

JISC/UKERNA SLA Change Control Request

Sequential number (to be inserted by the UKERNA Change Control Administrator)	FI/SLA/Amend/07/108
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Part 1 - to be completed by the JISC or UKERNA

Title of Change	Voice Advisory Service
Originator	Hetesh Morar
Date of this Request or Recommendation	2 nd February 2007
Reason for Change	Addition of the Voice Advisory Service
Full Details of Change (detail on separate sheet if necessary)	Service Level Description included on page 3.
Timetable for implementation and, if appropriate, criteria for acceptance (detail on separate sheet if necessary)	18 th December 2006

Part 2(a) - to be completed by UKERNA if request is to be rejected

Reason for rejection of request for change (detail on separate sheet if necessary)

Part 2(b) - to be completed by UKERNA if request is to be pursued

Costs (ex VAT), in current financial year, of completing the change	The implementation cost has been covered within the budget from money already allocated to this activity by the JISC.
Anticipated costs (ex VAT), in subsequent financial years, of maintaining the change	The cost of maintaining this change is around £36,000 per year and is incorporated into the SLA budget. No additional money is required from the JISC.
Schedule of payments, if appropriate	None
Proposed effective date for the change, if accepted	18 th December 2006
Impact, if any, on other aspects of the services	None
Date of expiry of validity of this information	None

Name of Implementing Division:

GENERAL ANNOUNCEMENT
Implementation advertised via UKERNA News and JISC Assist if applicable:
YES: NO:

Part 3 - Signatures

APPROVED on behalf of JISC Services

Signed	<input type="text"/>	Position	<input type="text"/>
Date	<input type="text"/>		

ACCEPTED on behalf of UKERNA

Signed	<input type="text"/>	Position	<input type="text"/>
Date	<input type="text"/>		

ACCEPTED on behalf of the JISC			
Signed		Position	
Date			

Service Level Description: A2.17 Voice Advisory Service (VAS)

Specification:

UKERNA shall provide assistance, advice and guidance to client institutions covering all aspects of deployment, implementation and use of voice technologies on IP networks connected to JANET through the Voice Advisory Service (VAS).

The VAS shall commission reports and case studies of topical interest, produce technology fact sheets, provide a help-desk facility supported by experts in the areas of voice technology and services and shall support the JANET voice collaboration service which is currently in development.

Users will be able to contact the service through the JANET Service Desk, described at A3.2 and will be able to access generic advice and guidance through the service’s web site (ref. Annex I.17).

Performance Indicators and Service Levels:

- a) An initial response to any enquiry shall be given within four working hours, where ‘working hours’ is defined as the period specified in A1.2;
- b) Case studies, reports, and technology fact sheets shall be placed on the VAS web pages within 20 working days of being completed.

Reporting:

On a quarterly basis, UKERNA shall report:

- number of enquiries received during the reporting period;
- the number of enquiries resolved;
- by exception, the number of enquiries where Performance Indicator a) was not met;
- the range of topics covered by enquiries resolved within the reporting period;
- the number of accesses made to the VAS web pages during the reporting period.

On a quarterly basis, UKERNA shall report as part of the reporting on the UKERNA operational plan (ref. Annex D):

- completion date and date of publication (either the date of placement on the VAS web pages or the date of release for other material) of any reports, case studies or fact sheets produced by the service in the quarter;
- plans for document production in the forthcoming quarter.