

Joint Universities Computer Centre Limited
Special Interest Group on User Services (SIGUS)

A. Terms of Reference

The Special Interest Group on User Services (SIGUS) provides a forum for user services professionals of the JUCC member institutions to share their experiences, problems encountered, ideas and practices in order to excel in providing quality user services. Membership of SIGUS comprises representatives from all JUCC Full Members and Affiliate Members.

B. Roles, Mission and Scope

1. Roles

SIGUS is the Special Interest Group on User Services in the Joint Universities Computer Centre (JUCC). We provide a forum for user services professionals of the member institutions of JUCC to share their experiences, problems encountered, ideas and practices in order to excel in providing quality user services.

2. Mission

SIGUS' mission is to enhance the user services, including but not limited to training, documentation, consulting, helpdesk operation, end user support, job management and services management, of information technology and information system in the member institutions of JUCC by:

- a. Sharing experiences, ideas, policies and practices on provision and management of user services among SIGUS member institutions;
- b. Facilitating inter-institution collaboration on joint user services initiatives or projects;
- c. Promoting good practices and industrial standards to user services practitioners and professionals of member institutions;
- d. Developing good practices in user services and general reference guidelines in IT services in member institutions.

3. Scope

SIGUS focuses on issues surrounding the user services of information technology in higher education. These services include, but are not limited to, training, documentation, consulting, helpdesk operation, end user support, job management and services management.

C. Membership

The SIGUS is composed of at least two representatives from each member institution of JUCC. The Convenor of SIGUS is selected from the representatives and serves for a one-year term.

D. Frequency of Meetings

Quarterly

E. Reporting to Steering Committee

Yearly

F. Current and Potential Projects

N/A

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