



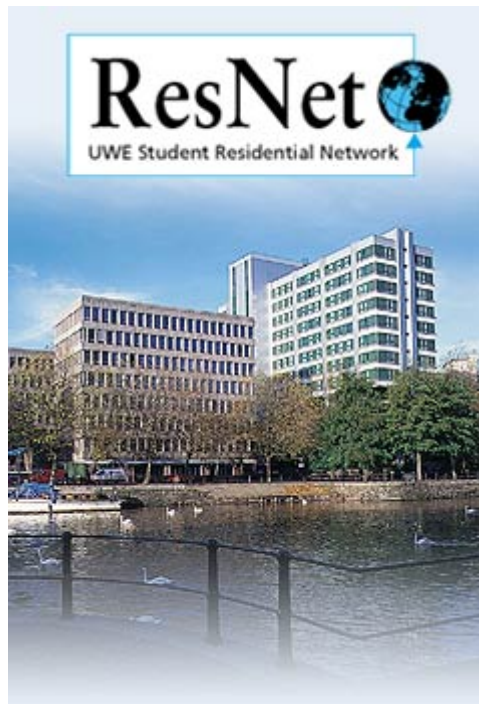
University of the West of England

*ResNet
IT Services*

ResNet SERVICE STATEMENT

FOR

The University of the West of England



Issue Control

Rev	Date	Description	Author	Approved
3				
2				
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ResNet SERVICE STATEMENT

The ResNet Service is managed by Information Technology Services.

This document sets out a clear framework for the ResNet service aiming to meet the needs of students in residential accommodations belonging to the University of the West of England. It defines the service and standard that are provided.

This document details the services that are provided by the ResNet team and IT Services, the aim of the service, what the user should expect of the provider and where applicable, what the provider expects of the user.

In this document, students are sometimes referred as users, ResNet users or customers.

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MISSION

ResNet is the UWE Residential Network service run by IT Services, providing computer connections to most University accommodation halls of residence and houses. It connects student bedrooms to the UWE network and the World Wide Web.

Our mission is to provide an efficient and reliable service to students in halls of residence and houses belonging to the University of the West of England.

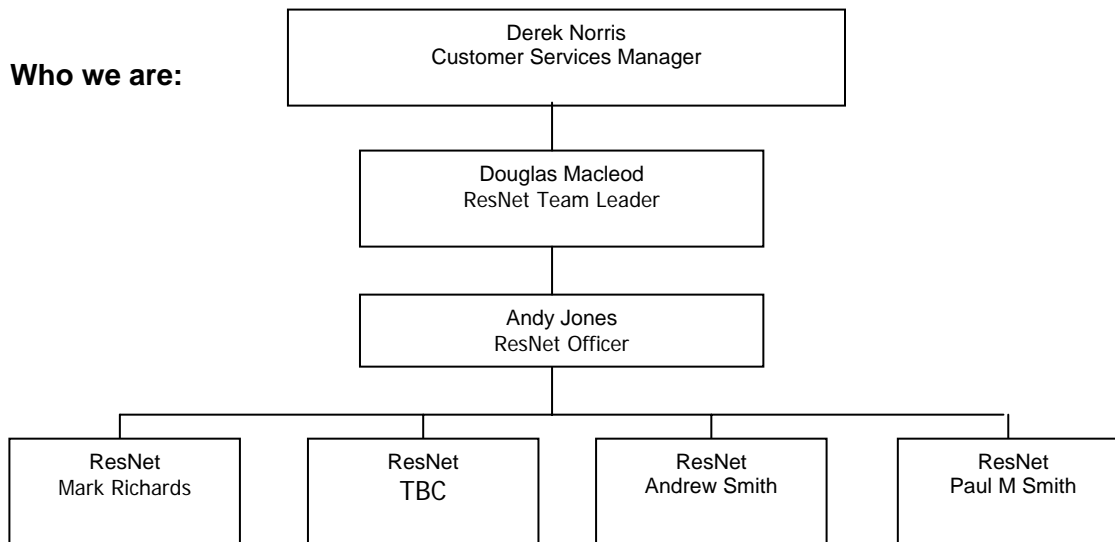
We aim to achieve this by:

- *providing the best possible experience to all students in halls of residence and houses*
- *enabling access to university UWE resources and use of email from the halls of residence and houses*
- *delivering a fast and efficient support service*
- *communicating clearly (alerting students of potential problems)*
- *providing setting up, connection and login information to connect students' personal computers to ResNet*
- *responding to students' queries about ResNet*
- *encouraging discussions about ResNet on the discussion board*
- *acknowledging failures and initiating corrective action with appropriate feedback*

**“WE BELIEVE IN PROVIDING A RELIABLE
RESNET SERVICE”**

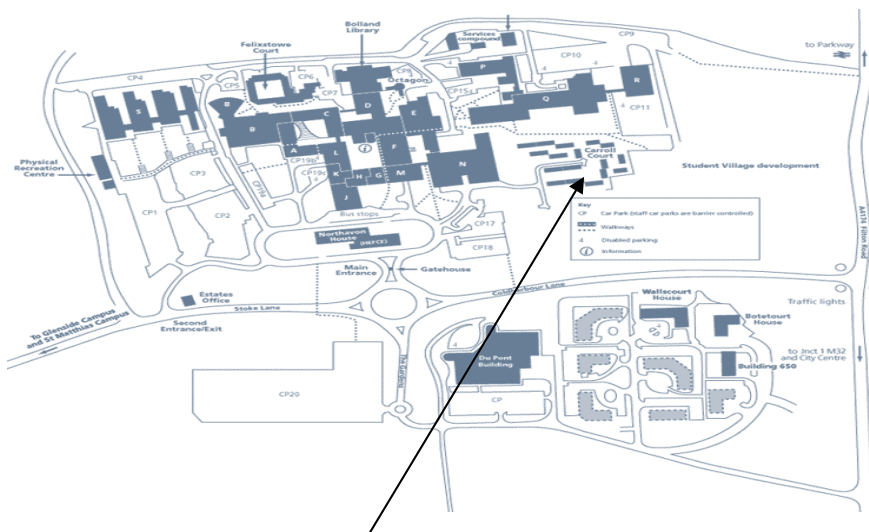
**UWE Student Residential Network
Service Statement**

Who we are:



Where we are:

- The ResNet team is located on the Frenchay Campus in room 1E007 in the undercroft opposite the National Westminster Bank. Students can visit during opening hours which are:
09:00 to 16:50 Monday to Thursday, and from 09:00 to 16:20 on Fridays
- Telephone 0117 32 83612 (externally) and 123 (internally)
The telephone lines are open from 08:30 to 20:45 Monday to Thursday, and from 08:30 to 20:15 on Fridays. Times may vary during holidays
- E-mail resnet@uwe.ac.uk



WE ARE HERE

SERVICES AND STANDARDS

What's available from ResNet?

ResNet is the UWE Residential Network service run by IT Services.

Using their own computer equipment, students are able to access university resources via the intranet, use email and communicate with friends and relatives wherever they are. ResNet is an inclusive service and is available at no extra cost from Halls of residence.

For the full list of halls of residence, please visit:

<http://www.uwe.ac.uk/its/knowledgebase/resnet/resnetavailability.shtml>

Promise to our students:

A dedicated ResNet team will deal promptly with enquiries from ResNet users either in person, by telephone, or by email.

What our Service encompasses:

- Answering ResNet queries.
- Checking students' personal computer's settings.
- Handling all enquiries professionally and in accordance with approved procedures.
- Maintaining internal document systems to date.
- Continuously reviewing the service by liaising with all users exploring alternatives for improvement.
- Ensuring that our staff is trained to a standard that meets the needs and expectations of our Customers.
- Maintaining Network equipment and inform of any planned shutdowns and interruptions of service.
- Ensuring as uninterrupted network connectivity as possible.

Additional services:

- Providing ResNet prospectus (sent to students' home with accommodation contract and available on arrival in students' rooms at UWE)
- Providing and updating ResNet web pages complete with FAQ's on the IT Services web site
- Over the summer, testing every ResNet point and perform switch and router upgrades
- Swapping out any faulty hardware as appropriate
- Raising any line faults with Telewest and the Networks team

What our service does not encompass:

- Fixing students' personal computers' hardware faults. Please book an appointment during a Laptop Clinic * for investigation of faults.
- Installing operating system on personal computers
- Installing anti-virus software on students' personal computers

* If students require further help or advice about their laptop, they should take advantage of our evening or laptop clinics, which are held:
Between 18:00 and 20:00 by appointments of half an hour slots, in room 1E007 on the Frenchay Campus. Students can make an appointment at the IT Support Centre, or raise a fault call by phoning the IT Support Centre's phone number on 0117 32 83612.

CHANNELS OF COMMUNICATION

Students can:

- Visit the IT Services web pages at <http://www.uwe.ac.uk/its>
- Visit the ResNet web pages at <http://www.uwe.ac.uk/its/knowledgebase/resnet/resnetintroductiondocument.shtml>
- Visit the ResNet login page <https://164.11.44.6/login.pl>
- Visit the Scheduled Interruptions of service web page to find out when the shutdowns and interruptions have been planned. <http://www.uwe.ac.uk/its/shutdown.shtml>
- Visit the IT Policies to find out about the ResNet Terms and Conditions of Use <http://www.uwe.ac.uk/its/corporate/ourpolicies/intranet/resnet-terms-and-conditions.shtml>
- Visit the AskIT Knowledge Base <http://askit.uwe.ac.uk:8080/>.
- Fill in our [Online Help Desk Request email form](#)
- Email us at resnet@uwe.ac.uk
- Phone us on internal extension 123 or from outside the University on 0117 32 83612
- Call in person at the IT Support Centre on the Frenchay Campus room 1E007

We will:

- Ensure that the ResNet e-mail account is checked for new messages at an interval no longer than 30 minutes.
- Wherever possible provide an immediate solution, or refer the enquiry to the appropriate team in IT Services.
- Upkeep display boards to ensure accurate information.
- Respond to Service Desk calls to the IT Support Centre within 4 hours.

DELIVERY

The **main areas of Service** available from ResNet fall into these categories:

- Access to your UWE email account
- Access to the UWE web pages and the World Wide Web (www)
- Access to UWE web based resources such as the library
- Access to personal file space on the UWE file store

ResNet Walk-in Service

The team of technicians supporting ResNet is dedicated to looking after the service and they should be able to help students resolve some of the problems which they encounter with the service in their designated hall of residence. However, the ResNet technicians cannot be expected to fix problems which are linked with the student's actual personal computer.

They will meet students at the IT Support Centre which works on a walk-in basis.

They will advise on the following:

- ResNet and Messenger Services: web cam and voice communication
- Connection tips
- Username and password
- Invalid IP address message
- Access to the UWE web pages and external web pages
- Peer to peer software
- Problems viewing secure web pages
- Anti-virus software
- Online gaming

Please note that for advice on fixing personal computers or investigation of faults, students may need to book an appointment to attend an evening/laptop clinic.

Information

How are ResNet information displayed and distributed?

- Prospectus
- IT Services Web pages
- Notice boards in halls of residence
- Login page
- Plasma screen in the IT Support Centre
- Rooms (in halls of residence)

Connecting to ResNet:

What is required?

- A desktop or laptop computer
- Operating system
- A internal or external network card
- A monitor
- A network cable
- Anti-virus software

We also advise use of a firewall.

For more detailed information, please visit

<http://www.uwe.ac.uk/its/knowledgebase/resnet/equipmenttoconnect.shtml>

What we will do to ensure connectivity?

- Test each ResNet point for connectivity in the summer
- Ensure ResNet point is live when students move into the room
- Provide information in student rooms on how to connect to ResNet
- Label the ResNet socket
- Provide Ethernet Cable in the student rooms
- Respond as quickly as possible to connection queries or faults
- Update information on the ResNet login page

SERVICE MONITORING AND REVIEW

To enable the ResNet service to provide a continuing and effective service to students, we recognise that it is essential to perform regular service monitoring and review.

We will:

- Monitor, control and co-ordinate the Service Statement.
- Continue to review the service by examining current practises and exploring alternatives for improvement.
- Encourage feedback from students by regularly checking the ResNet discussion board.
- Provide feedback to students who have made positive suggestions

RULES and REGULATIONS

In combination with reading the Terms and Conditions of Use specific to ResNet, we recommend that students also read the University regulations and IT Policies which can be found on the ITS web pages under the section Policies
<http://www.uwe.ac.uk/its/corporate/ourpolicies/>

Users must not **transmit, store, print, promote** or **display** offensive, defamatory or harassing material (e.g. pornography, terrorist activities, etc...)