

# Information Technology Services



## Service Delivery Charter

Information Technology Services (ITS) is dedicated to providing a high standard of service to all members of the University of Otago community.

This charter describes the service experience you can expect from ITS staff and outlines how to give us feedback if our service standards aren't met.

### What you can expect from ITS. We will:

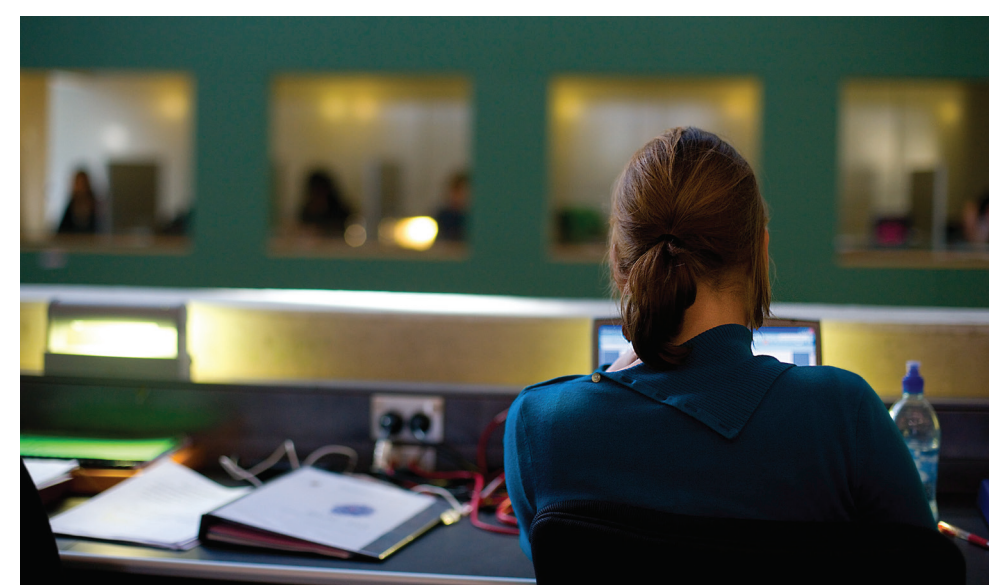
- treat you with courtesy, fairness and respect at all times
- work with you to understand your needs and find the best solution
- give you information that is useful, timely, accurate and easy to understand
- listen carefully, take account of your views, give you reasons for our decisions and respond to your feedback
- be accountable for the accuracy and quality of our work
- take responsibility for your query from beginning to end
- respond to queries promptly and endeavour to resolve your query when you first contact us
- identify ourselves to you on all contacts
- treat confidential information appropriately
- comply with University policies and guidelines
- monitor, review and report on our services in order to continuously improve them.

### Tell us about our service:

- how well are we performing?
- how can we improve?
- contact the ITS Service Desk Manager (+64 3 479 8599, [its.sdmanager@otago.ac.nz](mailto:its.sdmanager@otago.ac.nz)) or any member of the ITS Senior Management Team
- complete the feedback form on the ITS website ([otago.ac.nz/its](http://otago.ac.nz/its)).

### Help us to help you by:

- providing timely, complete and accurate information when reporting an IT issue or requesting a service
- giving us sufficient time to respond to your queries
- giving us feedback on our service
- explaining or being understanding of any unusual circumstances that may require a different level of service
- complying with the University's IT policies and guidelines.



### Contact the ITS Service Desk

The ITS Service Desk is your primary point of contact for resolving your queries about IT issues, service requests and general feedback.

#### Contact us via:

- telephone: +64 3 479 8888 or 0800 479 888
- email: [its.servicedesk@otago.ac.nz](mailto:its.servicedesk@otago.ac.nz)
- web: [otago.ac.nz/its](http://otago.ac.nz/its)
- visit: ITS Leith Building (270 Leith Walk, Dunedin campus).

#### Our service hours are:

- business hours: Monday – Friday 8:30am-7:00pm
- after hours critical service issues or Student IT Support (telephone: +64 3 479 8000):
  - Monday – Friday 7:00pm-9:00pm
  - Weekends 10:00am-5:00pm.

