

Estates and Facilities Helpdesk Service Level Statement

The Helpdesk provides a focal point for all Birkbeck stakeholders to make general College enquiries, report routine and emergency calls about building and / or equipment faults and request maintenance and facilities services.

Objectives of the Service

The Helpdesk fulfils its responsibilities by:

- Providing a courteous, efficient switchboard service which handles over 4000 calls per year, answering questions or connecting stakeholders to the relevant section within the department;
- Initiate works requests and supply effective monitoring of these requests;
- Providing an ID card production facility for all contracted staff members of the College.

Service Standards and Monitoring Success

Service Standard	Monitoring Method
The Switchboard and Helpdesk will be staffed from Mon – Fri between the hours of 0900 – 1800hrs	Attendance monitored by the Administrative Officer
Answer all calls to both the Switchboard and Helpdesk in a timely manner	Call response times to be provided by ITS and monitored by the Administrative Officer
ID card issuing service will be available from Mon – Fri between the hours of 1000 – 1700hrs	Operation and timings monitored by the Administrative Officer
Alterations to permissions to ID cards will be completed on the day of receipt of authorisation by the School Representative	Operation and timings monitored by the Administrative Officer
Subject to all details and a photo being available, new ID cards will be issued to applicants immediately within the office hours stated	Operation and timings monitored by the Administrative Officer

What we need from Service Users

- We require Helpdesk users to report faults, spillages, requests etc promptly;
- We expect users to treat the Switchboard and Helpdesk staff with courtesy and respect their professionalism;
- Staff applying for any alterations to the access permissions of their ID card will need to ensure that appropriate authorisation for any amendments is sent via e-mail to staffaccess@bbk.ac.uk .