



**UNIVERSITY of LIMERICK**  
O L L S C O I L L U I M N I G H

## **INFORMATION TECHNOLOGY DIVISION**

### **IT Division Customer Charter**

The IT Division (ITD) is dedicated to providing a high level of service to all members of the University of Limerick community and is certified to ISO 9001:2015 standard. The ITD website <http://www.ul.ie/itd> is our primary source of appropriate information & communications technology (ICT) and quality information to facilitate the learning, administrative and research activities of the University. This Customer Charter describes the service experience that can be expected when dealing with the Division and its staff. 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.

You can find details about individual services in our [IT Services Catalogue](#)

### **Our Services at a glance**

- > Central ICT service provider for the UL community
- > ICT consultation, collaboration and problem-solving in; business, communication, governance & project management, information management, network, security, server & data, teaching & learning and workplace services
- > Dedicated ITD Service Desk
- > Supporting UL's mission and strategic goals

### **What you can expect from us – we will...**

- > Be open and honest in our dealings with you
- > Treat you with fairness, courtesy and respect
- > Listen carefully, take account of your views and be responsive to your needs
- > Give you timely, useful, understandable, current and accurate information
- > Demonstrate technical and professional competence in providing advice
- > Give you reasons for our decisions and respond to your feedback
- > Work with you to find the best solution
- > Treat confidential information appropriately
- > Comply with university policies
- > Keep our changes, where applicable, reasonable
- > Monitor, review and report on our services at least annually

### **We would like you to...**

- > Be open and honest in your dealings with us
- > Provide timely, complete and accurate information
- > Give us sufficient time to respond to your requests
- > Comply with relevant ITD notices
- > Give us feedback on our service
- > Observe the University's ICT policies
- > Treat ICT facilities and property with due care
- > Before logging a support call please reboot your device and check cables



### **Contact us and provide feedback:**

The ITD Service Desk provides a central point of contact (logged by phone (ext. 2999), [email](#), or [online self-service](#)) for staff computer related queries and feedback. The staff online self-service system is the preferred method of contacting ITD. For IT issues arising in ITD labs, students can submit support requests and queries through the ITSS mailbox ([ITSS@ul.ie](mailto:ITSS@ul.ie)) which are acknowledged by an automated reply and followed up by one of the Computer lab Assistants (CLAs), or the CLA Supervisor. Participating in our regular satisfaction surveys is also a great way to comment on existing services and inform development of future service delivery.