
Information and Communication Technologies Directorate Services Charter



Approved on 12 December 2023 by the Commission for Quality of the
UAB

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A photograph of several students walking away from the camera on a paved path. In the foreground, a woman with long curly hair wears a denim jacket and a pink backpack. Next to her, a man wears a red backpack. To the left, another woman has a grey backpack. In the background, a man in a blue t-shirt is looking at his phone. The path is bordered by a building with a curved roof and some greenery.

01

Presentation. Areas of action and organisational data

Presentation

The Information and Communication Technologies Directorate (DTIC) contributes to the strategic lines of the university as a driver of innovation.

We manage the computer systems and data network of the UAB and put them at the service of students, teaching, research, and management staff, visitors, and entities with agreements.

This Services Charter is a starting point for the transparency and visibility of our activity, as well as a commitment to quality and continuous improvement.

We are committed to involving our users in the improvement of the services we offer, and for this purpose, we make various channels of participation available to them.



Gonçal Badenes Guia, Director of ICT

Areas of action and organisational data ^{1/3}

The Information and Communication Technologies Directorate (DTIC) is made up of the following areas:

- Direction
- Area of Information Systems Planning (APSI)
- Computer Service
- Building D Administration Unit

Areas of action and organisational data ^{2/3}

Contact

[Questions and requests*](#)

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Email: cas@uab.cat

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Location: Building D

Area of Information Systems Planning

Computer Service, Building D Administration Unit

Carrer de l'Albareda, 08193 Bellaterra (Cerdanyola del Vallès)

[Location on Google Maps](#)

[How to get here](#)



* In catalan

Areas of action and organisational data 3/3

Location of Distributed Information Services (SID)

- **SID Education and FTI - SERIM** (Buildings G6 and K)
- **SID Communication** (Building I)
- **SID Social Sciences and Sabadell Campus** (Buildings B and S)
- **SID Medicine** (Building M*)
- **SID Building D** (Building D)
- **SID School of Engineering** (Building Q)
- **SID Science and Bioscience** (Building C)
- **SID Arts and SID Psychology** (Building B)
- **SID Veterinary Medicine and Rectorat** (Buildings V and A)

* regular visits to hospital teaching units

Location map



Cover map



02

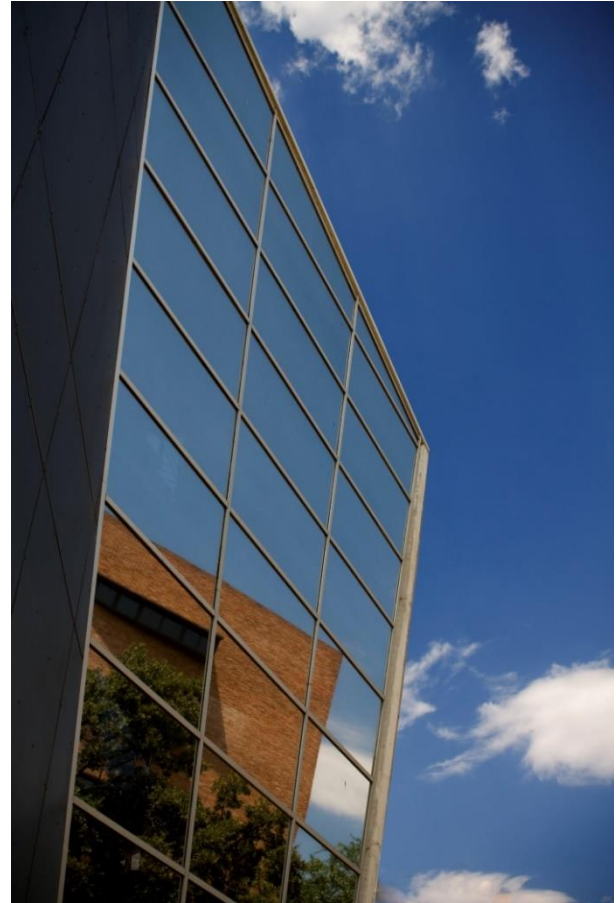
Mission and values

Mission and values ^{1/2}

The DTIC contributes to the mission of the University by driving information and communication technologies (ICT) as an engine of innovation in its strategic lines. It designs, plans, manages, administers, and ensures ICT-based infrastructure and services.

This contribution is carried out with the highest quality in accordance with the UAB's goals of excellence in teaching, research, innovation, and knowledge transfer, collaborating in the achievement of the University's objectives.

The vision of the DTIC is to be a reference in the university sector in providing quality services in the field of information technology and communications, ensuring that the UAB has the most cutting-edge instruments and tools.



Mission and values ^{2/2}

The values that define the DTIC in achieving its mission are as follows:

- Being **approachable and accessible** to our users.
- Ensuring commitment to addressing the **needs** and **expectations** of users.
- Promoting the **continuous improvement** of the capabilities and competencies of our personnel.
- Driving the **transparency** of our service by publishing the degree to which we fulfil our commitments.
- Improving the **participation** of the university community in the management of this area.



03

What do we offer?

What do we offer? ^{1/4}

1. User support

The Computer Assistance and Support Centre (CAS) provides centralised support (escalating and integrating queries from users, SID, and other technical units within the DTIC) and offers remote technical assistance and access to service requests, queries, and incident communication using the [Ticket](#) management tool.

The CAS collaborates with the SID to resolve the situations which arise, whether remotely or in person.

What do we offer? 2/4

2. Technical informatics support

This service includes all the necessary technical IT support tasks to ensure the smooth functioning of the services that fall under the functional responsibility of the DTIC and other management areas.

What do we offer? 3/4

3. ICT projects

The procedure for 'Detection and Prioritization of Digital Transformation Needs' is the mechanism established by the UAB to identify, analyse, define, and prioritize all digital transformation needs that will be carried out annually. Once the annual call for submissions is approved, the DTIC works on the management and implementation of the derived ICT projects.

You can refer to the full set of services that fall directly under the functional responsibility of the Information and Communication Technologies Directorate (DTIC) in [Annexe I. DTIC Services Catalogue](#).

What do we offer? 4/4

The Information and Communication Technologies Directorate also acts as the **entity responsible for the system**, in accordance with the regulations of the National Security Framework.

You can see the full set of services in [Annexe II. Catalogue of services for which the DTIC acts as the entity "responsible for the System"](#).

04

Rights and responsibilities

Rights and responsibilities ^{1/2}

You have the right to...

- Demand the fulfilment of all the commitments that the DTIC has assumed.
- Access to information about all the [services offered](#)*.
- Receive [training](#)* and guidance in the use of technological tools.
- [Send in](#)* your suggestions or complaints about the services.
- The guarantee of confidentiality of your [personal data](#)*.
- Receive respectful treatment and efficient attention from all the staff at the DTIC.

* In catalan

Rights and responsibilities

You have the responsibility to...

- Respect current legislation.
- Respect the regulations of the UAB, especially those related to information technology and cybersecurity, to ensure compliance.
- Properly manage intellectual property when using, distributing, and copying digital materials.
- Properly manage data, especially in the protection of personal data.
- Look after your passwords and authentication devices.

05

Applicable regulations

Applicable regulations

The **following regulations and standards*** can be consulted on the [DTIC website**](#), as well as on the [UAB's status and standards page regarding information and communication technologies**](#):

- Regulations and standards of the UAB related to ICT
- Data Protection Policy of the UAB
- Data Protection Regulations of the UAB
- Computer Service Regulations

You can consult other relevant legislation on the [UAB website**](#).

* Regulations and standards under review for adaptation to the National Security Framework

** In catalan

06

Ways of participating

Ways of participating

Suggestions, complaints, and praise regarding the operation of the DTIC can be submitted through the [Opina](#)* service.

You can stay informed and participate through:

- *The DTIC website:* <http://www.uab.cat/dtic>*.
- Our accounts on [X](#)* and [Instagram](#)*.
- The [CanalTIC](#)* news portal.
- Satisfaction surveys that we carry out occasionally.
- Our email: cas@uab.cat.

* In catalan

A photograph of several students walking away from the camera on a paved path. The students are wearing backpacks and casual clothing. The background shows a modern building with a curved roof and large windows. The overall scene is bright and sunny.

07

Commitments and quality indicators

Commitments and indicators ^{1/13}

- The commitments of the DTIC are based on management and service support indicators, measured through user satisfaction surveys.
- Our achievement of these commitments and the evolution of the indicators are presented in reports generated periodically, which include service improvement plans.
- The reports are available in the [CAS Statistics](#)* section of the DTIC website.

* In catalan

Commitments and indicators 2/13

SUPPORT		
SERVICE	COMMITMENT	INDICATOR
Centralised support for users that provides remote technical assistance and access to service requests, inquiries, and incident reporting.	We assist users personally.	<ul style="list-style-type: none"> ▪ Calls attended: more than 93%. ▪ Calls attended in less than 30 seconds: at least 80%. ▪ Missed calls: at most 7%. ▪ Degree of satisfaction with personal attention of at least 4 points out of 5.
	We have appropriate resolution efficiency depending on the query, request, or incident received.	<ul style="list-style-type: none"> ▪ Tickets resolved in less than 30 minutes: at least 50%. ▪ Consultations answered in less than 8 hours: more than 70%. ▪ Tickets resolved with escalation: at least 80%.
	We accurately record information related to the query, request, or incident received to facilitate communication and preservation.	<ul style="list-style-type: none"> ▪ Register of tickets with an unknown user: less than 5%. ▪ Complaints registered about the service: less than 5%.

Commitments and indicators 3/13

ICT PROJECTS		
SERVICE	COMMITMENT	INDICATOR
Management and execution of ICT projects derived from the process of detecting and prioritizing digital transformation needs (DTN).	We manage ICT projects derived from the call for DTN.	<ul style="list-style-type: none">▪ Volume of project requests completed within the planned timeframe: at least 75%.
	We ensure the satisfaction of the functional areas that request projects.	<ul style="list-style-type: none">• Degree of satisfaction in project management of at least 3.5 points out of 5.

Commitments and indicators 4/13

TEACHING		
SERVICE	COMMITMENT	INDICATOR
ICT services dedicated to facilitating teaching tasks, both in-person in classrooms and remotely on online platforms.	We facilitate access to digital resources and tools that enable teaching and learning to be carried out adequately.	<ul style="list-style-type: none">Requests for teaching services resolved in accordance with the Service Level Agreements (SLAs): at least 90%.
	We try to ensure user satisfaction.	<ul style="list-style-type: none">User satisfaction level of at least 3.5 points out of 5.

Commitments and indicators 5/13

RESEARCH		
SERVICE	COMMITMENT	INDICATOR
Services for the management, maintenance, and support oriented towards research and supercomputing.	We facilitate access to digital resources and tools that enable research to be adequately carried out.	<ul style="list-style-type: none">Requests for research services resolved in accordance with the Service Level Agreements (SLAs): at least 90%.
	We try to ensure user satisfaction.	<ul style="list-style-type: none">User satisfaction level of at least 3.5 points out of 5.

Commitments and indicators 6/13

MANAGEMENT		
SERVICE	COMMITMENT	INDICATOR
Services for the administration, maintenance, and support of university management applications.	We facilitate access to resources and tools for scheduling management and reusable materials.	<ul style="list-style-type: none">Requests for management services resolved in accordance with the Service Level Agreements (SLAs): at least 90%.
	We try to ensure user satisfaction.	<ul style="list-style-type: none">User satisfaction level of at least 3.5 points out of 5.

Commitments and indicators 7/13

MAIL AND COLLABORATIONS		
SERVICE	COMMITMENT	INDICATOR
Services to facilitate the administration and management of electronic communication and collaboration within the university community .	We facilitate access to email services and collaboration tools, distribution lists, and corporate email signature.	<ul style="list-style-type: none">▪ Requests regarding email and collaboration services resolved according to the Service Level Agreements (SLAs): at least 90%.
	We try to ensure user satisfaction.	<ul style="list-style-type: none">▪ User satisfaction level of at least 3.5 points out of 5.

Commitments and indicators 8/13

WEB CONTENT		
SERVICE	COMMITMENT	INDICATOR
Services focused on content management and publication on the Internet, as well as multimedia dissemination of information.	We keep users informed through the ICT Channel and facilitate access to the web hosting service.	<ul style="list-style-type: none">Requests regarding web content services resolved according to the Service Level Agreements (SLAs): at least 90%.
	We try to ensure user satisfaction.	<ul style="list-style-type: none">User satisfaction level of at least 3.5 points out of 5.

Commitments and indicators 9/13

WORK STATION		
SERVICE	COMMITMENT	INDICTOR
Services for the management, configuration, and maintenance of the ICT equipment provided for use in the work station.	We facilitate the distribution, renewal, and maintenance of managed computers, antivirus protection, and centralized printing.	<ul style="list-style-type: none">▪ Requests for work station services resolved according to the Service Level Agreements (SLAs): at least 90%.
	We try to ensure user satisfaction.	<ul style="list-style-type: none">▪ User satisfaction level of at least 3.5 points out of 5.▪ Workplace incidents managed at less than 5% of the total number of work stations.

Commitments and indicators 10/13

COMMUNICATION		
SERVICE	COMMITMENT	INDICATOR
Services to facilitate the management of fixed and mobile communications provided by the university for use in the work station.	We facilitate secure connection to the data network and access to telephony services.	<ul style="list-style-type: none">Requests regarding communication services resolved according to the Service Level Agreements (SLAs): at least 90%.
	We try to ensure user satisfaction.	<ul style="list-style-type: none">User satisfaction level of at least 3.5 points out of 5.

Commitments and indicators 11/13

IDENTITY		
SERVICE	COMMITMENT	INDICATOR
Services for the identification and authentication of users when using ICT infrastructures and services.	We facilitate access to services with a single digital identity and also promote collaboration within the university and research system through federated authentication.	<ul style="list-style-type: none">Requests regarding identity services resolved according to the Service Level Agreements (SLAs): at least 90%.
	We try to ensure user satisfaction.	<ul style="list-style-type: none">User satisfaction level of at least 3.5 points out of 5.

Commitments and indicators 12/13

SECURITY		
SERVICE	COMMITMENT	INDICATOR
Services aimed at ensuring protection against potential cyber threats that may affect the university.	We manage services to help maintain the security of systems and user data.	<ul style="list-style-type: none">Requests regarding security services resolved according to the Service Level Agreements (SLAs): at least 90%.
	We try to ensure user satisfaction.	<ul style="list-style-type: none">User satisfaction level of at least 3.5 points out of 5.

Commitments and indicators 13/13

INFRASTRUCTURE		
SERVICE	COMMITMENT	INDICATOR
Support services for the physical and logical ICT infrastructures that underpin the ICT services offered .	We provide server hosting services for self-managed activities.	<ul style="list-style-type: none">Requests regarding infrastructure services resolved according to the Service Level Agreements (SLAs): at least 90%.
	We try to ensure user satisfaction.	<ul style="list-style-type: none">User satisfaction level of at least 3.5 points out of 5.

08

Channels for participation and improvement

Channels for participation and improvement

To file complaints for non-compliance with the commitments outlined in the Services Charter, you must use the same channel as for complaints and suggestions, the Opina service: <https://opina.uab.cat>*.

When any of the commitments outlined in this Services Charter are not fulfilled, the Information and Communication Technologies Directorate will analyse the causes of the non-compliance and implement the necessary corrective actions to prevent its recurrence, considering the circumstances and its possibilities for dealing with them.

The Information and Communication Technologies Directorate will send you a written explanation or apology, also informing you of the measures taken to correct the service deficiency, through the Opina service within a maximum period of 15 days.

The non-fulfilment of service commitments does not entail the financial liability of the University.

* In catalan

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Validation, approval and updating of the charter

Validation, approval and updating of the charter

This Services Charter has been reviewed and validated by a joint commission composed of users of the services of the Information and Communication Technologies Directorate (DTIC), personnel from the DTIC and the Area of Digital Transformation and Organisation. It was approved by the Commission for Quality of the UAB on 12 December 2023.

This charter will be updated at least every two years or whenever there are changes in the services provided or other substantial modifications. The procedure followed for the update is the same as that for approval.

Internally, the DTIC continuously monitors the degree of compliance with commitments and presents a report of the results to the Commission for Quality of the UAB at least every two years.

