

# Frontline IT support provision policy

## *The Library and IT Customer Service Team*

**Our aim:** The Library and IT Customer Service team (CST) is committed to providing a high quality of service and to the principle of continual improvement. We will provide a friendly, courteous and efficient service in accordance with our professional services values: *we are professional, we work together and we care.*

This document sets out the policy for support and/or repair of student and staff owned computing systems & devices.

**Support Available:** The Library and IT Customer Service Team, based at Information Desks in the Singleton Park and Bay Campus Libraries, provides the following support services for student and staff owned computing systems & devices.

### **1. We will:**

**1.1** Assist in establishing a connection to University (Eduroam) wired and wireless network(s).

**1.2** Evaluate problems with student/staff owned mobile devices and computer systems. Where possible, CST will advise on actions needed to resolve problems and assist if necessary.

**1.3** If necessary, book faulty device(s) in for inspection by second and/or third line support technicians who may be able to undertake work to restore functionality and services. This may include virus removal.

**1.4** Lend discs and provide instructions for users to install SPSS, NVivo and Mathematica on their devices independently.

**1.5** Signpost students to Office 365 and offer guidance on download.

**1.6** Endeavour to resolve your issue in line with our stated policies, but we cannot guarantee that all issues will be resolved.

### **2. We will not:**

**2.1** Configure university owned and supported devices and computing systems at the desk. If required, we will provide an evaluation, book in the device and escalate to the appropriate IT Service.

**2.2** Provide support in the use of MS Office applications except to signpost users to appropriate online guidance.

**2.3** Provide support for department/College specific software (either local installation or use of the software). Enquiries about such software should be directed to IT support in your College.

**2.4** Perform hardware repairs on laptops, notepads, mobile-devices or computing systems. If the problem with the device is related to hardware (including personally owned peripheral equipment) or electrical issues, we will advise you to contact the manufacturer or supplier.

**2.5** Install operating systems, or lend disks for installation.

**2.6** Be responsible for data loss. Users are advised to ensure that all work is backed up.

**3. Requirements:** In order for the CST to evaluate a student or staff owned device/system:

**3.1** All necessary peripheral equipment, including chargers, must be provided and all relevant details (including password) must be listed on the form when booking in.

**3.2** It must boot up unless it is for data extraction or recovery of files.

**3.3** It must have a genuine operating system installed and licenced where applicable.

We value your feedback. We welcome comments on any aspect of our service:

- By phone: 01792 295500
- By email: [customerservice@swansea.ac.uk](mailto:customerservice@swansea.ac.uk)
- Via the online Service Desk: <https://servicedesk.swansea.ac.uk>
- By filling in a Suggestion Card in one of the libraries
- By contacting @SwanseaUniLib on Facebook or Twitter