

*Bournemouth University Eligible Student  
Terms & Conditions of The Service Level Agreement  
For the Provision Of Student IT Support*

**Bournemouth University  
Eligible Student**

**Service Level Agreement  
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Version 3.2

**September 2008**

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Purchasing the Student IT Support Service entitles the member to the services specified in this Agreement as supplied by Getech Ltd.

**The Agreement is between:-**

(1) **The Eligible Bournemouth University Student (The Member)**

**AND**

(2) **Getech Ltd**, company number 2436537,  
Solutions Centre, Knightsdale Road, Ipswich, IP1 4JQ ("GETECH").

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GETECH will render the Student IT Support Service described in this SLA and its Schedules to the Service Level in return for which the Student of Bournemouth University shall make payment of a fixed fee as set out in Schedule A ("the System Service Charge").

GETECH will ensure that all resources necessary for the execution of this SLA will be available.

The purpose of this document is to:

- Describe the Services and the daily/monthly working practices for their provision
- Define the Required Service Level
- Define the responsibilities of the UNIVERSITY in relation to delivery of the Service Level
- Define the reporting processes that will be used to monitor and review the Services
- Define the general Terms and Conditions under which this Agreement is made

## **2. Definitions**

In this Agreement the following terms have the following meanings:

|                            |  |
|----------------------------|--|
| "Members"                  | Means Students of Bournemouth University who are eligible for the scheme and who have paid their subscription fee.   |
| "Confidential Information" | Means any information which is disclosed in whatever form to GETECH by the UNIVERSITY or to the UNIVERSITY by GETECH in connection with this Agreement whether orally or in writing and whether or not such information is expressly stated to be or marked as confidential and includes all details relating to this Agreement, whether supplied to GETECH before or after the date of this Agreement.  |
| "Contract Manager"         | Is the person assigned by the UNIVERSITY to manage the delivery of this Agreement by GETECH.   |
| "Default"                  | Means any breach of the obligations of either party (including but not limited to fundamental breach or breach of a fundamental term) by any act, omission, negligence or statement of either party, its employees, agents or sub-contractors in connection with or in relation to the subject of this Agreement and in respect of which such party is liable to the other.  |
| "Force Majeure"            | Means any cause affecting the performance by a party of its obligations arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control including (but not limited to) fire, flood, or any disaster or an industrial dispute affecting a third party for which a substitute third party is not reasonably available. (Industrial disputes, disputes with GETECH or lack of capacity of GETECH's staff do not constitute Force Majeure.) |

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|                                |   |
|--------------------------------|---|
| "Help Desk"                    | Means the call centre provided by Bournemouth University to handle calls from Students  |
| "Intellectual Property Rights" | Means patents, trade marks, service marks, design rights (whether registerable or otherwise), applications for any of the foregoing, copyright, know-how, trade or business names and other similar rights or obligations whether registerable or not in any country (including but not limited to the United Kingdom).   |
| "Operational Hours"            | Means 09:30 to 17:30 Monday to Friday excluding Public Holidays in England.   |
| "Price"                        | Means the charges set out in Schedule A   |
| "Required Service Level"       | Means the service level that GETECH are required to deliver under this agreement  |
| "Service Level"                | Means the service level agreed within this Agreement  |
| "Service Point"                | Means the on campus Designated Service Point  |
| "Standard Test System"         | Means a System which GETECH and the UNIVERSITY agree is representative of a typical System which may be utilised under the scheme   |
| "Service Charge"               | Means the total price of the System Support Service paid by the member  |
| "System"                       | Means a conventional Notebook Computer or Desktop Personal Computer from a recognised international manufacturer. It must be less than 12 months old at the time of registration to qualify for the insurance element of the service and proof of ownership will be required in the event of an insurance claim. Machines purchased on eBay are excluded from the scheme. |
| "Student IT Support Service"   | Means the service provided by GETECH to help Users with the use of their privately owned Systems.   |

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The following document sets out to define the service offering from Getech Limited in the support of the Bournemouth University IT Support Scheme.

## **1. The Service**

The Service will be offered to all Students attendant at Bournemouth University and will require registration and payment of the annual service fee by the Member in order to receive the facilities specified.

The service is only available to students who are currently at Bournemouth University and who have a current Bournemouth University Student Identity Number. The service fee is not refundable in part or whole, in the event that students leave the university before the annual expiry date of the service.

Membership of the Student IT Support Scheme may be purchased on line at [www.getech.co.uk/BUsupport](http://www.getech.co.uk/BUsupport)

Getech will provide service to members by the provision of service personnel based at the Bournemouth University Talbot Campus.

Getech will make appointments with students to investigate their problems at the most convenient campus facility or attempt a telephone resolution by return telephone call or email where appropriate.

Getech will provide support/help to students covering the following main topic areas:

| <b>Service Offered</b>                                   | <b>Description</b>  | <b>Availability</b>              |
|--|---|----------------------------------|
| <b>Registration To Scheme</b>                            | Web based registration via <a href="http://www.getech.co.uk/BUsupport">www.getech.co.uk/BUsupport</a>   | 24/7                             |
| <b>Connectivity to network</b>                           | Getech will provide assistance to connect members registered PC, Apple, or Laptop to the University Network   | 09:30 to 17:30<br>Monday -Friday |
| <b>Operating System and Application Software Support</b> | Getech will assist with configuration problems on members registered PC, Apple, or Laptop on Microsoft operating systems, including re-loading of software from members original licensed discs and assistance to ensure application software is operating correctly. This does not include application software tuition or training. | As Above                         |

|   |  |          |
|---|--|----------|
| <b>General PC house Keeping</b>                       | Getech will advise on good PC practice for optimum use of system resources on members registered PC or Laptop  | As Above |
| <b>Hardware Support</b>                               | Getech will assist with fault diagnosis and problem resolution on a best endeavours basis. Subsidised spare parts available for purchase for members registered PC or Laptop | As Above |
| <b>Peripheral Connectivity and Driver support</b>     | Assistance with the connection and configuration of third party peripherals on a best endeavours basis when connected to members registered PC or Laptop                     | As Above |
| <b>ISP Management</b>                                 | Getech will assist with connectivity to chosen ISP on members registered PC or Laptop on a best endeavours basis   | As Above |
| <b>University Minimum Specification Qualification</b> | Getech will advise members on bringing their registered PC or Laptop up to the minimum acceptable specification to allow connection to the University network.               | As Above |
| <b>Upgrade Installation</b>                           | Assistance with fitting of Upgrades such as memory or drives to members registered PC or Laptop  | As Above |
| <b>Virus Management</b>                               | Assistance with installation of member's own anti virus software to members registered PC or Laptop  | As Above |

## 2. The Service Level

Getech will undertake to provide an appointment for a member at the Designated Service Point and attempt to resolve the logged fault within 3 working days.

A call will be deemed closed for the following reasons.

- Getech Support Specialist has resolved the reported problem.
- Bournemouth University Help Desk has resolved the issue by telephone guidance.
- Member has declined to implement advised action (to uninstall certain software or change certain settings for example)
- Member cannot provide Licensed restore software or original licensed media.
- Getech are unable to resolve the problem having followed industry standard procedures and having explored all reasonable avenues to do so.
- Member does not reply to communications within seven days.

It is recognised by Getech that the support services listed above will need to evolve in conjunction with the students needs and expectations and we intend to facilitate this by regular review of the service statistics and journals made against each call. Any changes to the service offering will only be made after full consultation and approval by the University's nominated officer.

**Personal Data**

Getech recommend that members should securely back up their data onto an external storage device or similar, before requesting service, as Getech cannot accept liability for any data loss that may occur during the diagnosis and repair process.

Getech will produce monthly statistics to analyse numbers of calls, average time to answer, calls still open in period and number of calls closed. This reporting will be agreed and developed in consultation with the Universities nominated officer.

**3. Escalations**

Getech shall nominate an account manager with responsibility for liaison with the University nominated officer. In the event that a dispute arises between a member and the Getech specialists the problem will be escalated by e-mail to these nominated parties.

**4. Schedule A ("the System Service Charge").**

|  |        |
|--|--------|
| One Year IT Support Pack Including Comprehensive Insurance | £49.99 |
| One Year IT Support Pack Excluding Comprehensive Insurance | £19.99 |

Prices include VAT at the current rate.