

Equality Impact Assessment Form

Recording of Equality Impact Assessment

EIA Reference EIA-Goldson-Croix-7

Equality Relevance

High

Your Surname

Goldson-Croix

Your Firstname

Emmanuelle

Your Title

Mrs

Your Faculty/Service

IT Services

Your Email Address

Emmanuelle.Goldson-Croix@uwe.ac.uk

Your Phone Number

81006

1. Name of the policy or practice?

Helpdesk Procedures Manual

2. What is the aim, objective or purpose of the policy/practice?

To ensure consistency in handling all calls, from anyone to the ITS Services Centre.

3. Who is responsible for developing the policy/practice?

Support Centre Team Leader

4. Who is responsible for implementing the policy?

Support Centre Team Leader

5. Who is the policy intended to benefit?

All users of the ITS Services Support Centre, students and staff.

6. What is intended to be achieved by the policy?

Consistency of Support

7. How will you know if this policy has been successful?

Consistency of Call logging

8. Do the following equality groups have different needs, experiences, issues and priorities in relation to the intended outcomes of this policy? Please give information/evidence to support my answer.

	Yes	No	Not known - Do you need to generate sources of information?
Women, men, transgendered people	<input type="radio"/> Yes 	<input type="radio"/> No 	<input checked="" type="radio"/> Not Known

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			<p>Evidence required of confidence in using IT, would there be reluctance from certain faculties with vocations that are less IT literate. Are there more women (staff and student) in these vocational areas?</p> <p>Within science, engineering and technology (SET) departments 39.0% of staff were female and 61.0% were male. For non-SET departments the figures were 48.4% female and 51.6% male</p> <p>Laboratory, engineering, building, IT and medical technicians including nurses Male 64.4% Female 35.6%</p>
Black and minority ethnic groups	<input checked="" type="radio"/> Yes Need could be different in terms of language/accent	<input type="radio"/> No	<input type="radio"/> Not Known Helpdesk staff trained to support people. Go to a diversity awareness training course.
Disabled people	<input checked="" type="radio"/> Yes Different needs for disabled staff, students. e.g. deaf people do not read English in the same way as hearing people or even hard hearing people.	<input type="radio"/> No	<input type="radio"/> Not Known
Younger or older people	<input checked="" type="radio"/> Yes Email may be regarded as old fashioned and potentially excluding young people. However, Young people do not want to be contacted by UWE via Twitter etc	<input type="radio"/> No	<input type="radio"/> Not Known
People of different religion and beliefs	<input checked="" type="radio"/> Yes Work based on Christian calendar	<input type="radio"/> No Support is 24/7 365 days a year	<input type="radio"/> Not Known
Lesbian, gay and bisexual people	<input checked="" type="radio"/> Yes Peoples experiences and	<input type="radio"/> No	<input type="radio"/> Not Known

	needs could be different. e.g. LGBT people may not feel that they can approach IT helpdesk staff to access LGBT web sites etc.		
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9. Is there potentially adverse impact on the following equality groups as a result of this policy? Please give information / evidence to support your answer.

	Yes	No	Not known - Do you need to generate sources of information?
Women, men, transgendered people	<input checked="" type="radio"/> Yes If support emails are written in cryptic, technical or abbreviated language, not all groups may be able to understand the message.	<input type="radio"/> No Helpdesk policy/practice neutral	<input type="radio"/> Not Known
Black and minority ethnic groups	<input checked="" type="radio"/> Yes Out of hours support only available by telephone (not emails or other means of communication) If support emails are written in cryptic, technical or abbreviated language, not all groups may be able to understand the message.	<input type="radio"/> No The University policy states that English is the recognised language	<input type="radio"/> Not known Internationalisation may change University policy in which case IT Services will change Helpdesk policy accordingly
Disabled people	<input checked="" type="radio"/> Yes Out of hours support only available by telephone (not emails or other means of communication)	<input type="radio"/> No	<input type="radio"/> Not known Follow-up with DRC to be included in the policy to ensure that Helpdesk staff can refer students or staff who have indicated a disability
Younger or older people	<input checked="" type="radio"/> Yes Out of hours support only available by telephone (not emails or other means of communication) If support emails are written in cryptic, technical or abbreviated language, not all groups may be able to understand the message.	<input type="radio"/> No	<input type="radio"/> Not known There are several published ways of contacting the Helpdesk during normal working hours. Is there an adverse impact during out of office hours? ? ? ?
People of different religion and beliefs	<input checked="" type="radio"/> Yes Out of hours support only available by telephone	<input type="radio"/> No 24/7 365 days support	<input type="radio"/> Not known



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	(not emails or other means of communication) If support emails are written in cryptic, technical or abbreviated language, not all groups may be able to understand the message.		
Lesbian, gay and bisexual people	<input checked="" type="radio"/> Yes Out of hours support only available by telephone (not emails or other means of communication)	<input type="radio"/> No	<input type="radio"/> Not known

10. Is the policy designed or does it have the potential to promote equality for particular groups or good relations between groups? If so, how?

The procedure is neutral to the Equality and Diversity groups. It doesn't particularly promote or negate equality.

11. Do you need to carry out a formal/ informal consultation internally or externally at this stage? Who do you need to consult?

Yes on whether certain faculties or vocations are more or less inclined to using IT and whether gender is a factor. We also need to liaise and consult with the Disability Resource Centre.

12. What method or mechanism would be best suited for this consultation?

Face-to-face consultation is the preferred method for the DRC.
In terms of gender consultation, evidence via statistics should be sufficient.

13. What action could be taken to mitigate any negative impacts identified or is there an opportunity to take steps to address different needs or promote equality of opportunity more effectively? If yes, please comment and complete action plan.

To mitigate negative impacts, the Helpdesk team leader needs to check whether Normal out-of-hours support can use emails as well as telephone.

14. Who will be responsible for monitoring the implementation of the action plan?

The helpdesk team leader and Customer Services Manager.

15. Please outline how you have revised the policy (if necessary) in light of the Equality Impact Assessment. If no change is to take place, please give reasons.

the policy was revised to include pointing Helpdesk staff to the DRC in the case of dealing with disabled students or staff.

16. Please indicate when you think this policy/practice should be reviewed next:

This is reviewed annually

Please submit this form to the Equality and Diversity Unit. The Unit will provide feedback and will publish the final document.

Date of first submission

10 February 2011

Action Plan Completed

☒ Yes
☐ No

Date of final submission

☐ Yes
☐ No

Action Plan

Information /	Actions required	Responsible person	Resources required	Target date	Success indicators	What progress has been made?
	Statistics sought as shown in the	ITS EIA persons	Done	May 2011		

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data required	gender section in section 8 and 9.				amended to reflect allowance for gender response	To be reviewed
Consultation	Disability Resource Centre visit and link	ITS helpdesk team leader and Customer Services Manager	ITS helpdesk team leader, Customer Services Manager + Staff from DRC	May 2011	Meeting with DRC has taken place and links are ongoing between DRC and Helpdesk staff	To be reviewed
	Norman out-of-hours support service for email communication	ITS helpdesk team leader and Customer Services Manager	ITS helpdesk team leader, Customer Services Manager + Staff from Norman	May 2011	Meeting/ phone call or email has taken place with Norman support service	Norman have been contacted and can provide email support at no extra cost. Decision to be made by Customer Servicer Manager whether this is viable.
Monitoring and review arrangements	Online Feedback Form for the Helpdesk to assess the success of the policy amendment	ITS helpdesk team leader and his team	ITS helpdesk team leader and his team	July 2011	Receipt of positive feedback from online form	To be reviewed
	National Student Survey and Norman survey usually give positive feedback about the IT Support Centre	ITS helpdesk team leader and Customer Services Manager	ITS helpdesk team leader and Customer Services Manager	Ongoing and every year		
Publication	Amendment of the Helpdesk policy to reflect what has been discussed in the Action Plan	ITS helpdesk team leader and Customer Services Manager	ITS helpdesk team leader and Customer Services Manager	May 2011	Policy updated	To be reviewed
Other actions	Train staff on diversity awareness training	Helpdesk Team Leader	Equality and Diversity Unit to provide training	To be confirmed - date to be agreed	Training Completed by Staff	To be reviewed
	To train staff on Email etiquette to ensure that messages coming from the Helpdesk are understood by all.	Helpdesk Team Leader	Email etiquette awareness and reference to the Staff IT Acceptable Use Policy	May 2011	Training Completed by Staff	To be reviewed
	To train users of the IT Services at the point of joining the university					

Please submit this action plan to the Equality and Diversity Manager

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