

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

SERVICE AREA: ELECTRONIC SERVICES		SERVICE MANAGER: ELECTRONIC SERVICES MANAGER	
SERVICE DEFINITION		WHAT WE EXPECT FROM OUR USERS	
<p>Every new electronic (information) service to be available within 5 working days of the subscription being active</p> <p>Access problems or faults to be reported within 24 hours to supplier</p>		<p>To notify the library of any access problems encountered</p> <p>To comply with licence restrictions and ensure password are kept secure</p>	
MONITORING PROCESS	PERFORMANCE INDICATORS	REPORTING STRUCTURE	
<p>Logging of time taken to make service available</p> <p>Logging of problems and time taken to resolve</p>	75% of new services available within 3 days	<p>Annual report</p> <p>Reports to Library User Forum</p>	
POLICY REFERENCE	BENCHMARK/S	REVIEW DATE	
Service Level Doc 1/34		Annually	