

Facilities Management

Estates, Facilities and Residences

Service Level Agreement – Printing Services

GENERAL STATEMENT AND GUIDANCE NOTES

Facilities Management provides building cleaning, portering, security print and postal services to staff, students and visitors in academic, residential, administrative and other service buildings both on and off its various campuses.

The Facilities Management objectives are:

- To facilitate a safe environment that allows the University to function successfully whilst positively impacting on customer experience
- A Facilities team that will pro-actively service the University Estate, ensuring that any issues identified are resolved or reported, as appropriate
- Provide greater engagement opportunities to ensure that the department uses the wealth of experience and knowledge within and outside its teams in order to maintain and enhance service levels whilst meeting University approved budgets.
- Pro-actively work to reduce the impact of the departments service delivery on the environment
- Work collaboratively with wider University departments to find efficiencies and improve working practices for the benefit of the end-user and/or to reduce costs

Facilities Management (Printing Services) - Service Level Agreement (SLA)

Purpose: The objectives of the Service Level Agreement are to help ensure that departments provide the best levels of support possible within the resources available, for the Institution's key activities of Research and Teaching and to provide additional opportunities for enhancing the understanding between provider departments and user departments about the services provided.

Location: Print Services is located on the Gogerddan Campus behind the Lord Milford Building.

Client Groups/Eligibility for Services: University staff, students, community/visitors, and external organisations.

1 General Statement

1.1 Printing Services works across all areas of the University, with a remit for:

- Digital Printing – Colour and Mono
- Examination Papers
- Wide Format Printing
- Print Finishing
- Binding
- Display Banners
- University Signage
- Print Advisory Service

Please note:

- **Some elements of the printing service may incur additional costs that do not sit within approved budgets. As a result, departmental recharging may occur, for example where a requested task required additional resource or where stock may be required to complete a given task. Where this is the case, the requesting department will be notified in advance of arrangements being made to complete the task.**

Description of Service

The aims and objectives of Printing Services is to provide an efficient, secure, and cost-effective print and design service to customers.

Provider Responsibility

A “one-stop shop” for print and finishing services that aims to meet the needs of university staff, students, community/visitors, and external organisations by:

- Providing bespoke digital mono, colour, and wide format printing and print finishing services.
- Providing a secure environment for confidential/sensitive material.
- Providing an advisory service for print and print-related activities.
- Providing a Print Estimating Service.
- Providing a Print Buying Service.
- Supplying necessary materials to complete each job.
- Delivering to specified drop-off points around the university campuses in conjunction with the Post Room.

- Creating a user-friendly environment with named contacts.
- Sourcing sustainable products whenever practicable.
- Maintaining a GDPR Policy to maintain the security of customer information.

User Responsibility

- To supply artwork or files that are print-ready.
- To supply artwork or files that adhere to Aberystwyth University's brand guidelines.
- To upload jobs to the Graphic Design & Printing Services portal on myadmin.aber.ac.uk
- To allow a reasonable amount of time for the work to be completed.
- To inform Printing Services of any upcoming work so that the relevant papers etc are in stock.
- To arrange collection from Printing Services of any jobs that are deemed urgent.
- To notify the print staff of any errors as soon as possible so that it can be rectified.

Availability of Service

- Monday to Thursday 8.00am to 4.30pm, Friday 8.00am to 3.30pm
- Closed all bank holidays

Printing Services Staff

- printservices@aber.ac.uk / 01970 622067

This document details the services provided to meet the expectations of our customers and details the responsibilities of both parties (Printing Services and Service Users).

1.2 Due to the nature of University funding, the SLA will be reviewed annually on 31 July in conjunction with relevant stakeholders.

2 Breaches of the Service Level/Comments

2.1 The Head of Facilities and Residential Operations welcomes comments on the SLA with a view to service improvement. Where customers feel that the service level is not compatible with their requirements or that the support given is below the stated level, they should write in the first instance to the below address and your query will be signposted accordingly:

Estates, Facilities & Residences, Y Sgubor, Fferm Penglais, Aberystwyth, SY23 3FH – efastaff@aber.ac.uk / 01970 621951

For all urgent out of hours enquiries, contact the 24/7 Security Team on 01970 622900

2.2 Where the response is not deemed satisfactory, aggrieved parties should contact the Director of Estates, Facilities and Residences via efastaff@aber.ac.uk.

2.3 All complaints from University Students will be dealt with in accordance with the University's complaints procedures, details of which can be found here - <http://www.aber.ac.uk/en/regulations/complaints/complaints-procedure/>

3 Changes to the Service Level

3.1 The Head of Facilities and Residential Operations will review the SLA annually and where improvements are made the SLA will be updated.

3.2 Where there are written contracts, both parties may withdraw from these agreements in compliance with any contractual arrangements.