



EduCampus

Client Charter

**Empowering Higher
Education through quality
IT Shared Services**

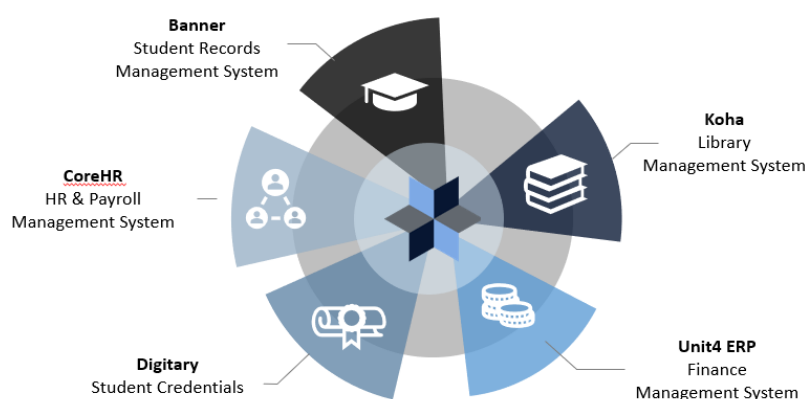
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1. Introduction

EduCampus' vision is to "Empower higher education through quality IT shared services". We are a shared services initiative that provides business critical ICT application services and Management Information Systems (MIS) systems to the Higher Education and Research sectors in Ireland. EduCampus acts as a broker for clients by engaging with relevant service providers and suppliers in negotiating software licensing, application hosting and support agreements in addition to providing implementation services and business operations support to the client base.

EduCampus manages the following portfolio of applications on behalf of our clients:



This Client Charter sets out the standards of service you are entitled to expect from us. In delivering our services EduCampus will:

- Treat you with courtesy, professionalism and efficiency
- Communicate with you in clear, straightforward language
- Welcome all your suggestions and comments
- Provide technical advice and expertise on MIS application implementation and support
- Deal promptly and appropriately with any issues that may arise

2. EduCampus Services

The EduCampus Engagement Model is based on continuous collaboration with our client community. We work to understand your requirements and then deliver the solutions required.

We engage with our client community on:

- Defining requirements for new and existing management information systems relevant to the higher education and research sectors
- Driving the tender procurement process to establish further framework agreements for

the sectors

- Delivering innovative commercial and service level agreements tailored to the higher education and research sectors
- Managing system implementations harnessing cloud technology in collaboration with our clients
- Managing relationships with the vendors through all stages of project and service delivery

3. The Programme Management Team will:

- Execute of a range of significant strategic projects to implement, upgrade and enhance the Cloud based Enterprise Systems provided by EduCampus.
- Ensure appropriate governance structure and project methodology are adhered to in the execution of each project
- Ensure that the project deliverables can be supported in a contiguous, seamless and transparent manner during the transition phase to Service Delivery and that all associated Framework agreements, contractual agreements and service level agreements (SLAs) are upheld

4. The Service Management Team:

- Collaborate, liaise with and inform you, our client, through various channels such as quarterly Newsletters, Website, Mailing Lists, User Groups, Workshops & Webinars
- Carry out a range of onsite meetings, including but not limited to Annual Client Service Review and Service Liaison Officer Live running reviews
- Provide monthly reports on each service detailing all issues, escalations and KPI's associated with that application
- Provide guidance in the establishment of sectoral and national user groups for each of the MIS applications
- Provide path of escalation for all Supplier logged tickets
- Monitor Supplier performance against the contracted SLA
- Manage change requests on your behalf

5. Website

EduCampus's website (www.educampus.ie) is one of our primary channels of communication providing information on EduCampus services. We will listen to your comments on the quality of the website and continue to improve it to meet our clients'

requirements.

We aim to ensure that our website is:

- Current
- User-friendly
- Compliant with accessibility requirements
- Relevant to our clients' needs in terms of information about EduCampus, events, workshops, news articles and EduCampus services
- You can share any feedback in relation to our website by emailing info@educampus.ie

6. Communication with our clients

EduCampus responds to telephone, mail and email queries relating to our client services and our corporate operations. At all times we will be fair in our dealings with you. Our service standards are as follows:

Mail and email

- All correspondence (both mail and email) will be acknowledged within 3 working days of receipt.
- A full response to all correspondence will issue within 15 working days or where this is not possible, an interim reply will be given, explaining the reason for the delay and advising when a substantive response will issue
- An automated email response will issue where staff are out of the office
- Replies will be in a clear, simple language, free from technical terms as far as possible
- Contact name, telephone number and email address will be included in all written correspondence

Telephone

We will:

- Answer your telephone queries promptly and politely
- Identify ourselves to you
- Provide routine information on request
- Forward your query to the appropriate EduCampus team
- Provide relevant contact details for the member of staff you are being directed to

7. Complaints

If you are not satisfied with the service you have received please discuss this with the staff member you have been dealing with. If you prefer, or if you feel the issue is still not resolved, you can address your complaint to the Head of Client Engagement, EduCampus 1st Floor, 5 Georges Dock, IFSC, Dublin 1, or to feedback@educampus.ie.

All complaints will be:

- Acknowledged within 3 working days and responded to within 10 working days
- Dealt with in a fair and appropriate way
- Treated in confidence unless a complainant wishes otherwise (and subject to our obligations under the Freedom of Information Act 2014)

8. Equal Status Policy

We are fully committed to providing a service that is accessible and relevant to all our clients and accommodate needs and aspirations specific to our client community. We will consult with our clients to ensure that their access needs are assessed and we will provide appropriate staff training to support the Equal Status Policy.

9. Freedom of Information

The Freedom of Information Act 2014 (the FOI Act) is designed to allow public access to information held by public bodies which is not routinely available through other sources. Access to information under the Act is subject to certain exemptions and involves specific procedures and time limits.

Requests for information can be made as follows by:

- Sending an email foi@educampus.ie
- In writing to: Freedom of Information Officer, EduCampus Services DAC, 5 Exchange Place, IFSC, Dublin 1, D01 EK83, Ireland.

If you require any assistance or have any questions, you can contact us by phone at 01 6609040 or by email foi@educampus.ie.

10. Feedback

We regard feedback as the key to understanding the needs and expectations of our clients. We welcome your comments, suggestions and views on any aspect of our services as we believe this will help us to serve you better.

We will:

- Respond to feedback received via feedback@educampus.ie
- Encourage staff to use their day-to-day contact with clients to gather feedback on the quality of service provided
- Conduct an annual client services review programme at which clients can meet with EduCampus Executive and Staff and provide feedback on any of our services
- Consistently measure our client satisfaction levels through client surveys
- Meet with clients on request to discuss any aspect of our services

11. Help Us to Help You

You can help us to improve our service to you by:

- Making comments and suggestions about our service
- Reporting any issues as they arise to feedback@educampus.ie
- Participating in any client surveys we conduct
- Giving us all the information, we need to help you

We also expect that in return you will:

- Observe the Client Responsibilities as set out in our Client Service Agreement
- Treat our staff with courtesy and respect
- Respect the rights of other clients
- Be fair and honest in your dealings with us

