

Service Level Description

Office Hours

Monday to Friday between 9am and 5pm.



General Service Levels

- Polite, friendly and efficient service;
- Clear use of language and terminology;
- Respectful of the School codes and regulations;
- Prompt referral of any enquiries/requests to an appropriate member of DMU staff and action within the times stated below;
- Provide effective training where appropriate.

What we do?

Our aims and objectives can be found [here](#).

We are responsible for the development of the LSE's main student record system (SITS) and its web-portal e:Vision and for providing user support and training. SITS is the heart of all student systems used within the School. Offices such as Admissions, Summer School, Registry, Residences, the Students' Union, Library, Timetabling, Alumni, Careers Services, Finance and Academic Departments often need to consult with us when implementing new systems and improving their processes.

DMU ensures the completion of statutory external returns including the student HESA. We assist Academic Departments with internal reporting. DMU is also responsible for the set-up and bulk processing of student administration processes such as setting up fees, supporting and developing the fund management system, ensuring correct set up of student records for registration and supporting the UKBA bulk data upload.

- 1) SITS (Strategic Information Technology Services)
 - **User accounts** – Creation and maintenance of the SITS user accounts for the LSE;
 - **Passwords** – Reset user passwords upon request;
 - **Access** – Responding to user access request to amend access as necessary as well as defining user roles;
 - Set up **new degree programmes**;
 - Provide infrastructure to include **new courses** (modules) in SITS;
 - Modification of **mark schemes** and other changes to regulations;
 - Set up **fees** and **fee profiles** at programme and module level;
 - **Manuals** – Producing user/training manuals for processes specific to the LSE's use of the system;
 - **Training** – SITS introduction for new members of staff; More advanced training for existing users or users with specific requests;
 - **Developments** – Improve effectiveness, efficiency, quality, accessibility and ease of use of the student record systems. Test new developments and improvements to the system.

- **Testing and Change Management** – Test new developments and upgrades, ensuring the validity of data, processes and functionality and communicate all changes to the end user.
 - **Enhancements, upgrades and testing** – Upgrades of the current system and testing of various procedures to ensure that current processes are not affected. Ensuring that all systems' updates (hotfixes) are applied in a timely measure and ensure that users are informed of any improvements.
- 2) e:Vision – SITS staff web-portal
- **User accounts** – Creation and maintenance of the e:Vision user accounts for the LSE;
 - **Passwords** – Reset user passwords upon request;
 - **Access** – Responding to user access request to amend access as necessary as well as defining user roles;
 - **Manuals** – Producing user/training manuals for members of staff;
 - **Training** – Training users of e:Vision on their processes;
 - **Developments** – Improve effectiveness, efficiency, quality, accessibility and ease of use of the e:Vision tasks.
 - **Testing and Change Management** – Test new developments and upgrades, ensuring the validity of data, processes and functionality and communicate all changes to the end user.
 - **Enhancements, upgrades and testing** – Upgrades of the current system and testing of various procedures to ensure that current processes are not affected. Ensuring that all systems' updates (hotfixes) are applied in a timely measure and ensure that users are informed of any improvements.
- 3) Working with the Academic Departments
- Training new and existing members of staff;
 - On request – reviewing departmental processes and recommending changes to improve efficiency;
 - Providing assistance with reporting requirements;
 - Providing support with key annual student processes.
- 4) Working with Widening Participation and Student Recruitment Offices:
- Track prospects that attended an LSE event and subsequently applied for one of our programmes or became an LSE student.
- 5) Working with admissions' offices:
- Liaise with admissions offices on supporting and improving their processes such as UCAS, PBS and Communication with applicants.
- 6) Undergraduate Admissions Paper-light admissions
- Setting up new Application form which replaces the UCAS paper-forms;
 - Working with UG admission on improving their processes in order to improve efficiency;
 - Review and improve procedures such as PBS, UCAS form, A Level Results processing.
- 7) Graduate Admissions File Tracker
- Liaising with IMT on development of the File Tracker;
 - Setting up user access and providing user manuals as appropriate;
 - Developing File Tracker Reports.

- 8) Fund Management
 - Liaising with Financial Support Office on setting up new funds and payment profiles;
 - Ensuring that all transactions are transferred into APTOS;
 - Ensuring that all Graduate Support Scheme information is correctly transferred into SITS;
 - Providing support with processes;
 - Assisting with reporting requirements.
- 9) Supporting the Registration process
 - Working with IMT and the Registry on improving the Registration of students in order to improve efficiency;
 - Transferring students from a status of applicant to student status;
 - Providing support to the Registry team throughout the Registration period.
- 10) Supporting the Timetabling process
 - Liaising with the office to ensure that all new courses are set up appropriately.
- 11) Supporting the Exam and Assessment processes
 - Providing support and improving assessment scheduling with the Assessment team.
 - Supporting the generation of Marksheets;
 - Supporting examination deferral and specific exam arrangements;
 - Reporting exam attendance;
 - Providing support with generation of degrees.
- 12) Working with the Ceremonies office
 - Reporting on students attending ceremonies and working with the Ceremonies office on improving their processes and efficiency.
- 13) Maintaining production of digital transcripts – Digitary;
- 14) Supporting production of Degree Certificates;
- 15) Working with Information Management and Technology Division
 - Implementing and improving LSEforYou, IMT administration screens and background processes;
 - Using SITS system tools to enhance existing processes and effectively set up new ones;
 - Liaising with IMT on production of students' network accounts;
 - Liaising with IMT on production of students' ID cards;
 - Liaising with IMT on ensuring that students fees due is appropriately transferred from SITS into APTOS (the LSE's fees system), and that scholarship information and fees related information is appropriately displayed on students' LSEforYou profile;
 - Liaising with IMT on maintaining the link between SITS and the Timetabling system.
- 16) Working with the Finance Division
 - Liaising with the Finance Division on replacement of their Debt Management System;

- Liaising with the Division on recording students' fee payments in SITS;
- Ensuring that the fees and fee profiles are set up;
- Supporting generation of fees.

17) Working with the Residences Division

- Ensuring that records of students in Halls is recorded in SITS (systems integration);
- Liaising with the division on recording applicants' accommodation deposit payments in SITS.

18) Working with Careers Division

- Supporting the DHLE survey and return.

19) Working with Office for Development and Alumni Relations

- Helping ODAR with setting up reports which are reliant on the Fund Management system.

20) Working with the Planning Unit on the HESA and HEFCE, data quality improvement and improving the School's internal and external reporting.

21) HESA (Higher Education Statistics Agency)

- Ensuring data quality in the Student Records System, SITS, including supervising the creation of degree programme records and the production of external student returns to HESA and HEFCE;
- Produce the HESA return and advise on data quality issues;
- Lead on process changes across the School in order to improve data quality.

22) Documentation

- Ensuring that all processes are well documented in our Wiki pages.

23) Project Management

- Assisting offices around the Division with preparing projects documentation;
- Project board members on other Divisions' project especially ones that involve changes to student processes;
- Ensure that SITS related projects are documented, progress tracked, and tasks organised in order to ensure successful and timely delivery;
- Ensure that DMU assigned work packages are delivered efficiently and on time.

24) Participate in User Groups, Forums, Special Interest Groups and Conferences in order to ensure that systems in use are up to date, gain ideas on current process' improvement and ensure that the best service is provided to end-users.

Response times targets

Due to the team's small size, it may not always be possible to respond to requests as quickly as we would like (as a result of absences or annual leave), hence the response times are considered a target rather than a guaranteed figure. We will aim to respond to your initial query in the times specified below.

Request	Response Time
Respond to emails/phone calls	Within 3 working hours
Password resets	Within 3 working hours
SITS access amendment	Within 3 working hours
Training request	Within 1 working day
User account creation	Within 1 working day (including creation of the account)
Access to the file tracker	Within 1 working day (including creation of the account)
Report request	Within 1 working day

Issue Priority Definitions

Issue Category	Definition	Resolution
High	Business critical – user cannot do their job until issue is resolved	1 Day
Medium	Non-business critical problem	1 Week
Low	Issues with no required resolution date	1 Month

Complaints Procedure

1. First contact the person that they originally dealt with. The complaint should be submitted in writing, in order to reduce any misunderstanding regarding the complaint;
2. If the matter cannot be resolved it will then be referred to the line manager;
3. If the issue persists it will be passed onto the Head of Division;
4. Finally if the matter is serious and has policy implications it will be referred to the School Secretary and Director of Administration.

Nena Lekic, 2013