

Support policy during the redevelopment phase

This policy outlines how Web Services will respond to requests during the time of the web redevelopment programme. The following guidelines are designed to ensure that we continue to support the University community in their daily tasks, but also give us the ability to push back on lower priority tasks in favour of moving the development on.

Levels of Support

1st Line Support

- All requests for help should be submitted through help4u@dundee.ac.uk
- Help available 9 -5, Mon - Fri
- We aim to solve 90% of problems at first line.
- Escalation to 2nd line should 1st line be unable to solve the problem.

2nd Line Support

- 2nd line support will be available each day, but specific expertise may not always be available.
- Escalation to 3rd line should 2nd line be unable to solve the problem.

3rd Line Support

- 3rd line will dedicate half a day per week to support tasks.

Three types of task being submitted

1. Something is broken (Incident)
2. Something needs actioned (Service Request)
3. Something big needs done (Project)

First response to incidents

The following outlines how quickly we aim to respond to each type of incident and the criteria we'll use to categories calls.

| Priority | Affects other service | Affects blogging platform | Affects University or School websites |
|----------|------------------------------------|------------------------------------|---------------------------------------|
| Low | Low (within 5 business days) | Normal (within 3 business days) | Medium (within 1 business day) |
| Medium | Normal (within 3 business days) | Medium (within 1 business day) | High (within 4 business hours) |
| High | Medium (within 1 business day) | High (within 4 business hours) | Critical (within 2 business hours) |

Low-priority incidents are those that do not interrupt users or the business and can be worked around. Services to users and customers can be maintained.

Medium-priority incidents affect a few users and interrupts work to some degree. Users may be slightly affected or inconvenienced.

High-priority incidents affect a large number of users, interrupt business, and affects service delivery.

These response times are the maximum, we aim to be as quick as possible for all incidents.

First response to service requests

| Priority | Affects individual(s) | Affects department | Affects University |
|----------|------------------------------------|------------------------------------|-------------------------------------|
| Low | Low (within 8 business days) | Normal (within 5 business days) | Medium (within 3 business days) |
| Medium | Normal (within 5 business days) | Medium (within 3 business days) | High (within 2 business days) |
| High | Medium (within 3 business days) | High (within 2 business days) | Critical (within 1 business day) |

Low - No risk to University reputation, doesn't contravene any legal obligations and will not result in financial loss to the University.

Medium - Moderate risk to University reputation, doesn't contravene any legal obligations or may result in some low financial loss to the University.

High - Likely to cause reputational harm, contravenes our legal obligations or highly likely to cause large financial loss to the University.

These response times are the maximum, we aim to be as quick as possible for all incidents.

Responses to projects

Projects are requests that bring about significant change and require more than one member of staff to spend more than one business day completing the task.

Requests that are deemed to be projects will be dealt with on an individual basis and will depend on the request. We will aim to engage with the customer within one week to establish requirements. We will then consider the request in line with the current workload and priorities to establish whether it will go ahead or not.