

<b>Division:</b>	<b>eSolutions</b>
<b>Service Statement Title:</b>	IT Support For Students
<b>End Users of Service:</b>	Monash University enrolled students.
<b>Service Description:</b>	Provision of direct support, information and training for services provided by the eSolutions Division. This service includes a multichannel service desk, the publication of support material, a web support channel, and training resources and facilities. The on-line service includes publications, support material and training resources.
<b>KPI:</b>	refer Master Services Agreement

## 1 - Service – Support Services

### Provision of multi channel service desk

#### Including:

- Counter services
- Integrated self service and enquiry channel available via the portal - ask.monash
- Telephone support channel
- Web based request channel (eSolutions website)
- Support services

#### Service Provider Responsibilities

- Provide a first level service desk support service to students with problems related to IT services provided by eSolutions.
- Support is provided for the Monash Microsoft Windows Standard Operating Environment (SOE) for basic use of these applications.
- Support is provided to students using the university Linux services for account issues and printing.
- Limited support is provided for university computers running the Monash Macintosh and Linux/Unix SOE – focusing on providing connectivity to the Monash Data Network.
- Support is not provided for Macintosh and Linux/Unix desktop operating systems and applications on student-owned equipment.
- Provide prompt and courteous referral services to students with problems related to services which are not provided by eSolutions.

## **Client Responsibilities**

- Advise users that they are required to abide by all relevant University IT policies (see <http://www.policy.monash.edu/policy-bank/management/its/it-use-policy-staff-and-authorised.html> ).
- Advise students to report problems to the appropriate service desk or equivalent located in the faculty, the Library etc.
- Encourage students to avail themselves of training opportunities, and be appropriately trained in the use of the university's IT facilities.

## **2 - Service – Information Services**

### **Information services**

#### **Service Provider Responsibilities**

- Produce up-to-date and accurate support information at <http://intranet.monash.edu.au/esolutions/>
- On a regular basis, produce various publications about IT and related services.
- Promote IT services to students through various forums and campaigns to ensure awareness of Monash facilities and services.
- Keep students informed of IT service related issues, for example security and/or service changes.

#### **Client Responsibilities**

None

## **3 - Service – Training Services**

### **Training services**

#### **Service Provider Responsibilities**

- Provide PC training laboratories at all Australian campuses (except Parkville) for use by all trainers.
- Provide on-line and printable material for training on the use of Monash SOE software.
- Regularly cooperate with and consult with other university IT training stakeholders and faculties to identify gaps where central provision of training is required, and work with other central areas to complement faculty-provided IT training programs. For example, Monash Graduate Attributes and computer training during orientation week.

#### **Client Responsibilities**

None

## Other Information

### Logging Support Requests

- In the event of a service problem, faculties are requested to contact the eSolutions Service Desk, see [www.its.monash.edu.au/contact/service-desk.html](http://www.its.monash.edu.au/contact/service-desk.html)

### Services Not Included

- First level IT support for IT services which are provided by other areas of the university, for example MUSO.
- Maintenance of online information regarding IT services provided by non-eSolutions organisations.
- Provision of face to face training in Microsoft applications.

### Critical Service Dependencies

- Third party support for equipment and services

### Other