

SERVICE CHARTER

Introduction

In order for Technology Innovation and Information Systems, hereinafter referred to as the SIT, to improve the provision of its services, it has drawn up a Service Charter through which it intends to establish a clear and effective relationship with its users.

The Service Charter:

- establishes the SIT's commitments and the rights of users concerning the provision of services;
- provides information required for sending notifications, proposals, requests for clarifications and complaints;
- sets out the standards of the services such as continuity, regular provision of services and prompt recovery in the event of problems.

The SIT undertakes to provide its services regularly and without interruptions, and to implement technological, organisational and procedural solutions to improve the level of effectiveness and efficiency of the services.

In order to improve the process for the provision and completion of services, SIT operators and users are required to familiarise themselves and comply with the "Policy for the use of IT systems". SIT also undertakes to sign an evaluation process in accordance with general criteria defined by the Foundation.

Mission

To ensure the continuous innovation of IT and information systems, and their design, implementation and maintenance.

Functions

The Technology Innovation and Information Systems area:

- ensures the constant innovation of computer, technology and information systems, and their design, implementation and maintenance;
- guarantees the constant innovation of key processes in keeping with the foundation's organizational model, focusing on functional processes and relationships;
- ensures the setting out of the architecture, design, implementation and management of communication networks necessary to guarantee the correct operation of information and technological systems, in line with the Foundation's organizational system, the needs of the research centers, the maximization of value for cost of implemented solutions and technology evolutions;
- contributes to the operational performance development of the Foundation through the definition of the main technical choices and the arrangement of programs relevant to the integration process, the definition and introduction of new information systems, and the update and maintenance of existing ones;
- guarantees the implementation of approved programs, by providing guidance and coordination in each phase of the project, and keeping constant contact with users, in line with agreed time, cost and quality standards and assuring the efficacy and efficiency of the implementations as a whole;
- guarantees the availability of functioning systems and their correct sizing based on present and future needs, through the definition and monitoring of efficiency and functionality indicators, according to set ties in terms of cost and expected quality of the service;
- ensures that the organization's needs in terms of elaborated and saved data are met; guaranteeing its availability and controlled access through the management and implementation of specific management systems and by defining appropriate regulations and procedures;
- provides users with appropriate technology and training support enhancing their ability to find, devise and evaluate procedures and software products, contributing to obtain a high degree of efficiency, efficacy and operational functionality.

Activity

The area carries out the following activities:

- designs and implements IT systems and infrastructures;
- provides maintenance so that operation and update are ensured;
- provides daily support to users;
- collaborates with research groups on projects;
- provides support to the Purchasing Department and to Research groups in the comparison, certification and choosing IT products;
- organizes training and information seminars;
- designs, implements and provides maintenance to the Foundation's information systems;
- keeps an information systems organic plan in support of ongoing changes;
- keeps a system and process suited to prioritize users requisites and requests relevant to information systems;
- collaborates in the design, implementation and support of websites and the Intranet;
- ensures transparency and sharing of services through:
 - a management system of support activities;
 - a website containing the Service Charter, IT use policies, description of provided services, documentation for services access procedures, a news service (via Web and RSS, which alerts users in case of any news, changes or service interruptions);
 - periodic activation of a customer satisfaction evaluation system.

Basic principles

The services provided are intended to meet the needs of users.

Services are provided in accordance with the principles of participation, transparency, equality, impartiality, continuity, efficiency and effectiveness.

- **Participation:** the SIT and the research department collaborate in defining strategies for the evolution of IT systems and the FBK research network.
- **Transparency:** the SIT undertakes to communicate with users as clearly as possible and to evaluate and respond promptly to complaints, proposals, suggestions, requests for clarification and advice from users.
- **Equality:** the same rules apply for the provision of services to all users.
- **Impartiality:** in its conduct towards users, the SIT observes the principles of objectivity, neutrality and impartiality.
- **Continuity:** the SIT undertakes to provide regular, continuous and uninterrupted services. The provision of services may only be interrupted due to:
 - infrastructure faults in the FBK network or interconnected operators;
 - maintenance to ensure systems function correctly;
 - force majeure events.
- **Efficiency and effectiveness:** the SIT pursues the objective of continuously improving the efficiency and effectiveness of services, and adopts the most appropriate technological, organisational and procedural solutions for this purpose.

Service Level Agreement

The Service Level Agreement (SLA) for user support and for restoring critical services is described below.

User support

Business hours for user support is as follows:
Monday through Friday
8:30 am - 4:30 pm

The general terms of the SLA are as follows:

- opening of operation: without time limit, via email;
- acceptance of operation: within 4 business hours of the request being made;
- resolution:
 - within 8 business hours of acceptance, except in the case of specific requirements from the user and subject to availability of materials and equipment, in 90% of cases;
 - in the event of repairs under guarantee, the above time limits will be increased by the time required for repair by the supplier.

In order to optimise operation times and improve the quality and traceability of the service, requests for intervention from the SIT may only be made via the email address gsc@fbk.eu. Given the difficulty of filtering incoming spam messages, it is not possible to guarantee the implementation of requests from non-FBK email addresses. In order to guarantee the transparency of the process, confirmation messages will be sent to users upon receipt, acceptance and closure of operations.

Suggestions and reports of any type may be sent to gsc_discussion@fbk.eu. Reports will be discussed with the contacts from the research department and used for improving the service.

The SIT reserves the right to evaluate the urgency and priority of operations based on the seriousness of the problem.

Interruption of critical services

In case of interruption of services critical to the progress of FBK's activities, business hours are 24x7x365.

In this case, SIT will respond according to the following SLA:

- acceptance of operation: within 8 hours from receipt of the request;
- resolution: within 8 hours of acceptance, in 90% of cases;
- guaranteed availability of services provided on a continuous basis: 98%.

The interruption of critical services may be notified:

- from Monday to Friday, from 09:00 until 17:00, by sending an email to gsc@fbk.eu;
- outside normal business hours, by calling the Povo headquarters (0461.314444), which will alert the IT Infrastructure Design Unit.

The following services have this type of SLA: internet connectivity, email, main file servers and main web servers.

Documentation

The SIT undertakes to maintain a website with:

- the Service Charter and the Policy for the use of IT systems;
- a description of the services provided;
- documentation of procedures for accessing the services;
- a news service, via a website and RSS feed, which alerts users to any innovations, amendments or service interruptions.

Description of services

A complete description of services offered by SIT and use instructions are available at the address <http://sit.fbk.eu>.