

**M25 Quality Working Group  
Service Level Definition Template: Example**

<b>SERVICE AREA: LIBRARY WEB SITE</b>		<b>SERVICE MANAGER: WEB MANAGER</b>	
<b>SERVICE DEFINITION</b>		<b>WHAT WE EXPECT FROM OUR USERS</b>	
<p>Provide relevant, up to date and easily navigable web site that gives information about services, how to use them and provides a gateway to high quality information resources</p> <p>To be available 24 hours/7 days per week, subject to the availability of the University's web site</p> <p>The site will be "Bobby" compliant</p>		<p>To provide feedback about the site – what information is missing, how easy to use the site is, any problems encountered.</p> <p>To comply with any licence restrictions</p>	
<b>MONITORING PROCESS</b>	<b>PERFORMANCE INDICATORS</b>	<b>REPORTING STRUCTURE</b>	
<p>Regular mystery visits/checks</p> <p>Recording of downtime</p>	<p>Number of queries satisfied by the web site</p> <p>Number of 'hits'</p> <p>Number of hours downtime</p> <p>Feedback from student survey</p>	<p>Reported to Quality Group</p> <p>Included in annual report</p>	
<b>POLICY REFERENCE</b>	<b>BENCHMARK/S</b>	<b>REVIEW DATE</b>	
	<p>Comparison with other library web sites</p>	<p>Each July</p>	