

Michael Ward
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23 October 2024

Dear Michael

Please find information below in response to your request under the Official Information Act.

1. A copy of the Service Level Agreement between IT services and students of AUT:

ICT Services: Service Level Agreement (SLA)

👤 Revised by lury Monteiro • 📅 21d ago • 👁 6 Views • ☆☆☆☆☆

ICT Services: Service Level Agreement

ICT Services have Service Level Agreements (SLAs) that define the levels of service provided by ICT to the University's staff and students in support of their information technology requirements. SLA's adopted by various universities in New Zealand and Australia were reviewed for comparison.

Responses & Resolutions Prioritised

ICT Services recognise that certain systems are critical to the University's operation and as such, there is an expectation that priority will be given to resolving any incidents that affect our operations. When delivery of a service is reliant on an external party with differing service levels, customers will be advised of the timeframe that they can expect for response and resolution.

ICT Services will always strive to resolve your issues or provide a workaround to get staff and students working again as quickly as possible while the Incident is being resolved.

SLA's do not apply for jobs that do not fall within the ICT Services domain (e.g. Microsoft outage) as the delivery of this service falls outside the control of ICT Services

Priority Matrix

Calls that are logged with ICT Services are prioritised according to the following matrix:

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		1 - High	2 - Medium	3 - Low
		URGENCY		
Department, Site, Campus Class, SLT (1 - High)	IMPACT	Critical (P1)	High (P2)	Moderate (P3)
Small Group of Users (2 - Medium)		High (P2)	Moderate (P3)	Low (P4)
Single User (3 - Low)		Moderate (P3)	Low (P4)	Non-Standard/Project (P5)
		Teaching, Conferences, AUT Website, Arion, Student Hub Online, AUTone, Blackboard, Canvas, Research or Financial systems, Network Infrastructure, Internet, Email, AUTwifi, Network File Storage, Printing, Supported HW and SW	Training, Access, Installs, Setups and other non critical supported hardware & software jobs	Non-Standard software or hardware requests, Projects *use "low" Impact and "low" Urgency for non standard devices, software and Project tasks

Priority is based on the concept that Priority is based on the Impact and Urgency of the job. In addition, calls are generally classified as faults (Incidents) or requests for service (Service Requests). Where an issue is directly affecting a single user but indirectly impacts a larger group and there is no workaround, (e.g. if the person's inability to work will impact the team), the Impact will be increased to 2-Medium. Similarly, if there is a workaround, the Impact may be reduced.

Hours of Service for Staff

Monday to Friday, 7:30am - 5:00pm : By phone, in person and online via <https://ithelp.aut.ac.nz> (enquiries can be submitted 24/7 but will only be responded to during these hours)

For urgent issues preventing teaching: Extended hours of Monday to Friday, 7:30am – 7:00pm during semester via phone

Additional support outside standard hours for examinations, seminars and other special events can be requested (an additional cost may be associated with this). Student Support hours and support during exam and assignment times, the Open Access Lab hours are as per the Library hours.

	Level Described	Resolution
1	Critical – Business is significantly impacted (e.g. Building/Site down; Heavy computer-based classroom affected, High impact application not accessible).	2 hours
2	High – Essential ICT systems or services affected and affecting a small group of people	1 business day
3	Medium – Essential ICT systems or services affected	3 business days
4	Low – Incidents that affect a single person.	3 business days
5	Non-standard software or hardware or Project tasks	Best effort (time frame will be provided)

2. Number of Requests

- the number of requests made to IT services in 2019 - 19677
- the number of requests made to IT services in 2020 - 11448
- the number of requests made to IT services in 2021 - 12365
- the number of requests made to IT services in 2022 - 10892
- the number of requests made to IT services in 2023 - 14238
- the number of requests made to IT services in 2024 – 16588 (up to last week)

3. Average resolution time

- the average resolution time of requests made to IT Services in 2019 -
- the average resolution time of requests made to IT Services in 2020
- the average resolution time of requests made to IT services in 2021
- the average resolution time of requests made to IT services in 2022
- the average resolution time of requests made to IT services in 2023
- the average resolution time of requests made to IT services in 2024

Average business time to resolution

The information held by AUT is below. Some information has not been provided due it not being held.

Year	Average time to resolution: h:mm:ss
2021	5 hours 13 mins
2022	2 hours 19mins
2023	49 mins
2024	1 hour 10mins

As you can see, from the above all student incidents were responded to with the specified 3 business days as described in the SLA for a low priority, single person incident.

4. All correspondence (emails, Teams, Signal, Whatsapp, etc) between IT services team members regarding resolution time or level of service.

5. copies of all complaints received by IT services

The data below covers available information regarding feedback received regarding ICT. Some data is not provided due to it not being held.

Year	Total Feedback Received / Referred To ICT	Compliments	Complaints	Suggestions	Average Resolution time
2019					
2020					
2021					
2022	17	0	10	7	13 working days
2023	10	1	5	4	11 working days
2024	11	2	6	3	5 working days

Regarding points 4 and 5, this is a very large request and the information cannot be made available without substantial collation and research, so we are refusing your request under section 18(f) of the OIA.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely

Alison Sykora
 Communications Director
 AUT