

Our promise to you

We support the University by delivering technology based services for research, teaching and learning, with sustainability and environmental considerations at the heart of what we do.

As consumers of our IT services, this is our promise to you:

We are committed to adding to the overall experience of staff and students at the University of Manchester. To achieve this we will:

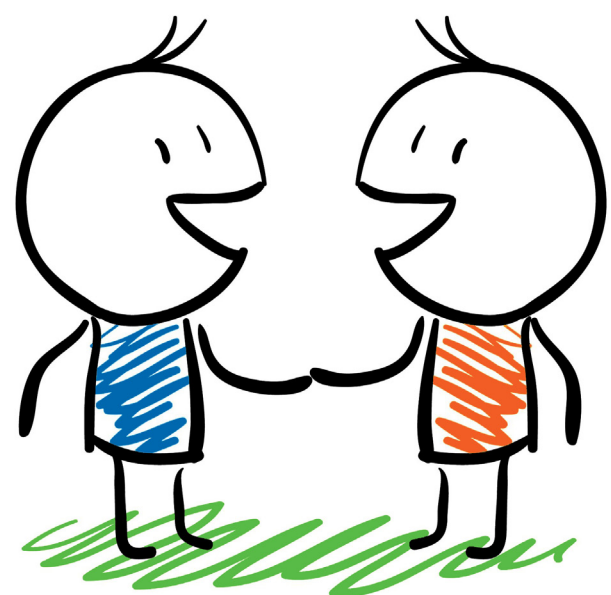
- Ask for and listen to your feedback, using your ideas to improve our services
- Treat you with respect and courtesy at all times
- Communicate with you in a clear and timely manner through a variety of channels
- Train and support our staff in order to give you the best advice and guidance

To help us achieve this we ask that you:

- Expect us to meet our standards and tell us when we don't
- Be respectful in your use of our services and in your interactions with our staff
- Use our technology responsibly and in accordance with University regulations
- Be mindful of the rights of fellow students and staff when using our physical spaces

A handwritten signature in black ink, appearing to read "Gerry", with a horizontal line underneath.

Director of IT
Gerry Pennell, OBE



one IT | enabling others | customer first

www.itservices.manchester.ac.uk/talktous