

IT SERVICE DESK VISION AND MISSION STATEMENTS

OUR VISION

In support of the University's Information and Communication Strategy, our vision is to provide a customer focused, single point of contact for IT Services, taking ownership of issues and requests, making the best use of people and tools, and delivering useful, friendly support and advice to all customers.

OUR MISSION STATEMENT

The IT Service Desk mission is to effectively and efficiently provide access and availability to IT support services to the satisfaction of all its customers by providing an informative and supportive first point of contact, and to assist all our customers in making the best use of technology in their business roles.



The IT Service Desk team April 2016

Left to right: Gary Russell, Ali Armitt, David Cameron (now left), James Porter,
Graham Halley, Rab McElney, Pauline Brown, Greg Jennings, Sam Foster