

SERVICE CHARTER

Introduction

IT, Infrastructures and Corporate Assets, hereafter referred to as SIT, in order to provide improved services, has adopted a Service Charter through which it aims to establish a clear and effective relationship with their users.

The Service Charter:

- sets out SIT's commitments and the rights of users concerning the provision of services;
- provides useful information for submitting notifications, proposals, requests for clarification and complaints;
- sets out service standards such as continuity, regular provision of services and prompt recovery in the event of service disruption.

SIT undertakes to provide its services in a regular manner and without interruptions, and to implement technological, organizational and procedural solutions to improve the level of effectiveness and efficiency of the services.

In order to improve the process for the provision and usability of services, SIT operators and users are required to familiarize themselves and comply with the "Policy for the use of IT systems" and the "Guidelines for the use of telephone services". SIT also undertakes to undersign an evaluation process based on general criteria defined by the Foundation.

Cooperation and participation, as well as the directions and suggestions of everyone living FBK spaces and services, are the starting point to improve the condition of all the assets, to deliver services as effectively as possible and consequently meet the expectations of users. User involvement is also a prerequisite for spreading a culture of safety and respect of the Public Assets in general, which ought to be increasingly rediscovered as a common good and thus maintained and defended.

In addition to the objectives defined by the organization, the Service has implemented policies aimed at an increasingly more responsible use of natural resources in accordance with a general policy of the Foundation, concerning the pursuit of sustainable development and respect the local and general environment. To this end, a process of environmental certification of the buildings of the Foundation according to the LEED standard has been started, whose policies are an integral part. These bylaws, subject to constant revision and improvement, are part of this Service Charter and include:

- Policy for sustainable purchases
- Policy and operational plan for the cleaning of buildings
- Solid waste management policy
- Policy for the regulation of smoking in buildings
- Policy for the reduction of energy consumption (Resolution No. 6, dated April 3, 2010)

Mission

Ensure the constant innovation of Technological and Information Technology Systems, as well as their design, implementation and maintenance, and ensure the management of the assets of the Foundation.

Functions

The IT, Infrastructures and Corporate Assets Service is responsible for:

- ensuring the constant innovation of technological and IT systems, as well as their design, implementation and maintenance;
- ensuring the definition of the architecture, design, implementation and management of communication networks needed to ensure the proper operations of information and technology systems;
- ensuring the availability of the systems in use, as well as their proper sizing based on current and future demand;
- ensuring the fulfillment of the needs of the organization as far as data processing and backup is concerned by ensuring availability and controlled access;
- providing users with appropriate technology and training support by assisting them with the identification, and assessment of procedures and software products;
- ensuring the management of the Foundation's corporate assets based on the needs of the various functions;
- defining and proposing to the Foundation the technical service standards, in accordance with policies and operating and development plans set out and with the relating investment and expense budgets;
- ensuring the availability of appropriate facilities and space in compliance with standards, organizational needs and hygiene and safety standards, and with the principles of energy and environment sustainability;
- providing for the planning and coordination of routine and special maintenance of facilities and related systems;
- ensuring transparency and information about services through constant updating of the "Transparent Administration" page on the institutional web site of the Foundation;

Tasks

In carrying out the duties of the Service, the Chief Officer is specifically responsible for:

- drafting and managing its budget;
- coordinating the activities of the various Service units;
- maintaining relationships with entities, both local and non-local, for the purposes of fulfilling the requirements of the Service's concern;
- ensuring the logistics management of the Foundation;
- determining final awards and entering into contracts for the procurement of goods and services for amounts not exceeding the EU threshold, in accordance with the planning documents approved by the Board of Directors;
- entering into contracts for the procurement of works, including routine and special maintenance, pursuant to Provincial Act 26/1993 up to 500,000 Euros or other threshold defined by the same Provincial Act;
- carrying out all operations aimed at ensuring safety conditions and regulatory compliance of the buildings and technical systems of FBK's facilities;
- ensuring, within the guidelines of the Board of Directors, the scheduling of construction works and feasibility plans and taking care of their design, by conferring professional assignments to third parties;
- ensuring the fulfillment of the steps necessary for the testing procedures and fitness for habitation certification of the works;
- drafting of high or specific competence contracts up to € 20,000.00;
- maintaining accounting records, namely the asset inventory management;
- defining, making and managing insurance contracts in order to protect the real estate and movable assets of the Foundation;
- checking, for their area of concern, compliance with the PaT Guidelines during budget planning, final balance and budget implementation by coordinating with the other addressees of the above document and with the Head of the Administration Service;
- ensuring the transparency and sharing of services by maintaining a website containing the Service Charter, the Policies, the description of the services provided, the documentation of access procedures to services, a Web and RSS news service, which notifies users of any news, changes or disruptions to services.

Basic Principles

The services provided are aimed at meeting the needs of users.

Services are delivered in compliance with the principles of participation, transparency, equality, impartiality, continuity, efficiency and effectiveness.

- **Participation:** SIT and the research centers collaborate in defining the evolution strategies of the IT and technological systems and the FBK research network.
- **Transparency:** SIT undertakes to communicate with users as clearly as possible and to promptly assess and respond to complaints, proposals, suggestions, clarifications and user recommendations.
- **Equality:** services are provided according to the same rules for everyone.
- **Impartiality:** in behaviors towards users, SIT adheres to principles of objectivity, neutrality and impartiality.
- **Continuity:** SIT undertakes to provide regular, continuous and uninterrupted services. Any discontinuity in the supply may be attributable only to:
 - failures of the FBK network infrastructure or interconnected operators;
 - maintenance to guarantee the correct operating conditions of the systems;
 - cases of force majeure.
- **Efficiency and effectiveness:** SIT pursues the goal of progressively improving the efficiency and effectiveness of services, adopting the most functional technological, organizational and procedural solutions.

Service Level Agreement

The conditions describing the service level (SLA) for user support and for restoring critical services are described below.

User support

User support hours of operation are as follows:
Monday to Thursday from 8:30 am to 4:30 pm
Friday from 8:30 am to 2:30 pm

The SLA general terms and conditions are as follows:

- help request opening: without time limits, by e-mail;
- help request processing: within 4 working hours from the opening of the help request;
- Resolution:
 - within 8 working hours from help request processing, except for special user needs and availability of materials and equipment, in 90% of cases;
 - in the case of warranty repairs, the aforementioned terms are intended to be increased by the actual supplier repair time.

In order to optimize response time and improve the quality and traceability of the service, help requests are to be submitted to SIT via e-mail only to help-IT@fbk.eu, for interventions concerning IT, and help-tech@fbk.eu, for interventions on non-IT technological infrastructures. Given the difficulty in filtering incoming SPAM, we cannot guarantee that requests from non-FBK addresses will be processed. To guarantee the transparency of the process, notifications will be sent to the users at time of receiving, processing and closing the help requests

For any suggestions and concerns, please send an email to gsc_discussion@fbk.eu. Suggestions will be discussed with the research representatives and used to improve the service.

SIT reserves the right to decide the urgency and priority of the help requests based on the severity of the disruption.

Interruption of critical services

The timetable in case of interruption of services critical to the performance of the activity of FBK is 24x7x365.

In this case SIT will respond according to the following SLAs:

- emergency help requests: within 30' (during working hours) or 60' (after hours on call service) from the time the Porter's Lodge is notified if one of the following cases occur:
 - health and safety risk;
 - damage to buildings or systems;
 - disruption of essential services with risk of serious damage to the FBK activity.
- urgent help requests: within 8 working hours from notification (excluding Saturdays and holidays) if one of the following cases occurs:
 - Possible damage risk
 - Partial disruption of the activity
 - Poor operation efficiency

The interruption of critical services can be reported as follows:

- from Monday to Friday, from 9:00 am to 5:00 pm, by sending an e-mail to help-IT@fbk.eu;
- outside regular working hours, by calling the Povo offices (0461.314444), which will inform SIT.

Documentation

SIT undertakes to maintain a website in Italian and in English which includes:

- the Charter of Services, the Policy for the use of IT systems;
- the description of the services provided;
- the documentation for service access procedures;
- a news service, via Web and RSS, that will alert users of any news, changes or service interruptions.

Description of the Services

The full description of the services offered by SIT and the instructions for their use can be found at <http://sit.fbk.eu>.