deemed to be available, the following must be operating correctly: the servers and software that provides the critical functionality, as well as other key services upon which these depend.
- Availability KPIs have been set at 98% for most essential services. This means that ICTS commits to no more than 0.6 days of downtime per month (or 7.2 days of downtime per year).

*Incident response and resolution time KPIs:*
- These KPIs are not 100% guarantees, but rather realistic and reasonable targeted service level commitments. It must be understood that they cannot be met 100% of the time; a more reasonable achievement is 90%. (If ICTS was required to meet KPIs 100% of the time, they would have to be set at levels which would neither be desirable to customers, nor reflective of the service level actually being achieved most of the time.)
- These KPIs are normally stated in terms of working days – For the IT Helpdesk 8h00 to 16h30 on a regular working day, excluding weekends and public holidays; for Classroom Support Services these KPIs are normally stated in terms of working days – 7h30 to 18h00 on regular working days, excluding weekends and public holidays. For example, an incident reported at 16h00 on a Friday should be attended to by 16h00 the following Monday if the KPI states that it will be responded to within one working day.
- These KPIs are measured from the time at which the incident is first reported with the appropriate ICTS service point (typically a call logged with the IT Helpdesk) or system.
- Resolution time KPIs are used for service requests and for incidents that are known and predictable, such as acquiring a new computer. In other cases, where it is difficult to predict how long it might take to resolve an unknown problem, response time targets are set instead of resolution time targets.
- In general, longer resolution times are set for activities which can be scheduled or planned in advance so that ICTS' efforts can be focussed on failures and crises.
- These KPIs are set according to priority levels. The overarching principle is to prioritise incidents on the basis of their impact on University business. For example:

| Priority 1 | • Work in the entire University or campus is stopped or interrupted. • A core service is completely unavailable. • A critical business process (e.g. graduation, registration, payroll, etc) is stopped or interrupted for UCT as a whole. |
|---|---|
| Priority 2 | • Work in a department is stopped or interrupted. • A core service is partially unavailable. |
| Priority 3 | • Work for an individual is stopped or interrupted. |

## FUNDAMENTAL EXTERNAL CONSTRAINTS

Constraints are those things which would prevent ICTS from meeting its KPIs, and over which ICTS has little control.  These include:

- power and air conditioning outages
- physical damage, including but not limited to fires, floods, and contractors
- products or services received from vendors to which ICTS is effectively tied in the short term such as TENET, SAP or Microsoft, notwithstanding ICTS' best efforts to manage these relationships and enter into service level agreements and contracts
- unpredictable and significant changes in activity levels (e.g. IT Helpdesk calls, number of email messages sent, number of users for a system, etc) as agreed by UICTC.

## FUNDAMENTAL NON-ICTS RESPONSIBILITIES

### END-USERS MUST:

- report incidents or log service requests by logging calls with the IT Helpdesk unless another process is specifically stated for a particular service.
- abide by the applicable policies listed for each service.
- have any prerequisite hardware or software.
- make reasonable attempts to co-operate with ICTS to resolve incidents, including providing information, performing trouble-shooting steps, and ensuring ICTS' access to physical space
- where services attract a fee, provide fund and cost centre information, and fund-holder approval.

### FACULTIES AND DEPARTMENTS MUST:

- appoint effective representatives to IT governance committees
- appoint Directory Managers who must ensure that staff information (name, phone number, room number, etc) contained in the UCT directory (White Pages) is accurate and maintained
- appoint sufficient numbers of IT Liaisons who must:
    - ensure that information regarding ICT improvements, changes to business processes, system maintenance and system problems reaches all users.  This information normally comes via the icts-announce-l mailing list.
    - co-ordinate the gathering of information requested by ICTS from time to time.
    - offer feedback about ICT services to ICTS.
    - assist by assessing ICT needs in the department.
    - regularly check the ICTS website (www.icts.uct.ac.za).
    - represent the department's ICT needs at faculty or departmental IT meetings.

## SUPPORT HOURS & CALENDAR

As explained in the section "Service Level Targets", core IT systems are generally expected to be available 98% of the time.

*Staffed services and support* however, are available from ICTS on weekdays from 8:00 to 16:30 excluding public holidays and staff training hour every Thursday from 15:30 to 16:30.

To maximise the availability, stability, security and recoverability of systems and services, the University has approved a schedule of maintenance windows during which ICTS will:

- patch and upgrade applications, operating and security systems
- install applications and components
- upgrade firmware and hardware
- reboot servers
- test for fail-over and disaster recovery
- effect reconfigurations

For the most part, maintenance windows are scheduled from 9:00 until 17:00 every third Sunday of each month. The agreed schedule is available on the UCT Calendar and on the ICTS website www.icts.uct.ac.za.

Requests for extended support hours for critical business that occurs evenings, weekends and on public holidays will be considered by ICTS and will be chargeable. Such requests should be submitted three weeks in advance by sending email to icts-helpdesk@uct.ac.za.

## GETTING SUPPORT

Customers who need assistance should log a request online or contact the Helpdesk. For general IT support, they should email icts-helpdesk@uct.ac.za or call extension 4500 and choose option 1 during support hours. For classroom support, they should email icts-css@uct.ac.za or call extension 4500 and choose option 2.

The Helpdesk will log and track every call, and make information about each call available online.

Customers who wish to escalate calls logged with the IT Helpdesk should contact the people below in the following order:

1. The Helpdesk Manager (icts-HelpdeskManager@uct.ac.za or extension 5796) for general IT calls, and the Educational Technology Services Manager (icts-edtechservmanager@uct.ac.za or extension 3658) for classroom support calls.
2. The Director: Customer Services Division (kira.chernotsky@uct.ac.za or extension 3035)
3. The Executive Director: ICT (Richard.VanHuyssteen@uct.ac.za or extension 4079)
4. The Chair of UICTC

Documentation and information is available on the ICTS website http://www.icts.uct.ac.za

## COMMUNICATION

ICTS will communicate information about ICT improvements, changes to business processes, system maintenance and ICT problems by using one or more of the following methods:

1. posting information on the ICTS website at www.icts.uct.ac.za
2. sending email to the icts-announce-l mailing list or the users of a specific service or system
3. posting on the ICTS social media pages (Twitter and Facebook)
4. sending messages to the voicemail boxes of IT Liaisons, particularly when email is unavailable
5. publishing articles in CMD's weekly campus announcement email
6. posting information on the "pop-up" notice that appears when users log on
7. publishing information in ICTS' electronic newsletter, Bits & Bytes
8. sending an SMS to members of the UCT Senior Leadership Group

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## REPORTING & REVIEW SCHEDULE

ICTS will produce reports on performance against KPIs on a regular basis, and make these available on the ICTS web site. They will be presented to UICTC annually.

Service delivery will be reviewed monthly by ICTS to improve services and assess the appropriateness of service level targets.

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## REQUESTING NEW SERVICES

This SLA describes the services currently provided to customers by ICTS. Faculties and departments are welcome to request additional services. These often attract a fee, and may require the negotiation of a separate top-up SLA.

Customer should log a development request – a request for ICTS to consider providing a new service or system, or to substantially redesign or develop an existing service or system. An example would be where ICTS is asked to develop and host a new database or to install a server for a specific department or faculty.

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## SIGNATURES

………………………………………………………………….    Date:…………………..
Chair of UICTC

………………………………………………………………….    Date:…………………..
Executive Director: ICT

# Networking services at a glance

[UCT network identity](#)
[Password management for UCT network identities](#)
[Campus, wireless and residence network](#)
[ResNet: the residence network](#)
[Access to internet services](#)
[Remote access to UCT Libraries' e-resources](#)
[Remote access to resources on the UCT network (UCT-VPN)](#)

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***UCT network identity***<br><br>**Description**<br>• issuing of a UCT network identity<br>• cancelling of a UCT network identity<br>• changing customer details<br><br>**Applicable to**<br>• UCT staff and students<br>• authorised third parties as defined in the [UCT role model](#) | <table><tr><td>**Service request**</td><td>**Service level target (working days)**</td></tr><tr><td>cancelling a UCT network identity</td><td>Completed in 1 day</td></tr></table><br><br>**Constraints**<br>• [fundamental external constraints](#)<br>• A network identify cannot be issued if the UCT network identity holder's UCT organisational code has not been defined and accurately captured in the applicable system. | **To access the service**<br>Individual users cannot *directly* have network identities issued or cancelled. These processes happen automatically as described below.<br><br>*For a staff identity to be issued:*<br>The activation date captured by the HR department into the SAP HR system has been reached. The staff member's department must submit the [HR101](#) form to HR at least 4 weeks before s/he commences work.<br>*For a staff identity to be cancelled:*<br>The HR department must have captured into the SAP HR system the [HR145](#) termination form received from the staff member's department.<br>*For a third party account to be issued:*<br>The activation date captured by an authorised user in a department (or Campus Security) into the 3rd party system has been reached. The relevant department must submit a completed [BAS03](#) form.<br>*For a third party account to be cancelled:*<br>The end date specified on the [BAS03](#) form when the third party account was issued has been reached.<br>*For students:*<br>• UCT must have accepted a student's application before a limited network identity with access to PeopleSoft is issued.<br>• UCT must have made a student an offer to study before a basic network identity is issued. |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| | | • UCT must have captured a student's registration before a full network account, including access to data and printing, is issued.<br>*For a student identity to be cancelled:*<br>The student must have completed or withdrawn from his/her studies.<br><br>**Prerequisites**<br>• [fundamental customer responsibilities](#)<br>• Customers must provide complete and correct information on time.<br><br>**To report a fault or problem with the service**<br>• Staff should contact the IT Helpdesk by logging a request [online](#), by phone, or by email.<br>• Students should contact a computer lab administrator.<br><br>**Applicable policies**<br>• Customers must keep their accounts and passwords secure and never allow anyone else to use them.<br>• See [Account and Password Policy](#)<br>• See [ICTS policies and giuidelines](#) | UCT Network<br>• See [UCT policy and rules on Internet and email use](#)<br><br>**Training and documentation**<br>• See [UCT role model](#) |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Password management for UCT network identities***<br><br>**Description**<br>• password self-service system that allows account holders to change their own passwords<br><br>**Applicable to**<br>• UCT network identity holders<br><br>**Exclusions**<br>• Undergraduate students cannot have their passwords changed by the IT Helpdesk | **Availability**<br>Password self-service is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br>| Service request | Service level target (working days) |<br>|---|---|<br>| applying a password change request submitted via password self-service | completed in 5 minutes |<br>| changing a password via the IT Helpdesk | completed in 1 day |<br><br>**Constraints**<br>• fundamental external constraints | **To access the service**<br>Password self-service is accessible via https://password.uct.ac.za<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• Customers must pre-register for password self-service in order to use it to reset their passwords.<br>• Customers must provide proof of identification in order to have their passwords changed by the IT Helpdesk.<br>• Customers must change their passwords when prompted to do so.<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Applicable policies**<br>• See Account and Password Policy<br>• See UCT policy and rules on Internet and email use<br><br>**Training and documentation**<br>• See www.icts.uct.ac.za/passwords |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Campus, wireless and residence network*** <br><br> **Description** <br> • the network from the point in the wall to the data centre, where network points are CAT5 or better <br> • wireless networks <br> • management of uct.ac.za DNS entries <br> • IP address allocations <br><br> **Chargeable components (see price list)** <br> • installation or move of network points <br> • wireless access points where applicable <br><br> **Applicable to** <br> UCT network identity holders located in academic and administrative buildings connected to the UCT network <br><br> **Exclusions** <br> • students in residence rooms (see ResNet) <br> • installations involving multiple network points, such as building projects and staff moves <br> • Undergraduate students cannot request that a point be moved or installed. | **Availability for LAN sites** <br> The UCT network from the central data centres to the connection point (building switch) in each UCT building on Upper, Lower and the Medical Campus is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows. <br><br> <table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>installing or moving a network point</td><td>completed in 10 days</td></tr><tr><td>allocating a static IP address</td><td>completed in 2 days</td></tr><tr><td>updating the DNS</td><td>completed in 2 days</td></tr><tr><td>fixing a fault with network access</td><td>response within 1 day</td></tr><tr><td>installing a wireless access point</td><td>response within 2 days</td></tr><tr><td>conducting a wireless survey</td><td>response with 2 days</td></tr></table> <br> **Constraints:** <br> • fundamental external constraints <br> • for wireless services, electromagnetic interference | **To access the service** <br> Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za. <br><br> **Prerequisites** <br> fundamental customer responsibilities <br> *For allocating a static IP address and updating the DNS:* <br> the correct MAC address and hostname <br> *For installing or moving a network point or wireless access point:* <br> • information: fund number, cost centre, exact physical location for the installation of a network point <br> • authorisation from the fundholder <br> • a site survey must be completed before a wireless access point will be installed <br><br> **To report a fault or problem with the service** <br> Contact the IT Helpdesk by logging a request online, by phone, or by email.. <br><br> **Applicable policies** <br> • See The UCT Network as a core service <br> • See ICTS policies and giuidelines | UCT Network |

| Service | Service level targets | Customer responsibilities |
|---------|----------------------|---------------------------|
|         | • availability of wireways and sleeves that carry cables (provided by Properties & Services) | **Training and documentation**<br>• See Connect to the UCT network<br>• See Wireless at UCT<br>• See Structured Cabling System guidelines and specifications for external contractors |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***ResNet – the residence network***<br><br>**Description**<br>• a network point in selected residence rooms provided by Student Housing and Residence Life (SH & RL)<br>• access to:<br>   – the UCT email system – MS Exchange<br>   – licensed national and international online Library services<br>   – academic and administrative material on the UCT website and departmental websites<br>   – TURNITIN, the plagiarism detection software licensed for the campus as a whole<br>   – online learning environments such as LearnOnline and Sakai<br>   – site-licensed software (Statistica, McAfee anti-virus software)<br>   – patches for the Windows operating system<br>   – authenticated web browsing for academic purposes subject to the ProxyNet Internet quota per person per calendar month<br>   – files stored on the home directory via the NetStorage web interface<br><br>**Chargeable components**<br>• charges levied by SH&RL<br><br>**Applicable to**<br>• students in selected residence rooms | **Availability**<br>   The UCT network from the central data centre to the connection point (building switch) in a UCT residence is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br>**Constraints**<br>• fundamental external constraints<br>• downtime attributable to UCT's bandwidth providers<br>• damage due to vandalism<br>• for wireless services, electromagnetic interference<br>• availability of wireways and sleeves that carry cables (provided by Properties & Services)<br><br>*Note: No service level targets can be set for speed, as this is constrained by the amount of budget available for bandwidth and the demands placed upon the bandwidth by users at any point in time.* | **To access the service**<br>Individual end-users cannot *directly* request access to this service:<br>   The ResNet administrator or other authorised SH & RL staff must log a call directly into ICTS' call logging system.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• SH & RL and students must abide by their responsibilities as listed in the ResNet roles and responsibilities document. See ResNet roles and responsibilities<br><br>**To report a fault or problem with the service**<br>   SH & RL staff should contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Applicable policies**<br>• See Policy on Network Access from Residence Computers<br>• See ICTS policies and giuidelines | UCT Network<br>• See UCT policy and rules on Internet and email use<br>• See UCT Perimeter Firewall Policy<br>• See Bandwidth at UCT<br><br>**Training and documentation**<br>   See Residence networking |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **Exclusions**<br>• gaming protocols<br>• peer-to-peer protocols | | |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Access to internet services***<br><br>**Description**<br>• authenticated access to the Internet (http, https, ftp) with no quota restrictions for UCT staff and post-honours students, and with a 5 GB quota per person per calendar month for undergraduate and honours students, there are academic ac.za and locally hosted co.za domains which do not count towards the monthly quota<br>• reporting on internet usage to end-users, HODs, Deans and Executive Directors<br>• prioritisation of certain internet protocols over others to ensure that high-priority services secure more bandwidth<br>• processing of exception requests:<br>  – requests from the UCT Libraries to add or remove library services from the priority cache<br>  – requests to provide access that requires no authentication to specific URLs or special-purpose servers<br>  – requests from Deans, their nominees or Executive Directors for additional monthly quotas for undergraduate and honours students<br><br>**Applicable to**<br>• UCT network identity holders connected to the UCT network<br><br>**Exclusions**<br>• some third parties are not entitled to internet services (see UCT role model) | **Availability**<br>Access to internet services is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br><table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>fixing internet access problems</td><td>response within 1 day</td></tr><tr><td>allocating additional monthly quotas</td><td>response within 2 days</td></tr></table><br>**Constraints**<br>• fundamental external constraints<br>• downtime attributable to UCT's bandwidth providers<br>• downtime attributable to new denial-of-service attacks and malware despite best efforts to block such traffic<br>• downtime on web sites not hosted by ICTS<br><br>*Note: No service level targets can be set for speed, as this is constrained by the amount of budget available for bandwidth and the demands placed upon the bandwidth by users at any point in time.* | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• a computer and supported browser (IE, Firefox, Chrome, Safari) correctly configured to connect to the internet. See Access the internet at UCT<br><br>**To report a fault or problem**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Applicable policies**<br>• See UCT policy and rules on internet and email use<br>• See UCT Perimeter Firewall Policy<br><br>**Training and documentation**<br>• See Internet |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| • gaming protocols<br>• peer-to-peer protocols | | |
| ***Remote access to UCT Libraries' electronic resources***<br><br>**Description**<br>• reverse proxy: authenticated off-campus access to selected e-resources<br><br>**Applicable to**<br>• UCT network identity holders | **Availability**<br>    Reverse proxy services are available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br>**Constraints**<br>• fundamental external constraints<br>• downtime attributable to UCT's bandwidth providers<br>• downtime attributable to new denial-of-service attacks and malware despite best efforts to block such traffic<br>• downtime on web sites not hosted by ICTS<br><br>*Note: No service level targets can be set for speed, as this is constrained by the amount of budget available for bandwidth and the demands placed upon the bandwidth by users at any point in time. Since this service is accessed from off campus, speed is also affected by service from the ISP.* | **To access the service**<br>    Go to www.ezproxy.uct.ac.za and log in with your UCT network user ID and password.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• a computer with a working internet connection<br>• a supported browser (IE, Firefox, Chrome, Safari)<br><br>**To report a fault or problem with the service**<br>    Contact the IT Helpdesk by logging a request online, by phone, or by email. |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Remote access to resources on the UCT network (UCT-VPN)***<br><br>**Description**<br>• a secure service that enables you to remotely connect to UCT's network using your own Internet Service Provider (ISP)<br>• access to the following resources on the UCT network as if you were working on campus:<br>    ○ data stored in a shared directory on central storage (G: drive)<br>    ○ data stored in a directory on your personal network drive (F: drive)<br>    ○ data from systems such as SAP<br>    ○ data or applications on your office computer<br><br>**Chargeable components**<br>• the ISP costs for connecting to UCT's VPN<br><br>**Applicable to**<br>• UCT network identity holders<br><br>**Exclusions**<br>• access to the internet | **Availability**<br>    Access is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br>**Constraints**<br>• fundamental external constraints<br>• downtime attributable to UCT's bandwidth providers<br>• downtime attributable to new denial-of-service attacks and malware despite best efforts to block such traffic<br><br>*Note: No service level targets can be set for speed of access and the availability of the user's ISP.* | **To access the service**<br>• Follow the instructions at Virtual Private Network (VPN)<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• a computer<br>• a valid UCT username and password<br>• an account with an Internet Service Provider (ISP)<br>• the Cisco VPN Client software<br>• remote desktop software if you want to run applications that are hosted on your office computer, e.g. Adobe Photoshop<br>*Note: You will need to first connect to the UCT VPN and then use a remote desktop program to access your computer.*<br><br>**To report a fault or problem**<br>    Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Training and documentation**<br>• See Virtual Private Network (VPN) |

# Core IT Systems at a glance

Email and calendaring
Access to files on central storage
Network printing
Provision of software
Desktop security systems
UCT on-line directory
System for non-ICTS IT support staff: ServiceNow

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| | | |

## Email and calendaring

**Description**
- a mailbox account with a unique e-mail address and space allocation
  - an email address within the @uct.ac.za domain assigned in accordance with the email naming standard
  - a mailbox with 10GB storage space for staff, applicable third parties and post-honours students, 50 GB for myUCT users
  - ability to book meetings, venues and resources through a shared calendar
  - task management
  - personal, shared and system address books
  - nicknames: alternate UCT addresses such as icts-helpdesk@uct.ac.za
  - ability to archive messages
  - ability to set up filtering rules and vacation replies
- access from on or off campus using supported Outlook client or Outlook WebAccess
- mailbox access via secure IMAP, typically used for mobile devices and other unsupported email clients
- PDA Connect software for synchronisation with PDAs
- spam filtering
- UCT group mailing lists: student class lists, organisational staff groupings and

**Availability**
Excluding official monthly maintenance windows, measured on a 24 x 7 basis, email and calendaring are available as follows:

| When using... | availability |
|---|---|
| An Exchange client or Exchange WebAccess | 98% |
| the secure IMAP connection | 97% |

| Service request | Service level target (working days) |
|---|---|
| creating an email account | completed within 3 days |
| MS Exchange queries and problems | response within 2 days for emailed requests, 1 day otherwise |
| allocating additional mailbox space | completed within 3 days |
| issuing a nickname | completed within 3 days |
| creating a mailing list | completed within 3 days |
| creating a venue or resource in the | completed within 3 days |

**To access the service**
- Email accounts & addresses are automatically generated when a UCT network identity is issued (see UCT network identity) except for GSB staff who must log a call with the IT Helpdesk.
- To use the Exchange WebAccess client, go to www.outlook.com/owa/uct.ac.za
- To use the myUCT WebAccess client, go to https://outlook.com/myuct.ac.za
- For any other email service, log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.

**Prerequisites**
- fundamental customer responsibilities
- data Recovery request to be made within 14 calendar days from date of data loss
- a computer with a working internet connection
- a correctly configured email client or web browser

*For purchasing additional mailbox space:*
- information: fund number, cost centre, user ID
- authorisation from the fund holder

*For recovery of mailbox data stored on central servers:*
- information: fund number, cost centre,

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| <ul><li>user-requested mailing lists</li><li>attachment of UCT's email disclaimer to all outgoing mail</li><li>changing personal details such as preferred first name or surname</li><li>email delivery according to the following rules: attempted delivery every 15 minutes for the first 2 hours, then at increasing intervals starting at 2 hours, and increasing each time by a factor of 1.5 up to 16 hours, then every 8 hours until 4 days have passed since the first failed delivery</li></ul>**Chargeable components (see price list)**<ul><li>additional mailbox space</li><li>recovery of mailbox data stored on central servers within 14 calendar days</li></ul>**Applicable to**<ul><li>UCT network identity holders</li></ul>**Exclusions**<ul><li>Undergraduate students cannot request additional mailbox space, email data restores, UCT mailing list creation, or the addition of calendar resources.</li><li>Only a limited set of features is available when connecting via secure IMAP.</li><li>Email messages larger than 10 MB will not be delivered.</li><li>Email messages with banned attachment file types will not be delivered.</li></ul> | <table><tr><td>shared calendar</td><td></td></tr><tr><td>recovering email data from central servers</td><td>completed within 5 days</td></tr><tr><td>changing personal details</td><td>completed within 3 days</td></tr></table>**Constraints**<br>fundamental external constraints<br><br>*Note: No service level targets can be set for speed of access from off campus, as this is constrained by UCT bandwidth availability and service from the user's ISP. Similarly, speed of email delivery and receipt cannot be guaranteed when it depends on mail servers external to UCT. Many external mail servers restrict the delivery of large messages during office hours.* | <ul><li>user ID, date from which a restore is required</li><li>authorisation from the fund holder</li></ul>*For staff wanting to change their personal details such as preferred first name or surname:*<ul><li>complete and re-submit the HR101 form</li></ul>*For a third parties wanting to change their personal details such as preferred first name or surname:*<ul><li>complete and re-submit the BAS03 form</li></ul>**Other customer responsibilities**<ul><li>Customers must manage their mailboxes to ensure that they do not exceed space limitations and risk being prevented from sending mail.</li><li>Customers are responsible for backing up any email data (e.g. archived mail) stored on their local computer.</li></ul>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Applicable policies**<ul><li>See UCT policy and rules on internet and email use</li><li>See the Email naming standard and the Email nickname naming standard</li><li>See Software</li></ul>**Training and documentation**<ul><li>See Email at UCT</li></ul> |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Access to files on central storage*** <br><br> **Description** <br> • on or off-campus access to data stored in your home directory (F: drive) with 1GB for staff, applicable third parties, and post-honours students, 50 MB for other students <br> • on or off-campus access to data stored in a shared directory on central storage (G: drive) <br> • storage that is highly available, reliable, extensively backed up and recoverable – i.e. suitable for business-critical data <br> • server-based anti-virus scanning <br><br> **Chargeable components (see [price list](#))** <br> • additional storage space beyond the initial allocation <br> • recovery of data stored on central servers older than 14 calendar days <br> **Applicable to** <br> • UCT network identity holders <br><br> **Exclusions** <br> • Undergraduate students may not request additional storage space. <br> • ICTS allocates shared central storage space to UCT Faculties and PASS departments only. Any shared central storage space other than G: drive is not ICTS' responsibility. | **Availability** <br> Excluding official monthly maintenance windows, measured on a 24 x 7 basis, access to files on central storage is available as follows: <br><br> <table><tr><th>When using…</th><th>availability</th></tr><tr><td>client-based access</td><td>98%</td></tr><tr><td>web browser access to NetStorage while directly connected to the UCT network</td><td>97%</td></tr><tr><td>web browser access to NetStorage from off campus</td><td>95%</td></tr></table> <br> <table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>allocating additional storage space</td><td>completed within 3 days</td></tr><tr><td>recovering data from central servers</td><td>completed within 3 days</td></tr><tr><td>fixing a fault</td><td>response within 1 day</td></tr></table> <br> **Constraints** <br> [fundamental external constraints](#) | **To access the service** <br> • Access to F: drives are automatically allocated when a UCT network identity is created. <br> • High level access to G: drives are automatically allocated. <br> • For file service related requests other than lower level G: drive access, log a call [online](#) or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za. <br> • For access to lower level G: drive folders, contact the people authorised by your Faculty or Department. <br> • To use NetStorage, go to [netstorage.uct.ac.za](#) <br><br> **Prerequisites** <br> • [fundamental customer responsibilities](#) <br> • a computer with a working internet connection <br> • a correctly configured Novell client or web browser <br> *For purchasing additional space:* <br> • information: fund number, cost centre, user ID <br> • authorisation from the fund holder <br> *For recovery of data stored on central servers:* <br> • information: fund number, cost centre, user ID, date from which a restore is |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| | *Note: No service level targets can be set for speed of access from off campus, as this is constrained by UCT bandwidth availability and service from the user's ISP.* | required, file and folder names.<br>• authorisation from the fund holder<br><br>**Other customer responsibilities**<br>Customers must manage their F: and G: drives to ensure that they do not exceed space limitations and risk corrupting or losing their data.<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Applicable policies**<br>• See Software<br>• See UCT policy and rules on internet and email use<br><br>**Training and documentation**<br>• See Data backup & storage |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **_Network printing_**<br><br>**Description**<br>• printing via iPrint to any network printer for which you have authorisation from on and off campus<br>• monthly reports on printer usage<br>• ability to install printer drivers from a web page<br>• automatic updating of printer drivers on users' computers<br><br>**Applicable to**<br>UCT network identity holders<br><br>**Exclusions**<br>• printers provided under UCT's contract with Nashua<br>• Undergraduate students may be given rights to use a network printer, but they cannot request that a printer be set up | **Availability**<br>Network printing services are available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br>| Service request | Service level target (working days) |<br>|---|---|<br>| setting up a new printer | completed within 3 days |<br>| requesting access rights to an existing printer | completed within 2 days |<br>| fixing printing system faults | completed within 2 days |<br><br>**Constraints**<br>fundamental external constraints<br><br>_Note: No service level targets can be set for speed of access from off campus, as this is constrained by UCT bandwidth availability and service from the user's ISP._ | **To access the service**<br>• Install the iPrint client and a printer driver. See Printing for staff.<br>• For any other aspect of the service, log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• a supported browser (IE, Firefox, Chrome, Safari)<br>_To have a new network printer set up,_<br>• information: printer location, contact person, make and model of printer, whether or not it will be used with SAP<br>• available network point<br>• a supported printer that is suitable for network printing and connected to the UCT network by ICTS. Note: dedicated print devices, other than HP devices are not supported.<br><br>**To report a fault or problem**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Applicable policies**<br>none<br>**Training and documentation**<br>• See Printing |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **Provision of software**<br><br>**Description**<br>• formal software site licence agreements with software vendors entitling specific members of the UCT community to use the software<br>• standard software distributed to and maintained on users' computers using ZenWorks<br>• a subset of standard software on the M: drive, including all site-licensed software<br>• non-standard software on the N: drive that is supplied by faculties or departments and installed upon request<br>• miscellaneous software and patches on the Y: and Z: drives<br>• software that can be downloaded from the ICTS website<br>• provision of service packs and updates<br><br>**Chargeable components (see price list)**<br>• a nominal fee for media may apply for some licensed software<br>• disk space for non-standard software<br><br>**Applicable to**<br>UCT network identity holders<br><br>**Exclusions**<br>• standard software distributed to and maintained using ZenWorks is not available to Linux and Apple Mac users<br>• Students are excluded from certain software site licences.<br>• Students may be given rights to use software on the network but they cannot | **Availability**<br>Software on the UCT network accessed via a client or agent is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br>| Service request | Service level target (working days) |<br>|---|---|<br>| modifying access rights to software | completed within 1 day |<br>| making non-standard software available | completed within 3 days of receipt of the software |<br>| fixing a fault or problem | response within 1 day |<br><br>**Constraints**<br>fundamental external constraints | **To access the service**<br>• To install software, run the appropriate setup file from the network drive or from the ZenWorks Application Launcher folder on the desktop.<br>• Visit ICTS' Front Office (Reception) in the Computer Science Building during working hours to collect software discs.<br>• To access downloads, go to ICTS Downloads.<br>• For any other software services, log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• Customers must abide by the individual software terms and agreements and sign documentation where appropriate.<br>*When collecting software discs from the ICTS Front Office:*<br>• Customers must show a valid staff or student card.<br>• Loan software discs must be returned the next working day.<br>*When accessing software via the UCT network or the internet:*<br>• a computer with a working internet connection<br>• a correctly configured network client or web browser<br>• ZenWorks agent on the computer to |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| request that software be provided.<br>• Users will only see on the network the software for which they have been granted usage rights. | | access ZenWorks software<br>*To have non-standard software made available on the network:*<br>• software must be legal and compatible with the UCT network<br>• information: network identity holders to be granted usage rights to the software<br><br>**To report a fault or problem with the service**<br>• Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Applicable policies**<br>See Supported software policy<br><br>**Training and documentation**<br>• See ZENworks desktop management |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| *Desktop security systems* **Description** • distribution and regular updates of centrally managed antivirus software on computers connected to the UCT network • provision of antivirus software to users for installation on their home computers • distribution to desktops of security patches for supported versions of operating systems and Microsoft Office **Applicable to** • computers running supported operating systems owned by UCT, staff or students • computers owned by authorised third parties according to the UCT role model **Exclusions** • Tablets, Smartphones and other hand-held devices | **Availability** The servers that distribute desktop security software are available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows. | **To access these services** • Windows computer users attached to the UCT network must choose Start \| Run \| ePOinst.exe to install the antivirus software • To receive patches and updates, Windows computer users should follow the installation instructions: see Patches and updates • For home machines, collect software media from the ICTS Front Office or go to ICTS Downloads • If your computer has been infected by a virus and disinfection failed, immediately log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za. **Prerequisites** • fundamental customer responsibilities • no other antivirus package installed on your computer • Customers must install security patches when prompted. • Customers must run UCT's desktop security software on any computer connected to the UCT network, and must not deliberately compromise the security of the network by disabling the software in any way. |

**Table (within Service level targets column):**

| Service request | Service level target (working days) |
|---|---|
| distributing virus signatures | distributed within 1 working day of release by the vendor |
| distributing critical security patches | distributed in accordance to vendor' recommendations |
| cleaning a virus from an infected computer and re-enabling access to UCT network services if blocked | response within 2 days of the call being logged |

**Constraints**
• fundamental external constraints
• patches or updates that have not yet been released by vendors e.g. unknown virus outbreaks or zero day attacks

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| | | **To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Applicable Policies**<br>• See The UCT Network as a core service<br>• See UCT perimeter Firewall Policy<br>• See Policy on unsecured computers<br><br>**Training and documentation**<br>See Security |
| ***UCT on-line directory (White Pages)***<br><br>**Description**<br>• online directory containing contact details for UCT staff members, authorised third parties and service points | **Availability**<br>The UCT electronic directory is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br>**Constraints**<br>• fundamental external constraints<br>• downtime attributable to UCT's bandwidth providers<br><br>*Note: No service level targets can be set for speed of access from off campus, as this is constrained by UCT bandwidth availability and service from the user's ISP.* | **To access the service**<br>• Go to https://whitepages.uct.ac.za<br>• Contact your Directory Manager to make changes or updates to your profile.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• Each department must appoint a Directory Manager.<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Training and documentation**<br>See The UCT White Pages |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***System for non-ICTS IT support staff:***<br><br>***ServiceNow service management system***<br><br>**Description**<br>• a service management system for logging, updating and managing support calls, such as those sent to the IT Helpdesk<br>• user accounts<br>• training in the use of ServiceNow<br>• standard or customised reports<br>• escalations and business rules<br>• access to view or log calls from the web<br>• license renewals<br><br>**Chargeable components (see** price list**)**<br>• annual subscription fee<br><br>**Applicable to**<br>• non-ICTS IT support staff in faculties or PASS departments<br><br>**Exclusions**<br>• Enhancement requests which include new workflows, applications and modules will be treated as projects and depending on the requirements might require funding. | **Availability**<br>The ServiceNow system is available 99% of the time during working hours (8:00 to 16:30)<br><br>| Service request | Service level target (working days) |<br>|---|---|<br>| Individual User Account modifications – not new process user licence requests | completed within 2 days |<br>| Creating groups and roles – only available for process users | completed within 2 days |<br>| Enhancement requests | response within 5 days |<br>| requesting assistance | response within 2 days |<br><br>**Constraints**<br>The availability of funding for additional process user licences or other applications. The availability of funding for external consultation where applicable. | **Prerequisites**<br>In response to authorised enhancement requests for ServiceNow, provide the following as appropriate:<br>• Project management<br>• Feasibility assessment<br>• System Analysis<br>• Design<br>• Development<br>• Customisation<br>• Maintenance<br><br>**Definitions:**<br>*Requesting Assistance* – assistance with how to use the tool.<br>E.g. How to create reports and filters. How to navigate the interface.<br><br>*Enhancement Request* – creating or modifying functionality in the system.<br>E.g. Requesting escalations and business rules. Requesting changes to forms or views. Requesting creation of Service Catalog items and related workflows.<br><br>**To access this service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**To report a fault**<br>• Contact the IT Helpdesk by logging a request online, by phone, or by email. |

# Phone, fax and video conferencing services at a glance

[UCT switchboard](#)
[UCT telephone line and extension with a basic handset](#)
[Feature phones & accessories](#)
[Facilities to control access and usage on a telephone line](#)
[Voicemail](#)
[Personal desktop faxing](#)
[Central UCT fax number](#)
[Conference calling](#)
[Telkom phonebook entry](#)
[Video conferencing](#)
[SMS service](#)

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **UCT switchboard**<br><br>**Description**<br>• staffed telephone exchange (during working hours) for answering and routing phone calls from outside UCT<br>• redirection of after-hours calls to Campus Protection Services for emergency situations | **Constraints**<br>fundamental external constraints | **To access the service**<br>• Dial 9 from inside UCT (i.e. from a phone line connected to the UCT telephony infrastructure).<br>• Dial 021 650 9111 from a non-UCT phone line.<br><br>**Prerequisites**<br>fundamental customer responsibilities<br><br>**Other customer responsibilities**<br>Please inform the operators by phone or by sending email to icts-switchboard@uct.ac.za of any issues or events on campus that might generate a high volume of calls to the switchboard. For example: conferences, competitions, open days, public lectures, events which have attracted media attention, etc.<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email. |
| **UCT telephone line and extension with a basic handset**<br><br>**Description**<br>• an individual or shared telephone line connected to the UCT telephony infrastructure with a UCT extension number that can be used for voice, alarms, fax machines or data<br>• a basic handset<br>• standard functionality – call transfer, | **Availability**<br>UCT's three primary telephone nodes are available 99% of the time 24 hours, 7 days a week excluding official monthly maintenance windows. | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities |

| Service | Service level targets | Customer responsibilities |
|---|---|---|

**Service**

- automatic ring-back, follow-me, 3-way conference calling with UCT extensions
- a monthly statement of phone call expenses for each UCT extension attached to a given fund
- detailed bills issued upon request

**Chargeable components (see price list)**
- installation of a new line
- setup for sharing of a line
- disconnection
- moving an existing line
- changing a line type (eg analog to digital)
- monthly rental
- chargeable telephone calls made per month (note: calls to extensions on the UCT telephony infrastructure are free)

**Applicable to**
- UCT staff, except those at the GSB
- authorised third parties as defined in the UCT role model by special arrangement

**Exclusions**
- Telephone lines can be installed in most UCT-owned buildings, except for student residence rooms. Where a UCT phone line cannot be installed, ICTS will organise to have an external line installed with Telkom.

**Service level targets**

| Service request | Service level target (working days) |
|---|---|
| installing or moving a line | completed within 15 days |
| setting up a shared line | completed within 10 days |
| disconnecting a line | completed within 10 days |
| changing line type | Completed within 10 days |
| issuing monthly statements | within 7 days of the end of each month |
| issuing specially requested detailed bills | completed within 2 days |
| fixing a fault with the handset | resolved within 2 days |
| fixing a fault with the line | response within 1 day |

**Constraints**
- fundamental external constraints
- service received from Telkom

**Customer responsibilities**

- information: fund number, cost centre, physical location
- authorisation from the fund holder

**To report a fault or problem with the service**
Contact the IT Helpdesk by logging a request online, by phone, or by email.

**Applicable policies**
Customers must abide by UCT's telephone usage policy.

**Training and documentation**
See Phone, video & fax

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **_Feature phones & accessories_**<br><br>**Description**<br>• headsets and hands-free phones<br>• digital feature phones for executive/secretaries and working groups needing advanced functionality such as messaging, multiple call handling, speaker phone and caller line identification<br>• extension cables (3m, 5m, 8m and 10m in lengths)<br><br>**Chargeable components (see price list)**<br>• monthly rental for phones<br>• accessories (purchase price)<br>• extension cables<br><br>**Applicable to**<br>• UCT staff<br>• authorised third parties as defined in the UCT role model | <table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>delivery</td><td>completed within 10 days</td></tr><tr><td>fixing a fault with the feature phone</td><td>resolved within 2 days</td></tr></table><br>**Constraints**<br>fundamental external constraints | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• information: fund number, cost centre, physical location<br>• authorisation from the fund holder<br>• a telephone line connected to the UCT telephony infrastructure<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Training and documentation**<br>See Phone, video & fax |
| **_Facilities to control access and usage on a telephone line_**<br><br>**Description**<br>• "line barring" that ICTS can program on request to restrict the types of calls that can be made on a phone line – internal, local, cellular, national, international<br>• mechanisms to allow a user to bypass line barring:<br>  – provision of a 6-digit password to bypass line barring restrictions<br>  – pre-programmed speed-dial | <table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>programming line barring, passwords or speed-dial numbers</td><td>completed within 2 days</td></tr></table> | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• information: correct details in the logged call<br>• authorisation from the fund holder |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| numbers to dial external numbers such as Discovery, emergency services etc.<br>– speed-dial numbers programmed on request<br>– facility to allow a user to charge the cost of a specific phone call to a fund other than the default fund associated with the phone line<br><br>**Applicable to**<br>• UCT staff<br>• authorised third parties as defined in the UCT role model | **Constraints**<br>fundamental external constraints | • a telephone line connected to the UCT telephony infrastructure<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Training and documentation**<br>See Phone, video & fax |
| *Voicemail*<br><br>**Description**<br>• a voicemail service — when a call is unanswered the voicemail system plays the caller a recorded message and allows him or her to leave a message.<br>• a voicemail box that can be accessed from any phone line<br><br>**Applicable to**<br>• UCT staff<br>• authorised third parties as defined in the UCT role model | **Availability**<br>Voicemail is available 96% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br>| Service request | Service level target (working days) |<br>|---|---|<br>| setting up a voicemail box | completed within 1 day |<br>| fixing a fault | response within 1 day |<br><br>**Constraints**<br>fundamental external constraints | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• a telephone line connected to the UCT telephony infrastructure<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Training and documentation**<br>See Phone, video & fax |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **_Personal desktop faxing_**<br><br>**Description**<br>• option 1 - faxing directly from a desktop computer<br>• option 2 – option 1 plus a personal fax number to whom others can send a fax which is received as an email message<br><br>**Chargeable components (see price list)**<br>• monthly subscription for a personal fax number<br>• cost per telephone call<br><br>**Applicable to**<br>• UCT network identity holders excluding undergraduate students | **Availability**<br>The personal desktop faxing system is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br><table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>installing software to send faxes from a computer</td><td>completed within 3 days</td></tr><tr><td>setting up a personal fax number</td><td>completed within 2 days</td></tr><tr><td>fixing a fault</td><td>response within 1 day</td></tr></table><br>**Constraints**<br>fundamental external constraints | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• information: fund number and cost centre<br>• authorisation from the fund holder<br>• a valid UCT email address<br>• software client installed on a Windows computer or a supported browser (IE, Firefox, Chrome, Safari)<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Training and documentation**<br>See Fax |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Central UCT fax number***<br><br>**Description**<br>    routing of faxes received at the UCT central fax number (021) 650-3726 to a UCT email address<br><br>**Applicable to**<br>• UCT staff and students<br>• authorised third parties as defined in the UCT role model | **Availability**<br>    The central UCT fax number is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br><table><tr><td>**Service request**</td><td>**Service level target (working days)**</td></tr><tr><td>sending faxes to recipients via email</td><td>completed within 1 day</td></tr></table><br>**Constraints**<br>    fundamental external constraints | **To access the service**<br>    Dial 021 650 3726 to send a fax to the central fax number.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• incoming faxes must clearly identify the recipient<br>• an imaging software application to read faxes received via email<br><br>**To report a fault or problem with the service**<br>    Contact the ICTS Front Office on extension 3032. |
| ***Conference calling***<br>**Description**<br>    rental of a speaker-phone<br>    (note: Customers can make 3-way conference calls with the basic handset, as long as the three lines are UCT extensions.)<br><br>**Chargeable components (see price list)**<br>• rental charge for speaker-phone<br><br>**Applicable to**<br>• UCT staff<br>• authorised third parties as defined in the UCT role model | <table><tr><td>**Service request**</td><td>**Service level target (working days)**</td></tr><tr><td>renting a speaker-phone</td><td>completed within 1 day if a phone is available</td></tr></table><br>**Constraints**<br>    fundamental external constraints | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• information: fund number and cost centre<br>• authorisation from the fund holder<br>• a telephone line connected to the UCT PABX that is analogue, without barring restrictions<br><br>**To report a fault or problem with the** |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| | | **service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Training and documentation**<br>See Phone, video & fax |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **Telkom phonebook entry**<br><br>**Description**<br>• approved entries printed in the Telkom phonebook<br><br>**Chargeable components**<br>• annual charge per entry | | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>fundamental customer responsibilities<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email. |

| Service request | Service level target (working days) |
|---|---|
| submitting entries for the Telkom phonebook | as per Telkom deadline |

**Constraints**
fundamental external constraints

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **_Video conferencing_**<br><br>**Description**<br>A consultancy and support service to:<br>• help you decide which video conferencing option will best suit your needs<br>• provide documentation and offer general support for using application-based video conferencing such as Skype, EVO, Adobe Connect, AccessGrid, etc.<br>• provide the network infrastructure on which to run your video conference<br>• liaise with vendors for hiring and installing video conferencing equipment<br>• obtain quotes for installing video conferencing equipment<br>• manage the vendor relationship (including service level agreement) for setting up permanent video conference venues:<br>  o identify requirements<br>  o provide quotes<br>  o manage the installation and maintenance of equipment<br><br>**Chargeable components (see** price list**)**<br>• equipment<br>• venue costs<br>• software licences<br><br>**Applicable to**<br>• UCT network identity holders<br><br>**Exclusions**<br>• Students | **Constraints**<br>• fundamental external constraints<br>• availability of existing equipment at the supplier | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• Locate and book a venue<br>*For hiring of video conference equipment:*<br>Log a call at least **3 weeks** prior to the video conference<br>*For the permanent installation of video conferencing equipment:*<br>Log a call at least **2 months** prior to the video conference<br><br>**To report a fault or problem**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Training and documentation**<br>• See Video conferencing |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **SMS Service**<br><br>**Description**<br>&bull; web interface from which SMSes can be sent to self-managed group lists (except all-staff and all-students which may only be used by CMD, without exception)<br>&bull; SMS credit purchase and transfer service<br><br>**Chargeable components**<br>&bull; SMS credits at UCT's discounted standard rate per SMS (1 credit per SMS - maximum 128 characters)<br>&bull;<br><br>**Applicable to**<br>&bull; UCT business units, upon successful application | **Availability**<br><br>| Service request | Service level target (working days) |<br>|---|---|<br>| issuing an account | completed within 3 days of receipt of the request |<br>| issuing credits | completed within 1 day of receipt of the request |<br><br>The service is provided as a cloud solution by a service provider. It is accessible from any internet-connected device with a browser. The service is accessible from anywhere and is not dependent on UCT's own infrastructure.<br><br>**Constraints**<br>&bull; fundamental external constraints<br>&bull; service received from the service provider | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>&bull; fundamental customer responsibilities<br>&bull; information: fund number and cost centre for credit purchases<br>&bull; authorisation from the fund holder<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Training and documentation**<br>See SMS Help and information |

# Support services at a glance

[Hardware and software acquisition and installation](#)
[Rental of ICT equipment](#)
[IT Helpdesk](#)
[Hardware and software re-installation](#)
[Hardware repair](#)
[Training services](#)
[MCQ Processing](#)
[Annual lab project management](#)

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Hardware and software acquisition and installation***<br><br>**Description**<br>• advice and quotations<br>• acquisition<br>• delivery<br>• installation of supported [hardware and software](#)<br>• processing of returns for new hardware deemed faulty if returned in the original undamaged packaging within 7 calendar days of the invoice being issued<br><br>**Applicable to**<br>• UCT staff | <table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>issuing a quotation</td><td>completed within 2 days</td></tr><tr><td>acquiring hardware and/or software</td><td>completed within 5 days of the order being placed, at which point goods are available for collection</td></tr><tr><td>delivering goods</td><td>completed within 10 days of the order being placed</td></tr><tr><td>installing standard hardware and/or software</td><td>completed within 10 days of the order being placed, at which point goods are available for collection</td></tr></table><br>**Constraints**<br>• [fundamental external constraints](#)<br>• overall lack of supply in the South African marketplace | **To access the service**<br>    Contact the Acquisitions team during working hours by phone on extension 1705 or by email to [icts-acquisitions@uct.ac.za](mailto:icts-acquisitions@uct.ac.za).<br><br>**Prerequisites**<br>• [fundamental customer responsibilities](#)<br>• information: fund, cost centre<br>• authorisation from the fund holder<br>• completion of an [asset form](#) for purchases over the asset register threshold value – currently R15000 per unit<br>• Customers must provide an email address and accept email as a valid form of communication.<br>• The person placing an order must specify for whom the goods are intended, whether delivery and installation are required, and if so, a delivery location.<br>• Customers must provide access to the delivery location.<br><br>**To report a fault or problem with the service**<br>• Contact the IT Helpdesk by logging a request [online](#), by phone, or by email. |
|  |  |  |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **_Rental of ICT equipment_**<br><br><br>**Description**<br>• rental of equipment such as laptops<br><br>**Chargeable components (see price list)**<br>• daily rental fee<br><br>**Applicable to**<br>• UCT staff and postgraduate students<br><br>**Exclusions**<br>• Limited Apple Mac hardware is available for rent. | <table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>renting a laptop</td><td>completed within 1 day</td></tr></table><br>**Constraints**<br>• fundamental external constraints<br>• availability of rental stock | **To access the service**<br>Contact the Acquisitions team during working hours by phone on extension 1705 or by email to icts-acquisitions@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• information: fund number and cost centre<br>• authorisation from the fund holder<br>• completion of the relevant UCT form if the equipment is to be used off campus:<br><br><table><tr><th>Form</th><th>Description</th></tr><tr><td>BAS01</td><td>to remove an asset from campus on a "once-off" basis</td></tr><tr><td>BAS02</td><td>to remove an asset from campus on a daily basis, e.g. laptop</td></tr></table><br>**To report a fault or problem with the service**<br>Staff should contact the IT Helpdesk by logging a request online, by phone, or by email. |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **_IT Helpdesk_**<br><br>**Description**<br>• central point of contact for customers requiring ICT information and support, accessible by phone, email and via the ICTS web site<br>• management and resolution of support requests<br>• support provided firstly over the telephone (optionally using a system that allows the Helpdesk consultant to assume control of the desktop remotely) or failing resolution over the phone, via a visit to the customer's premises<br>• self-help resources and information on the ICTS web site<br><br>**Applicable to**<br>• UCT staff and postgraduate students<br>• authorised third parties as defined in the UCT role model | **Availability**<br>The on-line call logging service is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows. | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• Support requests must include accurate and complete information about the customer and the problem or request.<br>• Customers must co-operate with ICTS to resolve incidents, including providing diagnostic information, performing trouble-shooting steps over the phone and providing access to equipment and premises.<br>• Customers must respond to ICTS' attempts to contact them by phone or email within five working days.<br><br>**To report a fault or problem with the service**<br>Follow the escalation procedure.<br><br>**Training and documentation**<br>See www.icts.uct.ac.za \| Helpdesk |

| Service request | Service level target (working days) |
|---|---|
| requesting support via the ICTS web site (automatically logged) | • request is logged and a reference number is emailed to the customer within 30 minutes<br>• responded to within 1 day (If the call is for a service to which another KPI already applies, then the service-specific KPI takes precedence.) |
| requesting support via email | • request is logged and a reference number is emailed to the customer within 30 minutes<br>• responded to within 1 day (If the call is for a service to which another KPI already applies, then the service-specific KPI takes precedence.) |
| requesting support via telephone | responded to during the phone call |

| Service | Service level targets | | | Customer responsibilities |
|---|---|---|---|---|
| | (manually logged) | | | |
| | visiting the customer's premises | visit within 2 days of having determined that the support request cannot be resolved over the phone | | |

**Constraints**
- [fundamental external constraints](#)
- volume of support requests received per month remains within 10% of the average, currently 5000

*Note: No service level targets can be set for getting through on the phone to the IT Helpdesk, as this depends on the volume of calls at any given time and ICTS' limited ability to increase staffing levels.*

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **Hardware and software re-installation**<br><br>**Description**<br>• re-installation of hardware or software, typically required when a computer is handed over to a new user or as a result of hardware failure or unrecoverable software corruption<br>• collection and delivery<br><br>**Applicable to**<br>• UCT staff and postgraduate students bringing in hardware that is<br>• - owned by UCT<br> - included in the supported products list<br> - acquired by arrangement with ICTS<br><br>**Exclusions**<br>• personally-owned hardware | <table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>re-installing supported hardware and/or software</td><td>completed within 10 days of the hardware or software becoming available to ICTS</td></tr></table><br>**Constraints**<br>• fundamental external constraints | **To access the service**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br>**Prerequisites**<br>• fundamental customer responsibilities<br>• Customers must provide accurate and complete information about the hardware and software to be installed, and sign the Hardware Service Form.<br>• Customers must provide location information and access.<br>• Customers must have made their own data backup.<br>• When non-standard software is to be installed, customers must provide the original licensed media.<br>• Customers must provide installation and driver discs for the hardware.<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email. |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **_Hardware repair_**<br><br>**Description**<br>• diagnosis and/or repair of faulty hardware<br>• replacement of faulty hardware with equivalent components<br>• extended five-year warranty for complete desktops<br>• quotations for out-of-warranty hardware repairs<br>• recovery of data from a faulty hard drive<br><br>**Chargeable components**<br>• repairs or replacements for hardware not covered by the manufacturer's or ICTS' extended warranty<br>• data recovery (whether successful or not)<br><br>**Applicable to**<br>• UCT staff and postgraduate students<br><br>**Exclusions**<br>• personally-owned hardware | (see table below)<br><br>**Constraints**<br>• fundamental external constraints<br>• service received from hardware manufacturers and their service agents when items are under their warranty<br>• availability of loan stock | **To access these services**<br>Log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br>**Prerequisites**<br>• fundamental customer responsibilities<br>• Customers must sign the Hardware Service Form.<br>• Customers must have made their own data backup.<br>• Customers must supply the Purchase Order number for the warranty item repair to be validated<br>• Customers must accept or reject a quote, and supply a valid fund number and cost centre within 1 day of receiving the quote when the hardware is out of warranty or when data recovery is required.<br>• Customers must not have invalidated warranties through abuse, effecting their own repairs, etc.<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Training and documentation**<br>See www.icts.uct.ac.za \| Desktop Support \| Data Management \| Data backup at UCT |

| Service request | Service level target (working days) |
|---|---|
| issuing quotations for out-of-warranty repairs | completed within 6 days |
| repairing or replacing warranty items | completed within 10 days |
| repairing or replacing monitors | completed within 20 days |
| providing loan stock at a charge **(see price list)** | within 2 days |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **Training services**<br><br>**Description**<br>• relevant, practical computer training and material in the use of the most commonly applied, ICTS-supported software<br>• classroom training: instructor-led hands-on training in a computer lab, with course notes<br>• customised on-request courses and seminars designed to meet the specific training needs of a group of customers, using the customers' own venue and facilities<br>• issuing of certificates to candidates who achieve the required scores on competency-based tests<br>• provision of self-training resources<br>   ○ LearnOnline integrated into VULA<br><br>**Chargeable components (see price list)**<br>• fees for classroom training courses. See ICTS Training<br>• hourly rate for customised on-request training<br><br>**Applicable to**<br>• UCT staff and postgraduate students | <table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>classroom training</td><td>Course held according to the Training Calendar schedule</td></tr></table><br>**Constraints**<br>• fundamental external constraints<br>• courses will not be held unless a minimum of 5 trainees have booked to attend | **To access the service**<br>• See ICTS Training to book on classroom training, contact the Course Administrator during working hours on extension 3017 or at icts-courses@uct.ac.za.<br>• To request customised courses or seminars, send email to icts-training@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>*For classroom training:*<br>• completed booking form<br>• information: staff or student number, fund, cost centre<br>• authorisation from the fund holder<br>• Customers must attend the course until completion and achieve the required test score in order to receive a competency certificate.<br>*For customised training:*<br>• Customers must arrange training 14 working days in advance.<br>• Customers must provide venue, training equipment, hardware, software, and training materials.<br>• information: staff or student number, fund, cost centre<br>• authorisation from the fund holder<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email. |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| | | **Training and documentation**<br>See www.icts.uct.ac.za \| Training |
| ***MCQ Processing***<br><br>**Description**<br>• processing of multiple choice questionaires (MCQ)provision of electronic and/or printed results<br><br>**Applicable to**<br>• UCT staff<br><br>**Exclusions**<br>• data clean-up<br>• data analysis<br>• reports | <table><tr><td>**Service request**</td><td>**Service level target (working days)**</td></tr><tr><td>MCQ processing</td><td>with 100% accuracy, by the agreed deadline</td></tr></table><br>**Constraints**<br>• fundamental external constraints | **To access the service**<br>Send an email to icts-mcq@uct.ac.za<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• All new work must be submitted for scheduling 2 weeks prior to being accepted.<br><br>**To report a fault or problem with the service**<br>Contact the CSS Helpdesk by phone, by email or via the ICTS web site.<br><br>**Training and documentation**<br>See The ICTS MCQ service |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Annual lab project management***<br><br>**Description**<br>• Coordination of the activities involved in the annual implementation of new labs or upgrades to existing labs:<br> • advice<br> • standard project planning checklist of issues, activities, etc to be considered and scheduled<br> • liaison with equipment vendors<br> • updating of a project plan and regular meetings to check progress against deadlines<br> • coordination of the activities of ICTS (e.g. network cabling, desktop imaging system implementation, acquisition and physical installation of equipment)<br><br>**Chargeable components**<br>• lab imaging services<br><br>**Exclusions**<br>• building work, space reconfiguration, and electrical work (as it is up to the department or faculty to coordinate such activities with P&S) | <table><thead><tr><th>Service Request</th><th>Service level target</th></tr></thead><tbody><tr><td>managing the lab project</td><td>Labs will open on time:<br>• for academic teaching labs: One week before the start of orientation and at the end of the mid-year long vacation<br>• for non-academic labs: by arrangement</td></tr></tbody></table><br>**Constraints**<br>• fundamental external constraints<br>• For labs that involve building projects, service received from P&S may be a constraint to labs opening on time.<br>• In the case where non-ICTS staff provide lab imaging services, their service may be a constraint to labs opening on time.<br><br>*Note: There are separate top-up SLAs with faculties and departments who contract with ICTS to administer and image labs. Those SLAs take precedence.* | **To access the service**<br>Lab owners should contact the IT Relationship Manager in their faculty or department. S/he will in turn contact ICTS.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br><br>Customers must**:**<br>• be represented on the project team<br>• determine their needs, budget for them and inform ICTS by the deadline listed in the project plan<br>• secure any bridging finance required and notify ICTS of this fact by the deadline listed in the project plan<br>• place equipment orders based on the lead times provided by ICTS<br>• meet their deadline commitments and respond timeously and completely to all communication from ICTS<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email. |

# Central and student administration systems at a glance

[Central administration system – SAP Financial, HR and Plant Maintenance modules](#)
[Student administration systems – PeopleSoft, RMS and Syllabus+](#)
[Self-service online application and access to student information](#)
[Development of central and student administration systems](#)
[Third-party system](#)

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Central administration system – SAP Financial, HR and Plant Maintenance modules***<br><br>**Description**<br>• access to SAP systems that allow account holders to manage financial, HR and Plant Maintenance operations<br>• management of access:<br>  – issuing accounts<br>  – allocating and amending access rights<br>  – removing access rights<br>  – resetting a password<br><br>**Applicable to**<br>• authorised UCT staff<br>• authorised third parties as defined in the UCT role model<br><br>**Exclusions**<br>• Linux computer users | **Availability**<br>  SAP is available 98% of the time 24 hours a day, 7 days a week excluding the official monthly maintenance and annual financial year-end process windows.<br><br>| Service request | Service level target (working days) |<br>|---|---|<br>| issuing an account | completed on the last day of training |<br>| allocating and amending access rights to an existing account | completed within 2 days of receipt of form |<br>| removing access rights | completed within 1 day |<br>| resetting a password | completed within 1 day |<br>| fixing a fault | response within 1 day |<br><br>**Constraints**<br>  fundamental external constraints | **To access the service**<br>• To apply for a SAP account, complete and submit the relevant form available from our SAP article:<br>  – SAP01 for purchasing and reporting rights to funds centres and funds contained therein<br>  – SAP02 for funds reporting rights only to funds centres and funds contained therein<br>  – SAP03 for access to central admin functions for example: payroll, sales or plant maintenance<br>  – SAP04 for access to Controlling (CO) planning and/or reporting<br>• For all other service requests, log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• relevant forms submitted with the required signatories<br>• valid network user account and password |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| | | • supported SAP client and version of Microsoft Internet Explorer installed on the computer<br>• Before a SAP account is issued or access rights are granted, customers must submit completed forms 5 days prior to the training and successfully complete the training.<br><br>**To report a fault or problem with the service**<br>    Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Applicable policies**<br>    Customers must keep their accounts and passwords secure and never allow anyone else to use them.<br><br>**Training and documentation**<br>• See SAP<br>• See SAP training |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Student administration systems – PeopleSoft, RMS and Syllabus+***<br><br>**Description**<br><ul><li>web-based student administration systems that allow account holders to manage student admissions, registration, course results, fees, financial aid, graduation, postgraduate bursaries, timetables and admission to residences</li><li>academic self-service: of web-based student information accessible to authorised academic staff</li><li>management of access:<ul><li>– issuing accounts</li><li>– allocating and amending access rights</li><li>– removing access rights</li></ul></li></ul>**Applicable to**<br><ul><li>authorised UCT staff</li><li>authorised third parties as defined in the UCT role model</li></ul> | **Availability**<br>Student administration systems are available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br><table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>issuing an account or access to academic self-service</td><td>completed on the last day of training</td></tr><tr><td>allocating and amending access rights</td><td>completed within 2 days of receipt of form</td></tr><tr><td>removing access rights</td><td>completed within 1 day</td></tr><tr><td>fixing a fault</td><td>response within 1 day</td></tr></table><br>**Constraints**<br>fundamental external constraints<br><br>*Note: No service level targets can be set for* | **To access the service**<br><ul><li>To apply for an account or for academic self-service, complete and submit the PS01 form available at</li><li>For all other service requests, log a call online or contact the IT Helpdesk during working hours by phone on extension 4500, or by email to icts-helpdesk@uct.ac.za.</li><li>To use the services, go to http://studentsonline.uct.ac.za</li></ul>**Prerequisites**<br><ul><li>fundamental customer responsibilities</li><li>a valid UCT network identity and password</li><li>a computer with a working internet connection and a supported browser (IE, Firefox, Chrome, Safari)</li><li>supported version of Microsoft Internet Explorer to access RMS</li><li>To change passwords, customers must use Password Self Service.</li><li>Customers must successfully complete the training before an account is issued.</li></ul>**To report a fault or problem with the** |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| | *speed of access from off campus, as this is constrained by UCT bandwidth availability and service from the user's ISP.* | **service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Applicable policies**<br>    Customers must keep their accounts and passwords secure and never allow anyone else to use them.<br><br>**Training and documentation**<br>• See www.sss.uct.ac.za<br>• See Software |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Self-service online application and access to student information***<br><br>**Description**<br>• for UCT student network identity holders, access to:<br>   – application status<br>   – current registration<br>   – course results<br>   – proof of registration<br>   – timetables<br>   – fee accounts<br>   – personal details<br>   – tutorial group selections<br>   – unofficial academic transcripts<br>• or prospective students, access to an online application system<br>• for the general public, access to course results and application status | **Availability**<br>   Self-service access to student information on the web is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br>**Constraints**<br>   fundamental external constraints<br><br>*Note: No service level targets can be set for speed of access from off campus, as this is constrained by UCT bandwidth availability and service from the user's ISP.* | **To access the service**<br>• For student self-service, go to http://studentsonline.uct.ac.za<br>• For prospective students, go to www.uct.ac.za | Applying to UCT |Applications | Apply now<br>• For public access, go to www.uct.ac.za | Current students |Undergraduates | Online services and resources | Access student results<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• a computer with a working internet connection and a supported browser (IE, Firefox, Chrome, Safari)<br>• supported version of Microsoft Internet Explorer to access timetables<br><br>**To report a fault or problem with the service**<br>   Send email to mailto:sss-helpdesk@uct.ac.za.<br><br>**Training and documentation**<br>• See www.uct.ac.za | Current students | |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| | | Undergraduates \| Online services and resources<br>• See Software |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **Development of central and student administration systems**<br><br>**Description**<br>- in response to authorised development requests for administrative systems, provision the following as appropriate:<br>   – project management<br>   – feasibility assessment<br>   – system analysis<br>   – design<br>   – development<br>   – customisation<br>   – maintenance<br><br>**Applicable to**<br>- UCT staff<br>- authorised third parties as defined in the UCT role model | <table><tr><td>**Service request**</td><td>**Service level target (working days)**</td></tr><tr><td>processing a development request</td><td>response within 5 days</td></tr></table><br>**Constraints**<br>- fundamental external constraints<br>- A request for systems development must be submitted to, and prioritised by, the system-appropriate co-ordinating committee and delivered on as per their agreement. | **To access the service**<br>- For SAP development requests, complete and submit a SAP06 form<br>- For PeopleSoft development requests, complete and submit an ACA04 form<br>- For other development requests, follow the relevant ICTS development request process<br><br>**Prerequisites**<br>fundamental customer responsibilities<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Training and documentation**<br>   See Development Requests |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **Third-party system**<br><br>**Description**<br>• web-based Third Party system that allows delegated account holders to capture and maintain a third party's access requirements – to library resources, to the UCT network and other IT resources, and physical access to various UCT locations<br>• management of access to the system:<br>   – issuing accounts<br>   – cancelling accounts<br><br>**Applicable to**<br>• UCT HODs or their nominees | **Availability**<br>The third party system is available 98% of the time 24 hours a day, 7 days a week excluding official monthly maintenance windows.<br><br>| Service request | Service level target (working days) |<br>|---|---|<br>| fixing a fault | response within 1 day |<br><br>**Constraints**<br>fundamental external constraints<br><br>*Note: No service level targets can be set for speed of access from off campus, as this is constrained by UCT bandwidth availability and service from the user's ISP.* | **To access the service**<br>• All active staff members may access the system<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• a valid UCT network identity and password<br>• a computer with a working internet connection<br>• Customers must successfully complete the training before an account is issued.<br>• To change passwords, customers must use Password Self Service.<br><br>**To report a fault or problem with the service**<br>Contact the IT Helpdesk by logging a request online, by phone, or by email.<br><br>**Applicable policies**<br>Customers must keep their accounts and passwords secure and never allow anyone else to use them.<br><br>**Training and documentation**<br>• See Third party system<br>• See Software |

# Classroom Support services at a glance

[Classroom AV/IT equipment](#)
[CSS Helpdesk](#)

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| ***Classroom AV/IT equipment***<br><br>**Description**<br>• provide and maintain standard AV/IT equipment in centrally bookable classrooms, Mafeje Room, Pifer Room and Jameson Hall<br>• deliver, set up and remove mobile equipment in any UCT venue<br><br>**Chargeable components**<br>• requested onsite support staff to remain present during an event in a classroom, both during business hours and after-hours<br>• use of mobile equipment and (mandatory) support staff after hours<br>• use of mobile equipment in venues other than centrally-bookable classrooms<br>• repair or replacement of equipment damaged or stolen due to negligence<br>• Use of classroom equipment by external parties, for private work or for profit<br><br>**Applicable to**<br>• authorised users of venues | | **To access the service**<br>Log a call with the CSS Helpdesk by phone during support hours (07h30 to 18h00) on extension 4500 (option 2, then 1), or by email to icts-css@uct.ac.za.<br><br><br>**Prerequisites**<br><br>• fundamental customer responsibilities<br>• Report faulty or missing equipment via the CSS Helpdesk.<br>• To book the use of mobile equipment, provide 2 working days notice.<br>• For centrally bookable classrooms, provide a copy of the confirmation slip from P&S Venue Bookings.<br>• Provide accurate and complete information about the customer, the classroom and the incident or request.<br>• Provide a fund and cost centre for chargeable services. External customers are required to provide a customer number so that they can be invoiced accordingly. New customers must complete the SD004 form to be issued with a customer number.<br>• Allow technical support to take place between lectures and up to 10 minutes during an event.<br>• Ensure that classroom equipment isn't |

Nested table within the "Service level targets" column:

| Service request | Service level target (working days) |
|---|---|
| proactively checking equipment in centrally bookable classrooms | daily |
| remediating faulty or stolen equipment in centrally bookable classrooms | Provide backup equipment: by the next lecture<br><br>Replace: within 5 days |
| issuing quotations for use of AV/IT equipment | within 1 day |
| delivering & setting up of mobile equipment | Requests: responded to within 1 day<br><br>Delivery & set up:10 minutes prior to start of scheduled event |
| removing of mobile equipment | 10 minutes prior to end of the scheduled end of |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| | the event<br><br>**Constraints**<br>&bull; [fundamental external constraints](#)<br>&bull; access to the classrooms based on tabling<br>&bull; chargeable use of equipment is subject to availability | damaged or stolen.<br>&bull; Lock equipment cabinets.<br>&bull; Ensure that centrally bookable classrooms, especially with loose furniture, are returned to the configuration in which the classroom was found.<br><br>**To report a fault or problem with the service**<br><br>&bull; Follow the [escalation procedure](#).<br><br>**Applicable policies**<br><br>&bull; [UCT policies on Classroom Support Services](#) (page 96)<br><br>**Training and documentation**<br>&bull; See [Teaching & Learning](#)<br>&bull; [Classroom information database](#)<br>&bull; See [list of centrally bookable classrooms](#) |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| **CSS Helpdesk**<br><br>**Description**<br>• central point of contact for customers requiring centrally bookable classroom information and support, accessible by phone and email<br>• onsite support in classrooms<br>• scheduled training for classroom users<br>• seeing to the resolution of physical infrastructure problems via P&S<br>• arranging access to equipment cabinets via P&S<br>• provision of keys to equipment cabinets that do not have swipe access<br><br>**Applicable to**<br>authorised users of venues<br><br>**Chargeable components**<br>• requested standby onsite support<br>• replacement of missing keys<br><br>**Exclusions**<br>• Centrally bookable venues on Medical Campus<br>• Timetabling<br>• Administration of venue booking requests<br>• Swipe access will not be granted to external organisations | <table><tr><th>Service request</th><th>Service level target (working days)</th></tr><tr><td>requesting support via telephone</td><td>calls answered within 2 minutes</td></tr><tr><td>requesting support via email</td><td>responded to within 1 day</td></tr><tr><td>requesting training</td><td>requests: responded to within 1 day</td></tr><tr><td>requesting scheduled onsite support</td><td>responded to within 1 day<br><br>support: 10 minutes prior to start of scheduled event</td></tr><tr><td>requesting urgent unscheduled onsite support</td><td>Within 15 minutes</td></tr><tr><td>requesting swipe access to equipment cabinets</td><td>Resolved within 1 day</td></tr><tr><td>issuing quotations for onsite support</td><td>within 1 day</td></tr><tr><td>delivering keys for equipment cabinet</td><td>as agreed with customer</td></tr></table> | **To access the service**<br>Log a call with the CSS Helpdesk by phone during support hours (07h30 to 18h00) on extension 4500 (option 2, then 1), or by email to icts-css@uct.ac.za.<br><br>**Prerequisites**<br>• fundamental customer responsibilities<br>• Provide accurate and complete information about the customer, the classroom and the incident or request.<br>• To book onsite support, provide a copy of the confirmation slip from P&S Venue Bookings<br>• Provide a fund and cost centre for chargeable services. External customers are required to provide a customer number so that they can be invoiced accordingly. New customers must complete the SD004 form to be issued with a customer number.<br>• Return equipment cabinet keys.<br>• For swipe access to equipment cabinets for non-academic staff: access needs to be authorised by the HOD or equivalent via email, and a start and end date must be provided.<br>• Lock equipment cabinets.<br>• Ensure that centrally bookable |

| Service | Service level targets | Customer responsibilities |
|---|---|---|
| | **Constraints**<br>• fundamental external constraints<br>• Availability of support staff for non-timetabled events | classrooms, especially with loose furniture, are returned to the configuration in which the classroom was found.<br>**To report a fault or problem with the service**<br>Follow the escalation procedure.<br><br>**Applicable policies**<br>• UCT policies on Classroom Support Services (page 96)<br><br>**Training and documentation**<br>• See Teaching & Learning<br>• Classroom information database |