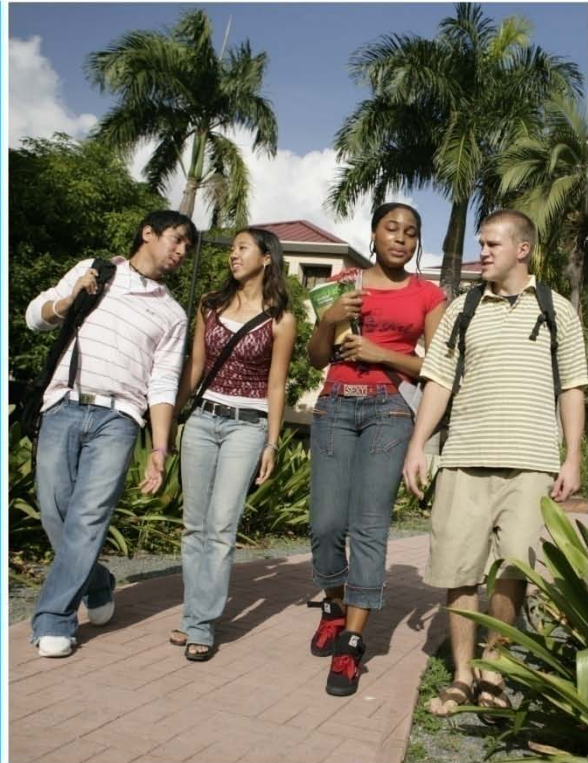# Information & Technology Services

Service Charter

September 19, 2008

Information &
Technology Services

2008 SERVICE CHARTER

University of the Virgin Islands
Information & Technology Services

PROVIDING THE TECHNOLOGY SOLUTIONS AND THE INFORMATION RESOURCES TO ACHIEVE VISION 2012

OUR SERVICE CHARTER

The Service Charter of the Information and Technology Services component tells you about:

- WHO WE ARE
- OUR VALUES
- WHAT WE DO
- OUR CUSTOMERS
- OUR SERVICES
- OUR COMMITMENT TO OUR CUSTOMERS
- OUR SERVICE GUARANTEE
- OUR SERVICE STANDARDS
- HOW WE WILL BE ACCOUNTABLE
- HOW YOU CAN HELP US
- INFORMATION ABOUT THE UNIVERSITY
- HOW TO CONTACT US

WHO WE ARE

Information & Technology Services (ITS) is a Component of the University of the Virgin Islands (UVI) established to provide technology and information resources to meet the varying needs of the University community. In December 2004, the University of the Virgin Islands committed to a reorganization of the technology and library resources into a single University component with the objective of improving service to our customers and maximizing resources. The new Component was named Information & Technology Services (ITS). ITS is in the business of providing resources and technology support to achieve the mission, vision and strategic objectives of the University of the Virgin Islands as expressed in VISION 2012.

As a Component, we are dedicated to service, accountability, and cross-functionality.

Service

In keeping with the Mission, Vision, and Strategic Goals of the University of the Virgin Islands, the staff of ITS is dedicated to serving the technological and informational needs of the University and its general community. This effort involves anticipating and assessing customer needs in order to acquire resources and implement services. We strive to provide efficient service while demonstrating high-quality work, professionalism, courtesy, technical competence, and innovation.

Accountability

Information & Technology Services team members are responsible to the University and to each other for the successful completion of the work of the Component. In addition to the essential duties and responsibilities of each position, every team member is

accountable to demonstrate outstanding communication skills, effective collaboration, personal initiative to overcome obstacles and the ability to work efficiently to meet deadlines and the needs of our customers.

Cross-Functionality
The Information & Technology Services component of the University is a combination of library, information and technology resources combined to support the needs of University stakeholders. Every team member is required to support the overall mission of the component and the University by participating in cross training on functions of the component and by participating in the delivery of services through the main customer service centers on each campus. This may include performing technical or clerical duties to meet the immediate needs of students, staff and faculty. As the hub of the component for each campus, these customer service centers are responsible for providing library information and services, technology and help desk support, and media and classroom assistance.

OUR VALUES
We embrace UVI's value system that embodies the principles, ideals and beliefs of its students, faculty, staff, administrators, and trustees, and forms the foundation for UVI's actions. Our values are:
- Students First
- Learning and Scholarship
- Excellence
- Teamwork
- Collegiality and Shared Governance
- Inclusiveness of Ideas
- Principled Leadership
- Supporting Our Community
- Effective Use of Technology
- Equitable Reward System

WHAT WE DO
In keeping with the Mission, Vision, and Strategic Objectives of the University of the Virgin Islands, ITS is dedicated to sustaining the technological and informational needs of UVI and the general community. We provide the technology solutions and information resources to achieve VISION 2012 in a variety of ways. We maintain accountability for the reliability of the network's infrastructure in support of the University's strategic direction, which provides access to information technology services and global communication via voice, video, and computer networks. We develop and promote enterprise wide applications. ITS provides library services and resources while serving

as an advocate for UVI faculty and student technology needs. We also provide high quality customer service to our clients and stakeholders.

OUR CUSTOMERS

Our customers and stakeholders are the students, faculty, and staff of the University of the Virgin Islands and the Virgin Islands community.

OUR SERVICES

We are dedicated to meeting the information and technology needs of the University community. We will:

- Provide library resources and services;
- Provide instruction in the use of technology and library resources;
- Provide a reliable and stable network;
- Provide high quality customer service to our clients and stakeholders (customers).
- Provide technology resources and solutions that support teaching and learning;
- Provide technology solutions that support management and administrative operations, and University wide application software.

OUR COMMITMENT TO OUR CUSTOMERS

We are committed to respecting the rights of our customers, including:

- The right to review and appeal;
- The right to lodge a complaint;
- The right to privacy and confidentiality;
- The right to see information(i.e. Freedom of Information Act [FOIA]);
- The right to access services, facilities and information in a manner which meets client needs.

OUR SERVICE GUARANTEE

To fulfill our service guarantee to our customers we are committed to having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our customers.

We will provide our customers with quality service by:

- Identifying ourselves when we speak to our customers.
- Seeking to understand our customers' requirements and to identifying what is important to them.   We will listen actively and act responsively to our customers' needs.

- Recognizing that customers have different needs.
- Treating our customers with respect and courtesy, maintaining confidentiality where required.
- Giving our customers clear, accurate, timely and relevant information or help them find it.
- Being clear and helpful in our dealings with our customers, giving reasons for our decisions.
- Respecting the confidentiality of personal information and using it only in accordance with the law.
- Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with a strict code of conduct.
- Referring inquiries we cannot answer to an appropriate source.
- Presenting our responses to our customers' inquiries or letters clearly and concisely, using plain English, understandable graphics, or other means relevant to our customers' needs. Generally, we will contact the client within seven business days and will write back within 28 days of getting a letter. If this is not possible, we will indicate why we cannot and when the customer can expect a response. Our correspondence will include the name and telephone number of the person responding to the comment.
- Ensuring that our recorded telephone, facsimile and Web services are kept current.
- Ensuring that our recorded telephone and facsimile services use concise wording and compact graphics.
- Ensuring that our Web site is easy to use and well designed.
- Ensuring that all our services meet our customers' needs.

In delivering our services, we promise to honor the University's "Top Seven" Service Promises:

> To Smile
> To Greet Everyone We Meet
> To Know Our Jobs…And the University
> To Treat Your Concern as Our Concern
> To Follow Up On Everything
> To treat our Co-Workers As We Would a Customer [to value both internal and external customers and be responsive to their needs]
> To always remember that Communication Courtesy Matters

OUR SERVICE STANDARDS

This Charter describes our main services and how we measure their effectiveness. The following table describes how we will measure how effective we are in delivering our core services to our customers.

Our Services	Measures of effectiveness
Provide library resources and services.	The libraries are open and the service desks are staffed Monday-Thursday, 8:00am-10:00pm, Friday 8:00am-8:00pm, Saturday 10:00am-5:00pm, and Sunday 1:00pm-8:00pm while classes are in session. Most requested materials will be made available within ten (10) business days. Special requests will be made available within thirty (30) business days.
Provide instruction in the use of technology and library resource.	Reference services will be available face to face, via telephone and E-mail during the library's normal operating hours. All students in general skills classes will receive training in information literacy skills and library use. Training is available for all classes upon the request of faculty. We will offer monthly training sessions in information and technology resources to faculty and staff.
Provide a reliable and stable network.	Scheduled maintenance will be announced at least 48 hours in advance and will be planned during low use hours.
Provide high quality customer service to our clients and stakeholders (customers).	Within 60 minutes of identifying a problem with our technology, we will notify the University students, staff, faculty and community via E-mail. In the event that E-mail is not functional, we will use the audix system to notify our customers. We will respond to phone calls at the Helpdesk within four (4) rings and solve at least 30% of helpdesk requests during the first call.

	We will provide the customer with feedback on the progress of helpdesk tickets every three business days until the requests are completed. We will inform our customers about the implementation of approved projects in the ITS Project Plan not less than thirty (30) days prior to execution. We will disseminate this information in our ITS newsletter, which is published three times a year. We will publish an ITS newsletter three times a year.
Provide technology resources and solutions that support teaching and learning.	Rooms with technology are prepared and useable at the beginning of a confirmed event scheduled through Event Management Systems (EMS). We will conduct daily scheduled reviews of classrooms and laboratories to identify problems and resolve potential service issues.
Provide technology solutions that support management and administrative operations, and University wide application software.	Aid in the assessment, development, and implementation of University information system needs.

The tables below show processing time service standards for our interaction with our customers. We aim to process 75% of cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case.

Telephone

Service Principles	Service Standards
Our telephones will be answered promptly.	We will respond to our customers' calls within four (4) rings.

	We will answer queued calls to our Call Centers within two (2) minutes.
We will be courteous, professional and helpful.	When answering the telephone, we will provide the caller with our name and work area.
	When we call our customers, we will provide our name, work area and the reason why we are calling.
We will be accessible by telephone during business hours.	We will provide coverage to all departments within ITS through the ITS Helpdesk (693-1466), the St. Thomas Library (693-1376), and the St. Croix Library (6932-4130).
	The Office of the CIO, ITS Helpdesk, and Libraries will respond to customers' telephone messages within one (1) business day.
	Our recorded messages will be current and give appropriate contact details during absences.

In person

Service Principles	Service Standards
We will assist customers promptly.	We will serve customers within ten (10) minutes of their arrival, if they have an appointment.
	We will serve customers within twenty (20) minutes if they do not have an appointment.
	We will advise customers, in advance, about any unexpected delays in attending to them.
We will be courteous, professional and helpful.	We will be neatly dressed and well presented.
	The ITS Helpdesk and UVI Libraries will have in-person service options.
We will be accessible.	Our offices will be clean and comfortable, and, with additional funding, have clear signage and current, relevant information on display.

Interview

Service Principles	Service Standards

We will give reasonable notice of interviews.	We will advise interviewees about interview arrangements in a timely manner. Where legislative timeframes apply, we will meet them.
	We will inform participants of any changes in arrangements before a scheduled interview.
	We will see interviewees within ten (10) minutes of an appointment time and advise interviewees of any unexpected delays.
We will actively address your diverse needs.	We will conduct interviews in locations that are as private and secure as possible and reflect the nature of the interview.

Written communication

Service Principles	Service Standards
We will respond to customers' correspondence promptly.	The Office of the CIO, ITS Helpdesk, and Libraries will reply to all correspondence timely using the most appropriate contact method – via telephone, in-person or in writing.
	We will acknowledge E-mail requests within one (1) business day of receipt, and provide a likely timeframe for our full response.
We will be courteous, professional and helpful.	We will provide accurate, helpful and timely responses that are relevant to our customers' needs.
	We will identify ourselves and provide contact details in our written correspondence.
	The ITS Helpdesk and UVI Libraries will have E-mail contact options.
We will be accessible in writing.	We will use out-of-office E-mail messages when away from the office, and provide alternative contact details.

Our information

Service Principles	Service Standards
We will provide clear, accurate, helpful and	We will regularly review and update information to ensure it is current and meets our customers'

| consistent information. | needs and expectations. |

Your feedback

Service Principles	Service Standards
We value compliments, complaints and suggestions.	We will invite feedback and provide appropriate contact details in our client information.
	The ITS Helpdesk and Libraries will acknowledge customer feedback within one (1) business day of receipt.
	The ITS Helpdesk and Libraries will resolve customer feedback received via the web, E-mail and telephone within ten (10) business days.
	The ITS Helpdesk and Libraries resolve written customer feedback received via the U.S. Postal Service, facsimile or courier within twenty (20) business days.
We will use customer feedback to improve our services.	We will monitor and report on all feedback, and consider this in reviewing and improving our services.

HOW WE WILL BE ACCOUNTABLE

We undertake to:
- Monitor our performance against the standards set out in this Charter, our project plan, and our assessment activities. We will publish the results in our Annual Report and our ITS newsletter, which will be available upon request from our Public Relations Office and through the Information & Technology Services Blackboard course. Performance information will also be provided on our Web site.
- Be open to feedback on our performance, and suggestions for improvement from our customers and the public and make adjustments annually to our programs and services based on the information we receive.
- Publish information showing levels of satisfaction with our programs and services including complaints received and the resolution of those complaints annually.
- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy.
- Formally review the standards set out in this Charter once a year and make modifications where appropriate in light of customer comments and in response to ongoing changes.
- Independently review our Charter at least every three years by inviting comments from customers, stakeholders and staff as part of the monitoring and review process.

HOW OUR CUSTOMERS CAN HELP US

- We welcome customer views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our service to the community.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately.
- We may occasionally seek our customers' input to random surveys of how the community perceives our services and what services are needed, including assessments of our performance.
- We ask that our customers read our newsletter and take note of the information that is presented in it.
- Tell us if you have special needs so we can accommodate them.
- Let us know if you need an interpreter to use our services.
- Treat our staff with courtesy and respect.
- Attend scheduled meetings punctually.
- Respond to requests for information by the department accurately, thoroughly and in a timely manner.
- Provide us with changes in your circumstances promptly.
- Report any problems that you find when utilizing UVI technology to the Helpdesk at 693-1466.
- Use EMS to schedule rooms with technology.
- Abide by any and all legal requirements and other obligations that customers are to meet in order to be eligible for services sought.
- Let us know as soon as possible when we do not meet customer expectations. We will investigate your complaint and tell you what we have done about it.
- To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.
- We will try to resolve complaints satisfactorily and promptly. You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint.
- Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address: #2 John Brewer's Bay, St. Thomas, U.S.V.I. 00802.

INFORMATION ABOUT THE COMPONENT

You can get information about Information & Technology Services, including its programs and services, from its website, http://infotech.uvi.edu/. The University's strategic plan, VISION 2012, and the most recent annual reports are available through the University's home page. Information & Technology Service's strategic plan is also available through the University's home page or could be obtained by contacting ITS at (340) 693-1466. A copy of the Component's annual report can also be obtained directly from the ITS.

HOW TO CONTACT US

For all reference inquiries, comments, and complaints:

Mail To:	Cherie Wheatley, Manager, Technology Customer Service
Postal Address	#2 John Brewer's Bay St. Thomas, VI 00802
Telephone Number	(340) 693-1541
Facsimile Number	(340) 693-1365
E-mail:	cwheatl@uvi.edu
Website:	http://infotech.uvi.edu/