IT Team Service Standards

Service Overview

The IT Team are responsible for managing a full IT service for the Council. They also provide technical assistance across the organisation and resolve issues to ensure our IT systems run effectively.

The three main IT functions are:
- **Governance** which refers to the implementation of operational parameters for working units and individuals' use of IT systems, architecture, and networks.

- **Infrastructure** which refers to the hardware components, the network, the circuitry, and all other equipment necessary to make an IT system function.

- **Functionality** which refers to creating and maintaining operational applications; developing, securing, and storing electronic data that belongs to the organisation; and assisting in the use of software and data management to all service areas across the Council.

General tasks carried out by the IT Team include:

- Providing technical support to the staff of the Council
- Ensuring the Council's network, systems and devices are consistently working, being maintained and updated where applicable.
- System upgrades
- Ensuring IT systems are supported and developed
- Ensuring compliance with IT Audit requirements
- Working on a variety of projects across the organisation to improve IT

Our Customers Promise
We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver.

Our Customer Groups
The IT team provide a service to all employees at the Council. Our main customer groups include:
- Staff
- Councillors
- Senior Leadership Team

Our Partners
We work in close partnership with our Vodafone, Phoenix, Microsoft and other third party suppliers

Access
Our IT helpdesk is available from 8am to 5pm Monday to Friday. Customers can access our services in the following ways:

Email
itsupport@oadby-wigston.gov.uk

Phone
By calling or IT Support Helpline on:

- 0116 257 2815

Our Standards

When you	We will	Timescale/Target
Log an urgent IT issue Log an routine IT issue	Resolve the issue as quickly as possible	Average response time within 1 working day Average response time within 2 working day
Log a request to get a new member of staff set up with IT	Ensure IT equipment requested is set up and ready	Within 5 working days of request logged
Work for OWBC	Ensure our IT infrastructure and network is working so you can carry our your duties	99% uptime
Log an software issue	Use data to drive improvement of systems to reduce repeat issues	Monthly monitoring of system/software issues carried out
Use our IT equipment	Ensure it meets IT security Safety standard	Passing Pass External IT security Health Check/Audit
Want to improve a system or have an idea for development	Consider your idea in our monthly Change Management Meeting	Respond to initial request and keep you updated once the idea has been discussed