



General information regarding the service catalog

1 IT requests and support

The Service Desk is available as a central contact for all requests, orders and incidents. It can be reached via:

- Standard support:** Monday to Friday from 8:00 -18:00, public holidays excluded
- Phone:** Tel. 044 63 43333
- Self-service portal:** <http://support.uzh.ch>
- Mail:** support@zi.uzh.ch

2 Service classes

Service classes are defined for the services of the central IT department. These are used to determine the response and support times in the event of disruptions. Consulting services and trainings are not assigned to any class. For those, the service desk is available for inquiries during standard support hours.

Characteristics	A services	B services	Contact
Standard support	Monday – Friday 08:00-18:00 (on official UZH working days)		http://support.uzh.ch Phone: 044 63 433 33 Mail: support@zi.uzh.ch
call-in service (in case of defects preventing operation)	Monday – Friday 07:00 -08:00 and 18:00 – 22:00 Saturday – Sunday and public holidays 08:00 - 22:00	Not available	Phone: 044 63 54141 or 044 36 10524 (Emergency number in case of UZH fixnet failure)



2.1 Response and support times

Disruptions are classified according to their severity. Depending on the defect class, there are different response and support times. Response time refers to the time taken for a specialist to be assigned to the disruption and for the user to be contacted. Completion time is the time until the problem is solved. The response time is included in the completion time. The following response, support and completion times are defined for A and B services:

2.1.1 A service

Defect class	Description	Response time	Support during	Completion time
1	The error/defect cannot be circumvented with reasonable efforts ("preventing operation").	30 min	Standard support, call-in service	Best effort
2	The error/defect can be circumvented with reasonable effort ("hindering operation").	0.5 d	Standard support,	Best effort
3	The system can be used to its full extent without any significant impairment to the user. The problem represents only a minor inconvenience ("minor deviation from target state")	1 d	Standard support,	Best effort

2.1.2 B service

Defect class	Description	Response time	Support during	Completion time
1	The error/defect cannot be circumvented with reasonable effort by organizational or other means ("preventing operation").	2 h	Standard support,	Best effort
2	The error/defect can be circumvented with reasonable effort ("hindering operation").	1 d	Standard support,	Best effort
3	The system can be used to its full extent without any significant impairment to the user. The problem represents only a minor inconvenience ("minor deviation from target state")	2 d	Standard support,	Best effort

2.2 Operating hours

Unless otherwise stated in the service description, an A or B service can be used 24 hours a day, seven days a week (24x365).



3 Service availability

A and B services are classified into one of the following availability groups. A target availability is specified for each group.

Group	Downtime h/y	Target availability per year
Low	<440	95%
normal	<135	98.5%
High	<45	99.5%
Very high	<10	99.9%

The hourly calculation of downtime is based on 365 days / 24 hours (24x365) and includes all interruptions and planned maintenance:

- Further details on service availability can be found at the following [link](#) (for IT Coordinators only).
- Key figures on service availability can be viewed at the following [link](#).

3.1 Maintenance windows and service interruptions

All activities on productive systems that generate or could generate a service interruption are carried out in maintenance windows. The maintenance windows are communicated uniformly via TechNews (<http://t.uzh.ch/ZX>) at least 5 days in advance. If possible, maintenance windows are agreed upon in advance with Application Managers of the department. In case of emergency interventions (e.g. system failure), proactive information is not always possible. Such interruptions are subsequently published in TechNews as unplanned maintenance. Additional customer information is the responsibility and discretion of the respective technician and must be decided on a case-by-case basis.