

Draft Service Level Agreements for Management of GTA Pool

Service	Area	Initial Contact	Responsibility for Areas	Frequency /Priority	Service Level	User Responsibility	Charge
GTA Management							
Monitor room Utilisation and Conditions of Rooms				Annually	<p>We will carry out annual survey of utilisation of centrally managed GTA, to establish actual levels of occupancy and frequency of use.</p> <p>We will carry out annual audit of room condition to aid in the prioritisation of investment and renovation.</p> <p>We will produce annual reports on Occupancy, Frequency of use and Utilisation based on scheduled data.</p>	<p>Notify Room bookings of any problems with the safety, functionality or condition of rooms.</p> <p>Notify room bookings of any bookings no longer required so the resource can be made available to others.</p> <p>Where there appears to be a clash of users of space booked, please take note of the other users details (name, module, department) and pass with your own activity details, to Room Bookings so that whichever party has the wrong information can be contacted and the situation clarified and repetition of it on subsequent weeks can be avoided.</p> <p>We will try to disrupt users as little as possible when conducting audits but ask that you bear with us when we do as it is important to have accurate first hand data in order to ensure our service continues to be fit for purpose</p>	None