

Draft Service Level Agreements for Access Control

Service	Area	Initial Contact	Responsibility for Areas	Frequency/Priority	Service Level	User Responsibility	Charge
<b>ACCESS CONTROL</b>							
<b>New Locks</b>	All	<a href="mailto:access-control@bradford.ac.uk">access-control@bradford.ac.uk</a>	Support Manager	On request	Respond to initial enquiry within 48 hours. Includes assessment of whether individual requires an order placing or to be put in touch with relevant , University preferred, furniture supplier(s)	To provide accurate information of where lock is required and cost centre code of where costs need to be charged. Contact name and telephone number of individual if access to area required. It is each School's responsibility for providing a contact person within their area who will have access to the salto software. This individual will be responsible for providing access and access information for individuals within their Schools.	Cost of service recharged to the cost centre code provided
<b>Breakdown of Locks</b>	All	<a href="mailto:access-control@bradford.ac.uk">access-control@bradford.ac.uk</a>	Support Manager	On request	Respond to initial enquiry within 24 working hours. Endeavour to resolve problem if internal within 24 hours. This will need to be extended if parts need to be ordered or external assistance is required.	To provide accurate information of where problematic lock is located and cost centre code of where costs need to be charged (if relevant). Contact name and telephone number of individual if access to area required	Cost of service recharged to the cost centre code provided (if applicable)
<b>Issuing Additional Cards for Electronic Locks</b>	All	<a href="mailto:access-control@bradford.ac.uk">access-control@bradford.ac.uk</a>	Access Control	On request	Additional cards, temporary cards and visitors cards will be issued but costs for this service will be made to cover the costs of the cards. The access will be unique dependent upon requirements requested by the individual/department and these requests may need to be validated by the school.	Manage additional cards and notify access control immediately of any lost or stolen either by phone or via email. Additional card requests need to be sent to <a href="mailto:accesscontrol@bradford.ac.uk">accesscontrol@bradford.ac.uk</a> with a minimum of 48 hrs notice. Information needs to be provided on name of who requires the card, company (if applicable), where access is required, for how long the access is required. For recharging purposes a cost centre code is required. This can be included in the email request and does not require a separate requisition.	Cost of service recharged to the cost centre code provided