

Information Technology Services Division Customer Service Charter

The Information Technology Services Division (ITSD) is dedicated to providing a high standard of service to all members of the Deakin University community. The purpose of this Charter is to describe the service experience that can be expected in dealing with the Information Technology Services Division and its staff. This Customer Service Charter outlines your rights and responsibilities and the steps that you can take if our service standards are not met. It also sets out our feedback process, so that you can tell us how well we are performing and how we can improve our service to you.

What we do

We aim to deliver integrated services that underpin University activities by:

- providing and supporting a stable Information Technology (IT) environment
- assisting the University to develop new IT initiatives, directions and strategies
- supporting the University to effectively utilise IT resources for teaching and research purposes

Our values are:

- to strive for excellence and learning
- to be honest, open and friendly
- to be accountable
- to be respectful and responsive
- to take pride in our personal development

What you can expect from us

We will:

- be open and honest in our dealings with you
- treat you with fairness, courtesy and respect
- identify ourselves to you
- listen carefully, take account of your views and be responsive to your needs
- work with you to find the best solution
- give you timely, useful, understandable, current and accurate information
- demonstrate technical and professional competence in providing advice
- treat confidential information appropriately
- give you reasons for our decisions and respond to your feedback
- comply with university policies
- keep our charges, where applicable, reasonable
- monitor, review and report on our services at least annually
- refer you to the appropriate area if the matter is outside the Division's area of expertise

Your rights

You have the right to:

- receive fair and unbiased assistance
- receive an explanation of the reasons for our decisions
- have your privacy respected and information about you kept confidential
- provide feedback or complaints about our service, and have them treated seriously and impartially

You can help us to help you by:

- being open and honest in your dealings with us
- providing timely, complete and accurate information
- giving us sufficient time to respond to your requests
- giving us feedback on our service
- treating us with courtesy and respect
- observing the University's IT policies
- treating IT facilities and property with due care

Find out more about the services ITSD provides from the IT Service Catalogue: <http://www.deakin.edu.au/its/services/>

How you can contact us and provide feedback

The IT Service Desk provides the first point of contact for all IT support and feedback.

Hours of service: 7 am to midnight Monday – Friday, 8 am to 8 pm Saturday and Sunday, excluding University holidays.

Phone: Geelong – (internal) ext. 72400 (external) 5227 2400
 Melbourne – (internal) ext. 46400 (external) 9244 6400
 Warrnambool – (internal) ext. 33400 (external) 5563 3400
 Australia – 1800 721 720 (toll free)

Email: it-servicedesk@deakin.edu.au

Website: www.deakin.edu.au/its/servicedesk/

Correspondence: Information Technology Services Division, Deakin University, Geelong, Vic 3217