

# IT Department

## Service Directory and Levels of Service

2023-06-27



## **Purpose**

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

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

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

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

## **Administration**

The service directory and service levels shall constitute a living document that is continuously monitored and reviewed, to be adopted by the Head of IT department. If necessary, questions are raised with the IT Board or the university's board of directors.

## **General Commitments**

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

## **Capacity and Volume**

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

## **Service Hours**

Service hours are the hours in which the IT department shall provide services, and generally consist of normal office hours, usually Monday through Friday, between the hours of 08:00 and 16:00. Extended support Mon-Fri 07:30-08:00 for the Emergency service. Opening hours are to be reduced on certain days due to reduced working hours and seasonal adjustments.

## **Service Window**

The IT department's maintenance windows for IT work are

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

## **Resolution Times**

The IT department's resolution times are divided up and measured according to three different areas: problems, commissions, and projects.

"Problems" concern the restoration of functionality. "Commissions" constitute alterations that are carried out by expanding, relocating, or dismantling functionality. "Projects" refer to commissions whose scope is such that they cannot be dealt with within the context of normal operations. Resolution times and degrees of compliance are calculated during office hours (between 08.00 and 16.00) via the IT department's case management system.

## **Accessibility**

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

## **Customer Satisfaction**

shall be measured and reported on a monthly basis using a calculation feature of the IT department's case management system.

## Services

The IT department's operations consist of the following services.

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## **Emergency IT Service**

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

**which means**

providing priority support in teaching situations by

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

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

- one hour



## **User Accounts**

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

**which means**

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

- covering the account types listed on the IT section of the Intranet
- self-service function for the management of passwords and JU cards
- function by which personnel can create visitor accounts
- the possibility of allowing other systems to import user data and authenticate it against the user account
- the management of security incidents linked to user accounts

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

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

## **Campus Network – Infrastructure**

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

**which means**

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

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

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

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

**as well as accessibility of at least**

- 99.8% during service hours

## **Campus Network – Fixed-line Network**

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

**which means**

network administration in the form of

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

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

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

**as well as accessibility of at least**

- 99.8% during service hours



## Campus Network – Wireless Network

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

**which means**

network administration in the form of

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

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

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

**as well as accessibility of at least**

- 99.8% during service hours



## **Data Storage**

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

**which means**

instructions for recommended storage and storage platforms in the form of

- publishing the recommended storage platforms on the IT Helpdesk web
- ensuring that storage in recommended areas is encrypted
- applying recommendations and carrying out risk analyses, as recommended in the specifications for recommended storage platforms provided by the Data Protection Authority
- for data stored at JU, daily restoration backup of up to two months' worth of data and quarterly backup restoration for up to one years' worth of data, as well as providing version management for data stored in Microsoft's cloud services, and limited and short-term restoration of accounts (max 14 days) via Microsoft

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

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

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

- 99.5 % during service hours

## Data Storage Research data

**Purpose:** to provide the university's researchers with a secure storage platform with the possibility to external cooperation

**which means**

storage of research data through

- providing storage platform with the possibility to multi factor authorization, logging and version management
- ensuring that data storage is encrypted and that storage is local at JU
- providing backup and restoration

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

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

**as well as accessibility of at least**

- 99.5 % during service hours



## Computers – Personnel

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

**which means**

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

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

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

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

## Computers – Students

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

**which means**

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

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

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

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

## Computers – Function

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

**which means**

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

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

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

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



## Computers – Software

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

**which means**

software in the form of the standard installation and individual applications

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



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

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

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

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

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

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

## **Operations – Infrastructure**

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

**which means**

providing a technical platform consisting of

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

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

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

**as well as accessibility of at least**

- 99.5% during service hours

## Operations – System A

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

**which means**

servers and systems operation in the form of

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

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

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

**as well as accessibility of at least**

- 99.2% during service hours

## Operations – System B

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

**which means**

servers and system operation in the form of

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

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

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

**as well as accessibility of at least**

- 98.0 % during service hours

## Operations – System C

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

**which means**

servers and system operation in the form of

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

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

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

## **Operations – Customer Specific Servers**

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

**which means**

servers and system operation in the form of

- ensuring that there is a designated orderer/contact person with operational responsibility for the server
- provide customer specific serves (to order)
- the removal of customer specific servers when the contact person notifies that the server is no longer needed
- qualified and professional system operation in accordance with the agreement, in the form of a basic service package of comprehensive servers, databases, storage, monitoring, backup, infrastructure dimensioning, updates to the operating system, and applications in basic infrastructure, as well as capacity and performance, as agreed

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

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

## **IT security**

**Purpose:** to make sure that the university's information and IT systems comply with legal requirements and have resilience to malicious activities

**which means**

security work in the form of

- coordination, support and follow up of the security work
- proposing and implement security measures
- Together with the information security officer work with policies, routines, plans, information classification, risk analysis and vulnerability analysis
- carrying out external monitoring
- providing general advice and support in IT security

## Helpdesk

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

**which means**

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

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

**with a resolution time**

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



## **Introduction to IT - Students**

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

**which means**

introduction in the form of

- a general introduction to the university's IT environments, tools, systems, and programs
- introductory sessions at the start of the semester
- introductory sessions in Swedish or English

**with a resolution time**

- in the form of planned introductory sessions each semester

## Model - System Administration

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

**which means**

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

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

**resolution time**

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



## Microsoft365

**Purpose:** to provide Microsoft's collaboration and productivity tools Microsoft365 to the university's users

**which means**

using Microsoft365 to provide prioritized and additional services in the form of

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

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

- four hours in the instance of serious disruptions in JU's Microsoft365-related infrastructure
- five days in the instance of reduced performance or stability in JU's Microsoft365-related infrastructure

**as well as accessibility and resolution time in Microsoft365**

- in accordance with Microsoft's terms and conditions

## IT Training and tutoring

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

**which means**

introduction and training, in the form of

- a general introduction and training in JU's IT environments, tools, systems, and applications
- the possibility of individual or group tutoring in JU-prioritized and supported services within Office365, e-meeting and video streaming service
- introduction for new managers with focus on the organization of the IT department, governing documents, ordering routines, support and cooperation
- e-learning for Microsoft's products and services
- creating and publishing guides and manuals for supported IT tools

## **Resource Administration**

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

**which means**

lifecycle management from procurement to decommissioning

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

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

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

## **System Development**

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

**which means**

the development and administration of IT systems and integrations

- in accordance with the JU project and systems development model
- in accordance with the JU project management model, with prioritization via the JU IT Board and the University Services Managing Director
- assisting the customer's representatives in the establishment of project proposals, pilot projects, and project directives, including requirement specifications
- carrying out tasks in close collaboration with the orderer and in accordance with project proposals, pilot projects and project directives, and related requirement specifications
- educating specialist(s) in connection with handover and commissioning
- maintain test environments for proprietary systems

**with resolution time**

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

## Tablets

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

**which means**

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

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

**with a resolution time of**

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



## Telephony

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

**which means**

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

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

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

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

## **Printing**

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

**which means**

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

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

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

- one hour for error reports regarding serious disturbances in the system

-four hours for error reports regarding of serious disturbances related to printing devices

- otherwise, according to the level of service agreed upon in the university's contract with the university's printing service provider

## **VDI**

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

**which means**

providing students and personnel at JTH with

- a common technical infrastructure, with physical servers, redundancy and load balancing, authentication against Active Directory, policies and regulations, monitoring and management systems
- providing software programs for virtual desktops
- software packages in accordance with specific orders from JTH
- administering access and rights to VDI according to orders from JTH
- providing option for printing from the VDI environment

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

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

**as well as accessibility of at least**

- 99.5 % during service hours

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



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

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

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

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