

**Information and Communication Technology Services (ICT)**

**Service Catalogue**

**(Version 1.8)**

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# INTRODUCTION

There is a need for the ICT Services department of the Tshwane University of Technology(TUT) to clearly document the services that it provides to the user community. This document is essentially the core ICT document between ICT Services and the ICT users.

This document highlights the core service offerings provided by ICT Services in a byte and encapsulates the minimum service levels that the department can commit to in proportion to the current staff and infrastructure resources available.

ICT Services follows best practice as outlined by the IT Infrastructure Library (ITIL) framework in order to implement Service Level Management. This framework is the most widely used and accepted approach to IT Service Management by many companies worldwide.

The content of this document will be annually reviewed by the Deputy Director : ICT Support and amendments will be made accordingly. OBJECTIVES

This ICT Work Load Management Document seeks to clearly document the services ICT Services provides and the quality level at which those services are to be delivered.

The services are categorised into four different areas:

* Support Services – Provide TUT users of ICT services a single point of contact (Service Desk - Telphonic, via Email and Intranet) for their ICT requirements and provide effective support in their use of ICT services. Support of Standard TUT Hardware, Peripherals and Software as approved at the ICT Users Committee. Additional Software can be Installed but with limited support, provide proof of Licence for use is produced. For Training contact CCPD All Battries & Printer Cartridge (Ink) to be provided by Department.
* IT Systems Development – Coordination, support, training and enhancement of the ITS System at TUT. Systems Analysing, maintenance and development.
* Communications Infrastructure – Management of data communications (includes Network Infrastructure, Hosting and Databasis and Network and Internet Services). Telecommunication Services – Management of voice communications (includes mobile phones, 3G and Bulk SMS).
* Information Security and ICT Policies

Management of Information Technology Security and Information Technology Policies

* ICT Relationship and Service Level Mangement Services – Ensures that ICT services are delivered in accordance with the service levels agreed with the user community.

Align ICTs’ strategies with those of TUT, so as to ensure maximum business value. Ensures that the overall performance of the ICT function in terms of cost and quality.

# SERVICE CATALOGUE - Service Lines and Service Offerings

|  |  |
| --- | --- |
| **Service Line** | **Service Offering** |
| **Support Services** | ICT Service DeskSingle Point of Contact (SPOC) for all ICT-related services and issuesIncident logging to call closureCall loging on behalf of Non ICT Departments on boardComputer Management (Columbus)First Line Telephone / Remote Support on TUT:Computer and Network Security* + - Anti-Virus
		- MS AntiSpyWare
		- Virus
		- Virus Definitions
		- Windows Firewall

Current Desktop Computer Hardware.* + - Keyboard
			* Battery
			* PS2 Connector
			* USB Connector
			* Wireless Connection
		- Mouse
			* Mechanical Type Mouse
			* PS2 Mouse
			* USB Mouse
			* Mouse Battery
		- Monitor
			* Data Cable
			* Main Power / Power Switch
			* Power Cable
		- Network Card

Desktop Computer Network Issues* + - AD Authentication
		- AD Login
		- Infrastructure
			* Network Error (LAN and WLAN)
			* Proxy Error

Desktop Computer Operating Systems* + - MS Windows
			* Date and Time
			* File and Print Sharing
			* Network Connections (LAN and WLAN)
			* Regional Setting
			* Settings
			* User Log Files

Desktop Computer Software* + - Adobe Reader
			* Configuration
			* Install
			* Support
		- Internet Explorer
			* Browsing History
			* Connections
			* Favourites
			* Fishing Filter
			* Home Page
			* Pop-up Blocker
			* Security
		- MS Office Access
			* Configuration
			* Install
			* Support
		- MS Office Excel
			* Configuration
			* Install
			* Support
		- MS Office FrontPage
			* Configuration
			* Install
			* Support
		- MS Office Infopath
			* Configuration
			* Install
			* Support
		- MS Office Outlook
			* Configuration
			* Install
			* Support
		- MS Office PowerPoint
			* Configuration
			* Install
			* Support
		- MS Office Project
			* Configuration
			* Install
			* Support
		- MS Office Publisher
			* Configuration
			* Install
			* Support
		- MS Office Visio
			* Configuration
			* Install
			* Support
		- MS Office Word
			* Configuration
			* Install
			* Support
		- MS SharePoint Designer
			* Configuration
			* Install
			* Support
		- NonStandard/Thirdparty Software
			* Compatibility/Clashes
			* Configuration
			* Install
			* Licensing
			* Support
		- SPSS
			* Configuration
			* Install
			* Support
		- ZipGenius
			* Configuration
			* Install
			* Support

Passwords* + - AD Account Locked
		- AD Password Support
		- AD User Password Change
		- Change Intranet Portal User Password
		- Printing
		- Desktop Printing
			* Ink Cartridge
			* Install Printing Drivers / Software
			* Main Power
			* Parallel Cable
			* Power Switch
			* Toner Cartridge
			* USB Cable
		- ITS Printing
			* Ink Cartridge
			* Install Printing Drivers / Software
			* IP Address
			* Main Power /Power Switch
			* Parallel Cable
			* Printer Disabled
			* Registration Printing Errors
			* Service
			* USB Cable
			* USB Port connection
		- Network Printing
			* Drivers / Software
			* Ink Cartridge
			* Main Power
			* Power Switch
			* Toner Cartridge
 |
| End user (Staff) Desktop SupportSecond Line Remote / Telephone / In OfficeSupport on TUT:Casting Software* + - Deployment
		- Image Gather
		- Software Lists

Computer and Network Security* + - Anti-Virus
		- MS AntiSpyWare
		- Virus
		- Virus Definitions
		- Windows Firewall

Computer Hardware Store Components* + - Desktop Computer Powersupply Stock
		- Flylead Stock
		- Hardddisk Stock
		- Keyboard Stock
		- Mouse Stock
		- Ram Stock

Current Desktop Computer Hardware* + - Cdrom/Dvdrom/writer
		- Keyboard
			* Battery
			* PS2 Connector
			* USB Connector
			* Wireless Connection
		- Mouse
			* Mechanical Type Mouse
			* PS2 Mouse
			* USB Mouse
			* Mouse Battery
			* Wireless Mouse
		- Monitor
			* Data Cable
			* Main Power / Power Switch
			* Power Cable
			* Configuration Settings
		- Cpu
		- Graphics Card
		- Harddisk
		- Motherboard
		- Network Card
		- Power Supply
		- Ram

New Desktop Computer Hardware* + - Cdrom/Dvdrom/writer
		- Cpu
		- Graphics Card
		- Harddisk
		- Motherboard
		- Power Supply
		- Ram

Desktop Computer Hardware Upgrades* + - Graphics Card Upgrade
		- Harddisk Upgrade
		- Ram Upgrade
		- Sound Card Upgrade

Desktop Computer.Network* + - AD.Authentication
		- AD.Login
		- Infrastructure
			* Fly/Patch Lead
			* Network Error (LAN and WLAN)
			* Proxy Error

Desktop Computer Operating Systems* + - MS Windows
			* Corrupt System Files
			* Date and Time
			* File and Print Sharing
			* Network Connections (LAN and WLAN)
			* Regional Setting
			* Settings
			* User Log Files

Desktop Computer Software* + - Adobe Reader
			* Configuration
			* Install
			* Support
		- Internet Explorer
			* Browsing History
			* Connections
			* Favourites
			* Fishing Filter
			* Home Page
			* Pop-up Blocker
			* Security
		- MS Office Access
			* Configuration
			* Install
			* Support
		- MS Office Excel
			* Configuration
			* Install
			* Support
		- MS Office FrontPage
			* Configuration
			* Install
			* Support
		- MS Office Infopath
			* Configuration
			* Install
			* Support
		- MS Office Outlook
			* Configuration
			* Install
			* Support
		- MS Office PowerPoint
			* Configuration
			* Install
			* Support
		- MS Office Project
			* Configuration
			* Install
			* Support
		- MS Office Publisher
			* Configuration
			* Install
			* Support
		- MS Office Visio
			* Configuration
			* Install
			* Support
		- MS Office Word
			* Configuration
			* Install
			* Support
		- MS SharePoint Designer
			* Configuration
			* Install
			* Support
		- NonStandard/Thirdparty Software
			* Compatibility/Clashes
			* Configuration
			* Install
			* Licensing
			* Support
		- SPSS
			* Configuration
			* Install
			* Support
		- ZipGenius
			* Configuration
			* Install
			* Support
		- AD Configuration
			* Host Name Configuration (Surname, Initials Format)
			* Adding workstations to the Domain

Passwords* + - AD.Account Locked
		- AD.Password Support
		- AD.User Password Change
		- Local Administrator

Printing* + - Desktop Printing
			* Ink Cartridge
			* Install Printing Drivers / Software
			* Main Power
			* Parallel Cable
			* Power Switch
			* Service
			* Toner Cartridge
			* USB Cable
		- ITS Printing
			* Ink Cartridge
			* Install Printing Drivers / Software
			* IP Address
			* Main Power/Power Switch
			* Parallel Cable
			* Printer Disabled
			* Registration Printing Errors
			* Service
			* USB Cable
			* USB Port connection
		- Network Printing
			* Drivers / Software
			* Ink Cartridge
			* IP Address Configuration
			* Main Power
			* Power Switch
			* Service
			* Toner Cartridge

User Data file recovery |
| Student Laboratory SupportFirst and Second Line support on TUT Student Laboratories. Casting Software* + - Casting Image Build
		- Deployment
		- Image Correction
		- Image Gather
		- Image Sign Off
		- Software Lists

Computer and Network Security* + - Anti-Virus
		- Deepfreeze
		- MS AntiSpyWare
		- Virus
		- Virus Definitions
		- Windows Firewall

Computer Hardware Store Components* + - Harddisk Stock
		- Memory Stock
		- Mouse Stock
		- Network Interface Card Stock
		- Printer Cable Stock

Current Desktop Computer Hardware* + - Cdrom/Dvdrom/writer
		- Keyboard
			* PS2 Connector
			* USB Connector
		- Mouse
			* Mechanical Type Mouse
			* PS2 Mouse
			* USB Mouse
		- Monitor
			* Data Cable
			* Main Power / Power Switch
			* Power Cable
			* Configuration Settings
		- Cpu
		- Graphics Card
		- Harddisk
		- Motherboard
		- Network Card
		- Power Supply
		- Ram

Desktop Computer.Hardware.New* + - Cdrom/Dvdrom/writer
		- Cpu
		- Graphics Card
		- Harddisk
		- Motherboard
		- Power Supply
		- Ram

Desktop Computer.Hardware.Upgrades* + - Graphics Card Upgrade
		- Harddisk Upgrade
		- Ram Upgrade
		- Sound Card Upgrade

Network Infrastructure* + - Fly/Patch Lead

Printing.Desktop* + - Ink Cartridge
		- Install Printing Drivers / Software
		- Main Power
		- Parallel Cable
		- Power Switch
		- Toner Cartridge
		- USB Cable
		- Drivers / Software
		- Ink Cartridge
		- Main Power
		- Power Switch
		- Toner Cartridge

User Data file recovery |
| IT Systems Development | Business Systems CoordinationITS System SupportArrange Program Enhancements* + - Asset Management System
		- Card System
		- Central Reservation System
		- Contact Management System
		- Costing Sytem
		- Financial System
		- Health Management System
		- Human Resource System
		- Library System
		- Parking Disk System
		- Payroll System
		- Space Management System

Create ITS User AccountsITS Password ChangesITS Program Faults* + - Asset Management System
		- Card System
		- Central Reservation System
		- Contact Management System
		- Costing Sytem
		- Financial System
		- Health Management System
		- Human Resource System
		- Library System
		- Parking Disk System
		- Payroll System
		- Space Management System

ITS Training RequestMonitor ITS User Access/Cancel ITS User AccessITS System Patches/UpdatesITS Program Testing* + - Asset Management System
		- Card System
		- Central Reservation System
		- Contact Management System
		- Costing Sytem
		- Financial System
		- Health Management System
		- Human Resource System
		- Library System
		- Parking Disk System
		- Payroll System
		- Space Management System
 |
| Systems DevelopmentSystem Analysing and Maintenance* + - New TUT Systems
		- TUT System Errors
 |
| **Communications Infrastructure** | Devices Cabling, Lan,Wan and Man LinksNetwork Infrastructure Planning* + - Planning new Infrastructure
		- Planning withTechnical Services/Planning Services

Network Infrastructure Support* + - Network Support
			* Cabling
			* Faulty Data Point
			* Fly/Patch Lead
		- Network Support
* Lan, Wan, Man Maintenance
* Configuration
* Hardware
	+ - Routers
			* Hardware
			* Software
		- Switches
* Configuration
* Hardware
	+ - Radio Links
* Configuration
* Hardware
	+ - Wireless
* Configuration
* Hardware
	+ - Vendor General Support (Fault, UTP etc)
		- New Install
			* Cabling Optic Fibre
			* Datapoint / VOIP enabled (UTP)
 |
| Hosting and DatabasesBackup Hardware* + - Hosting Hardware
			* Backup drives
			* Backup media
			* Network
			* Offsite Backup storage
			* Power supply
		- Hosting Software
			* Backup software
			* Distribution of agents
			* Logs
			* Recovery of data
			* Scheduling of Backups
			* Security (Server Access)

Computer Room Environment* + - Air Conditioners
		- Environmental Monitoring
		- Generators
		- Physical Security
		- Uninterupted Power Supply (UPS)

Database Disaster Recovery* + - Database Backups
		- Disaster Recovery (Sybase, Oracle, SQL)

Database Performance and monitoring* + - Logs
		- Performance
		- Security (user access)
		- Space

Hosted Server Hardware* + - CPU
		- Harddrive
		- Host bus Adapter
		- Memory
		- Motherboard
		- NIC

Hosted Server Software* + - Backup Agents
		- Disaster Recovery
		- Diskspace
		- Firmware Levels
		- Operating System
		- OS Patches
		- OS Updates
		- Performance
		- Security

ITS Application & Database* + - Batch Processing / Job Scheduling
		- Create Views
		- ITS Transfers

Printing* + - ITS Printing
			* Creating ITS printers(UNIX)
			* IP Address Configuration (UNIX)
			* Linking ITS printers to users
			* Network & Firewall communication
			* Printer Troubleshooting

Storage Area Network (SAN)* + - Firmware Levels
		- Mirroring & Synchronization
		- Network
		- Performance
		- Security (Server Access)
		- Server Connection
		- Storage Allocation
		- Storage capacity & availability management
 |
| Internet ServicesPasswords* + - AD Password Support
		- AD User Password Change

Printing* + - IP Address
		- Setup Network Printers on Servers

Servers & Internet AD* + - DHCP
* Create/Delete/Maintain DHCP Scope
* Create/Delete/Maintain DHCP Reservations
* Software Service Started
	+ - DNS
* Create/Delete/Maintain DNS Entries
* Software Service started
	+ - FTP
* Software Rights to Access Files
* Software Service Started

Servers & Internet.AD* + - Server Settings

Servers & Internet.AD.Exchange* + - Microsoft E-Mail
* Enterprise Level
* Single User
* New E-Mail Account
* Mail not going out
* Mail not coming in
* Proxy full rights to mailbox
* Move e-mail account
* Create distribution groups
* Setup forwarding of e-mail

Servers & Internet IAS* Software Service Started
* Setup of new devices to communicate to IAS

Servers & Internet.Software* Server Off
* Servers

Servers & Internet Vendor Support* + - Internet Line Support from TENET
		- Hardware

User Accounts* + - AD.Account Expired
		- AD.Account Locked
		- AD.Change User Account date
		- AD.File Servers rights add/delete to folders
		- AD.New AD User Account
		- AD.Create/Maintain Security groups
	+ Firewall
		- Create access to servers inside or outside TUT
		- Configure Traffic Shaping
		- VPN Access support
		- Provide Reports
		- Block IP/Sites/Staff/Students as requested
	+ WSUS
	+ Server off
	+ Server not replicating updates

SCOM* Provide SMS or E-Mail info about devices
* Provide and help in the setting up of reports as needed
* Setup monitoring of devices as requested

SMS* Deploy/Remove/Configure applications for workstations
* Provide hardware and software reporting for workstations

Forefront Client (Antivirus)* Not updating
* Not installed
* Change configuration
 |
| Telecommunication ServicesNew Service* + - Telephony
		- Extension
		- Telecommunication point (excluding Datapoint /Pretoria Building 21)
		- Telecommunication Line (excluding Datalines /Pretoria Building 21)

Fault Handling Services* + - Telephony
		- Extension
		- Telecommunication point (excluding Datapoint /Pretoria Building 21)
		- Telecommunication Line (excluding Datalines /Pretoria Building 21)

Moving Services* + - Telephone extensions

Telephone Programming Services* + - Extension Forwarding Services
		- Extension Opening Services
		- Extension Plus Facilities
		- Grouping
		- Follow me
		- Voice Mail

On Campus Telecom Public Phones (Excluding Soshanguve Campus)* + - Infrastructure Support

Cellphone Support* + - Handsets
* New Service
* Repair Assistance
* Loan Service
* Assistance when stolen
	+ - Contracts
* New Services
* Upgrade Assistance
* Migrations
* Limitations
* Cancellations
* Transfers
* SIM Swap
* Block Lines
* Account Queries
* Pin and PUK queries
	+ - Allowances
* New Services
* Allowance changes
* Allowance cancelling
* Allowance queries

3G* + - Contracts
* New Service
* Upgrades
* Migrations
* Limitations
* Cancellations
* Transfers
* SIM Swap
* Block Lines
* Account queries
* Pin and PUK queries
	+ - Devices
* New Service
* Repair Assistance
* Assistance when stolen

Bulk SMS* + - User Accounts
* New Service
* Cancellations
* Support
* Password Support
* Limitations
	+ - Desktop Shortcut
		- Training
		- Cost centre Changes
		- Service assistance
		- Program support
		- Financial Account Queries
 |
| **Information Security and ICT Policies** | Information Security and ICT PoliciesComputer and Network Security* + - Compliance with approved Policy
		- Disaster recovery Managment
		- Change Management
		- Computer Room.Physical Security
		- Patch management
		- Policy Violation
		- Unauthorised Access
		- Unauthorised Network Equipment
		- Unauthorised Server
		- Unauthorised Software
		- Unsolicited Email / Separate for virusses
 |
| **ICT** **Management and Relationship Services** | Service Level ManagementContract and SLA management3rd Party Management (Underpinning Contracts)Compliance ManagementInfrastructure PlanningICT Facilities ManagementICT leadership, governance and stakeholder engagementStrategic Planning and Performance ManagementQuality & Risk ManagementProgram ManagementICT Financial Management, Budgeting and PlanningCapacity and Availibility Management and PlanningResource levelling between projectsService Continuity Management |

# LOGGING A CALL AT SERVICE DESK

## Call Logging Options

There are three options available to log a call:

* **Support by phone:**

Phone Service Desk at (012) 382 5678

* **Support via e-mail:**

You can log a call by sending e-mail to the Service Desk at ServiceDesk@tut.ac.za

* **Web Support** **through the Intranet:**

Log the request yourself through the Staff Portal. Go to "Service Desk" under "Applications" <http://ptahdr11/CAisd/pdmweb.exe>

**(You can only use this function if you have a valid network user ID and are registered on the staff portal)**

##  Important Informaton when Logging a Call

* Please make sure that you have all the necessary information at hand when contacting the ICT Helpdesk; Telephonically, by  Email or via the Staff Portal
* **Make sure that your biographical information is available to us.**
* We **always need** the following details:

-   Staff Number

-   Your Campus

-   Building and room number

-   Telephone numbers

* **Please make sure that your biographical information is updated on the staff portal and also at Human Resources. Your correct information will then be available to us. This includes when moving from Campus, building and offices to other locations.**

* There must be a logged call for al services at the Service Desk before any of the departments can render a service to you.
* Please note that no matter which logging option you use, to log one call per job. Different persons at the service departments deal with different issues (one call per request). Sending us complex emails that contain more than one request slows down the call logging process.
* It is a security risk to change passwords without identification.
* When asking us to change passwords that are not your own, we need a confirming Email/ Letter from your Department Head before we will do so.
* If we are not sure about your identity we will also ask you for a letter as above.
* When requesting L**ogistical, Telephone, Technical or Planning** requests via our Service Desk, we need the following information:
* Service Location (place where service needs to be done
* Delivery Location (place for delivery if any)
* Date for Service required (planned issue)
* Entity and Account Numbers (If Maintenance issues, Technical Services will change to the Maintenance Accounts)
* If you cannot supply us with the information we need to be able to do our work, we will reject you application until the necessary information is made available to us.

## What Happens in the Call Logging Process?

* TUT staff (requestors) log calls by phoning Service Desk, Sending an e-mail or logging it themselves through the staff Portal.
* The Service Desk System provides a call number (reference) once the call has been logged.
* The Service Desk System send the call number to the requestors mailbox
* When talking to a Service Desk agent the call number is also provided telephonically.
* Logging the call via the Staff Portal the call number is displayed on the staff member’s computer screen.
* When the call is logged it is assigned to the appropriate department or group responsible.
* An email is send automatically to the group, by the system, warning them about the incoming call.
* Different level of emails are send out by the system to the group until the call is assigned.
* Once the call is being assigned to a support person, the system send a warning email to the person and the requestor that the call is being assigned.