



SERVICE CHARTER

Analysis & Planning
Service [SAP]



VNIVERSITAT
DE VALÈNCIA

Index

Mission —	p.5
Vision —	p.5
Values —	p.5
Services, commitments and indicators —	p.6
Information systems —	p.6
- <i>Service 1</i>	
- <i>Service 2</i>	
Studies and reports —	p.6
- <i>Service 3</i>	
- <i>Service 4</i>	
Resource distribution models —	p.7
- <i>Service 5</i>	
Institutional strategical planning support —	p.7
- <i>Service 6</i>	
Support to improvement of university units —	p.8
- <i>Service 7</i>	
- <i>Service 8</i>	
Request for institutional information —	p.8
- <i>Service 9</i>	
- <i>Service 10</i>	
Datawarehouse Projects —	p.9
- <i>Service 11</i>	
Publication of institutional data on the web —	p.9
- <i>Service 12</i>	
- <i>Service 13</i>	
- <i>Service 14</i>	
Users' rights —	p.10
Users' duties —	p.10
Applicable law —	p.11
Regulations —	p.11
Specific regulations —	p.11
Collaborations and participation forms —	p.12
Communications channel with SAP —	p.12
Relief measures —	p.13
Term of duration —	p.13

SERVICE CHARTER

Analysis & Planning
Service [SAP]



Mission

The Analysis and Planning Service is a general service of the UV which mission is to coordinate the official statistics, provide and to analyse the information necessary for governing bodies to make decisions, with appropriate reports. It provides technical support for the institutional strategical planning and action plans targeted at continuous improvement of the UV ant its management units.

Vision

Our aim is to make the SAP become a referent as innovative, dynamic and revitalizing service, targeted at continuous improvement and team work, as well as training and motivation for its employees.

Values

The SAP fulfils its mission in accordance with the following values:

- Targeting at SAP's users
- Transparency in management
- Impartiality and professional liability
- Efficacy in management and efficiency in the use of resources
- Targeting at continuous improvement

Services, commitments and indicators

Information systems

Service 1 *Provide the information required by the official information systems: Integrated University Information System (SIU), Information System of Valencian Public Universities (SIUVP) and CRUE's information platform.*

Commitment 1 Send and validate all the files required by the SIU, the SIUVP and the CRUE within the established deadlines. [S1]

Indicator 1 Percentage of SIU, SIUVP and CRUE files validated within the deadline. [C1]

Service 2 *Manage the catalogue of units of the University of Valencia (GESCAT) and the Common Directory of Organizational Units (DIR3) to provide information on the structure and units of the UV.*

Commitment 2 Update the GESCAT information system, in the term of 2 days from the reception of the modification. [S2]

Indicator 2 Percentage of updates in GESCAT made within 2 days. [C2]

Studies and reports

Service 3 *Prepare the studies and reports requested by the Management Board, within the areas of teaching, research and transfer, human resources, economic and physical resources, organisation, rankings and others.*

Commitment 3 Prepare all the studies and reports required by the Management Board. [S3]

Indicator 3 Percentage of studies and reports prepared with respect to those requested by the Management Board. [C3]

Service 4 *Coordinate and prepare the Management Report of the ordinary activity and the main results of the UV, which is presented annually to the University Senate.*

Commitment 4 Submit the Management Report of the ordinary activity to the General Secretariat within the period established for its presentation to the University Senate. [S4]

Indicator 4 Days of postponement of the established time period for submitting the Management Report to the General Secretariat. [C4]

Resource distributional models

Service 5 *Apply the internal distributional models of current expenditure at the request of the corresponding governing bodies or services: model of distribution of centres, departments and institutes; of teaching laboratories; of bibliographic manuals and of teaching support.*

Commitment 5 Provide the results of the application of internal distribution models of current expenditure within the established time periods. [S5]

Indicator 5 Percentage of internal distribution models of current expenditure that have been submitted within the deadline. [C5]

Institutional strategical planning support

Service 6 *Provide technical support to the governing bodies for the preparation and monitoring of UV Strategic Plan and its deployment in the annual Operation Plans.*

Commitment 6 Submit every document requested with regard to strategic institutional planning. [S6]

Indicator 6 Percentage of documents produced with regard to strategic institutional planning in relation to the total number of documents requested. [C6]

Support for the improvement of university units

Service 7 Advise the units on the process of elaboration of service charters, carry out annual monitoring and publish it in the web catalogue of the UV service charters.

Commitment 7 Guarantee a training session on the process of drawing up service charters for the units that have previously requested the collaboration of the SAP. [S7]

Indicator 7 Percentage of training sessions given for the development of service charters compared to those requested. [C7]

Service 8 Coordinate the monitoring reports of the management of the units' Suggestions, Complaints and Compliments Mailbox (SQiF Mailbox) and prepare the annual report to be submitted to the Governing Council.

Commitment 8 Issue the monitoring report of the UV's SQiF Mailbox of each academic year within the first quarter of the following year. [S8]

Indicator 8 Level of compliance with the deadline for the submission of the report of the SQiF Mailbox. [C8]

Requests for institutional information

Service 9 Coordinate and elaborate the response to the demands of institutional information requested by the official organisms: GVA, City Councils, rankings and other institutions.

Commitment 9 Respond to requests for official information formulated by the official organisms: GVA, rankings and other institutions, within the deadline. [S9]

Indicator 9 Percentage of requests for official information attended to by official organisms within the deadline. [C9]

Service10 Respond to requests for information made by users outside and inside the UV.

Commitment 10 Respond to requests for information from users admitted for processing within the established term. [S10]

Indicator 10 Percentage of information responses to users within the established time period. [C10]

Datawarehouse projects

Service 11 S *Incorporate relevant structured information from different areas into the UV's Datawarehouse (DW) to facilitate management, information analysis and decision making.*

Commitment 11 Publish in DW the reports requested by the UV managers and approved by the SAP regarding their feasibility. [S11]

Indicator 11 Percentage of reports published in DW with respect to those requested and approved [C11]

Publication of institutional data on the web

Service 12 *Prepare the Annual Statistical Data Book of the UV and publish it on the SAP's website.*

Commitment 12 Publish the UV Annual Statistical Data Book before 31 January each year. [S12]

Indicator 12 Days of postponement of the publication deadline of the UV Annual Statistical Data Book (31 January). [C12]

Service 13 *Update annually the Internationalisation map of the UV on the SAP's website.*

Commitment 13 Update the Internationalisation map of the UV on the SAP's website within the first quarter of each year. [S13]

Indicator 13 Days of postponement of the publication deadline of the Internationalisation map of the UV on the website. [C13]

Service 14 *Analyse and spread the UV's position in the main university rankings through the Rankings Observatory published on the SAP's website.*

Commitment 14 Update every ranking of the Rankings Observatory within a maximum of five workdays from the publication of its last edition. [S14]

Indicator 14 Percentage of rankings updated in the Rankings Observatory within the deadline. [C14]

NOTE: In each commitment the code of the service associated to it is in brackets [] and in each indicator, the commitment linked to it.

Users' rights

Users of the services offered by the SAP, have the rights recognised on the article 13 of the Law 39/2015, of 1 October, on the Common Administrative Procedure on the Public Administrations, and specially the following rights:

- To be treated with respect and deference.
- To receive a non-discriminatory treatment and an attention adapted to their personal conditions, according to the available resources.
- To know the identity of the responsible people and the staff who handles the proceedings that affect them.
- To know, at any moment, the status of the processing of applications they have pursued.
- To use the official languages in the Valencian Community territory, according to what is provided by the legal order.
- To access to public information under the terms provided in the current legislation.
- To present suggestions, complaints and congratulations that they consider appropriate in relation to the services given by the SAP in which they are an interested party, through the established channels.

Any other right arising from the current regulations.

Users' duties

- To treat SAP's staff with respect and deference.
- To present the required documentation within the time limit.
- To cite the Analysis and Planning Service of the UV as a data source in any document that uses information elaborated by the SAP.
- Any other duty arising from the current regulations.

Applicable law

Regulations

- Law 39/2015, of 1 October, of the Common Administrative Procedure on the Public Administrations.
- Organic Law 15/1999, of 13 December, on the Protection of Personal Data.
- Royal Decree 1720/2007, of 21 December, which approves the implementing regulations of Organic Law 15/1999, of 13 December, on the Protection of Personal Data.
- Organic Law 6/2001, of 21 December, on Universities, and Organic Law 4/2007, of 12 April, which modifies the Law 6/2001.
- Constitution of the Universitat de València, passed by Decree 128/2004, 30 July, of the Council of the Valencian Government and modified by Decree 45/2013, 28 March.
- Law 19/2013, of December 9, on transparency, access to public information, and good government.
- Law 2/2015, of 2 April, of the Valencian Government, on Transparency, Good governance and Citizen Participation of the Valencian Community.
- Organic Law 3/2007, 22 March for the effective equality of men and women.
- Royal Decree 1/2013, of 29 November, which approves the Codified Text of the General Law on rights of people with disabilities and its social inclusion.
- Law 31/1995, of 8 November, on Prevention of Occupational Health and Safety.

Specific regulations

- ACGUV 99/2010, of 9 June, of the Governing Council of the UV, on which it is passed the Regulation of the Virtual Office of the UV, modified by the Governing Council on 27 October 2010 (ACGUV 189/2010).
- ACGUV 80/2012, of 26 April 2012, on which it is passed the Operational Regulation of the UV's Suggestions, Complaints and Compliments Mailbox.
- Budget Execution Regulations of the UV.
- RD951/2005
- Decreto 41/2016

Collaboration and participation forms


SAP users can collaborate in the improvement of the service, through the following actions:

- Giving their opinion on quality perceived in relation to the services offered by the SAP.
- Making suggestions that help us to improve.
- Complaining when the services offered are not satisfactory.
- Receiving attention related to information needs, doubts, issues, etc., which arise in relation to the services rendered by the unit.

Complaints and suggestions received by SAP will be answered in a maximum period of 30 calendar days.

Communications channel with SAP

 **Telephone service:** 96 386 42 04

 **Postal address:** Av. Blasco Ibáñez, 13 - Nivel 2 - 46010 VALÈNCIA

 **Email:** sap@uv.es

 **Personal service:** In the facilities of the SAP

(From 9:00 to 14:00, Monday to Friday)

 **Suggestions and complaints mailbox:** <http://www.uv.es/bustia>

 **SAP Surveys:** <http://www.uv.es/reculldedades> (survey)

Relief measures

The users who consider that the unit violates the commitments stated in the Service Charter, they may make lodge their complaints through:

- The UV's Suggestions, Complaints and Compliments Mailbox: <http://www.uv.es/bustia>
- Written document presented in the Register Office of the UV addressed to the Analysis and Planning Service.

In case of breach, the SAP will inform the user why the commitments have not been fulfilled, and the measures adopted to correct the detected breach.

Failure to fulfil the commitments included in this Service Charter will not give rise to Administrative liability.

Term of duration

This Service Charter has been approved by the Vice President for Strategy, Quality and Information Technology. The validity of this charter will be four years from January 1, 2021, unless important variations in its contents may anticipate its revision. The Charter of Services and the leaflet will be available in the SAP website <http://www.uv.es/sap>

Location

Address: Servei d'Anàlisi i Planificació
Av. Blasco Ibáñez, 13 Nivell 2
46010 València

Telephone: 96 386 42 04

Email: sap@uv.es

Web: <http://www.uv.es/sap>

Opening Hours

In the Analysis & Planning Service facilities from 9 to 14 h
(Working days from Monday to Friday)

Public Transport

Subway: Line 3 (Facultats)

Bus: Lines 12, 30, 31, 70, 71, 79, 80, 81

Valenbisi: Station 85: Blasco Ibáñez – Jaume Roig
(Beside the Office of the Principal's
Building's entrance.)



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