Partnership Agreement
Imperial College London (Imperial) and Imperial College Union (ICU)

Annex Four – ICT Service Level Agreement

Recap of Main Partnership Agreement

8.1 The University shall provide the Union with adequate ICT support to conduct its activities. This will be on comparable terms with University departments, and include, but is not limited to:

i. Responsibility for provision of the ICT infrastructure e.g. servers, LAN, WAN and Internet connections, set up where possible in a resilient manner as to be available at all times
ii. Access to the Central Service Desk within advertised hours
iii. Support for a range of supported hardware and software agreed with ICT
iv. Provision of standard computing hardware and software agreed with ICT
v. Telephony Support

8.2 Further details regarding this can be found in the IT Service Level Agreement (Annex Four).

Annex Four

Alongside the College-wide ICT Department Service Level Agreement (hosted on Confluence), Imperial's ICT Department Customer Service Charter shall apply to ICU: https://www.imperial.ac.uk/admin-services/ict/contact-ict-service-desk/customer-service-charter/.