Index

Mission — p.5
Vision — p.5
Values — p.5

Services, commitments and indicators — p.6

Intitutional information — p.6
- Service 1
- Service 2
- Service 3

Studies and reports — p.7
- Service 4
- Service 5

Funding and resource distribution models — p.7
- Service 6

Institutional strategical planning support — p.8
- Service 7

Support to improvement of university units — p.8
- Service 8
- Service 9

Elaboration of official statistics — p.9
- Service 10
- Service 11
- Service 12

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 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 and 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 teamwork, 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

Service Charter

Intitutional information

Service 1 Providing the information required by the official information systems: the Integrated Information System University (SIIU) of the Spanish Ministry of Education, Culture and Sport (MECD), the Valencian Public University System (SIUVP) and the CRUE information platform.

Commitment 1 Referring and validating every file required by the SIIU, the SIUVP and the CRUE within the established time periods. [S1]
Indicator 1 Percentage of files required by SIIU, the SIUVP and the CRUE validated within the established time periods. [C1]

Service 2 Coordinating and maintaining the Strategic Indicator System of the UV for the development of strategical planning.

Commitment 2 Keeping the Strategic Indicator System updated with the last value available on 31 December. [S2]
Indicator 2 Percentage of the indicators in the Strategic Indicator System updated with the last value available on 31 December. [C2]

Service 3 Analysing and spreading the UV’s position in the main university rankings with the Observatory of Rankings published in SAP website [http://www.uv.es/sap].

Commitment 3 Updating every ranking in the Observatory of Rankings within a maximum of 7 workdays from the publication of their last edition. [S3]
Indicator 3 Percentage of the rankings in the Observatory of rankings updated within the time period. [C3]
Studies and reports

**Service 4** Conducting studies and writing reports requested by the Office of the Principal, within the fields of education, research and transfer, human resources, economic resources, organization, rankings and others.

**Commitment 4** Conducting every study and writing every report requested by the Office of the Principal. [S4]
**Indicator 4.** Percentage of studies and reports made regarding those requested by the Office of the Principal. [C4]

**Service 5** Coordinating and writing the Report about Ordinary Activity and the main results of the UV that the Principal presents annually to the Senate.

**Commitment 5** Handing over the Report about Ordinary Activity to the General Secretary office within the established time period for presenting the report to the Senate. [S5]
**Indicator 5** Days of postponement of the established time period for delivering the management report to the General Secretary. [C5]

Funding and resource distributional models

**Service 6.** Applying the internal distributional models of current expenditure requested by the governing bodies or pertinent services: distributional models for centres, departments and institutes; of teaching laboratories; of bibliographic manuals and of teaching support.

**Commitment 6** Providing the results of the application of internal distribution models of current expenditure within the established time periods. [S6]
**Indicator 6** Percentage of internal distribution models of current expenditure that have been referred within the established time period. [C6]
Institutional strategical planning support

**Service 7** Giving technical support to the governing bodies for the development and control of the strategical plan of the UV and its scope in annual operating plans.

- **Commitment 7** Referring every document requested with regard to institutional strategical planning. [S7]
- **Indicator 7** Percentage of written-up documents with regard to institutional strategical planning in relation to the total amount of requested documents. [C7]

Support to improvement of university units

**Service 8** Advising in the elaboration process of process maps and service charters, as well as in the implementation of other management tools to encourage the improvement of the organizational units of the UV.

- **Commitment 8** Ensuring a training session on the process of drawing up service charters for the members of the drafting committees that have previously requested the collaboration of the SAP. [S8]
- **Indicator 8** Percentage of training sessions given for the development of service charters in concordance to requested. [C8]

**Service 9** Carrying out the control and analysis of the UV’s Suggestions, Complaints and Compliments Mailbox (SQiF) and prepare the report that is presented by the vice-principal to the Governing Council within the first quarter of each year.

- **Commitment 9** Issuing the annual report of the UV’s Suggestions, Complaints and Compliments Mailbox of each academic year within the first quarter of the following year. [S9]
- **Indicator 9** Levels of compliance with the delivery period of the report of the SQiF Mailbox. [C9]
Elaboration of official statistics

**Service 10** Elaborating the Annual Data Book of the UV and publishing it at SAP’s website (http://www.uv.es/anuariodedatos).

**Commitment 10** Publishing the Annual Data Book of the UV before 31 January each year. [S10]

**Indicator 10** Days of postponement of the publication deadline of the Annual Data Book (31 January). [C10]

**Service 11** Coordinating and elaborating the response to the demands of official statistics of the UV formulated by: GVA, CRUE, rankings and other institutions.

**Commitment 11** Answering every demand of official statistics of the UV formulated by GVA, CRUE, rankings and other institutions, within the requested time. [S11]

**Indicator 11** Percentage of demands of official statistics taken by the deadline. [C11]

**Service 12** Updating annually the Internationalisation map of the UV at SAP’s website (http://www.uv.es/sap).

**Commitment 12** Updating the Internationalisation map of the UV at SAP’s website within the first quarter of each year. [S12]

**Indicator 12** Days of postponement of the publication deadline of the Internationalisation map of the UV at the website. [C12]
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.
- 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.
- 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.

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.
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 adress: Av. Blasco Ibáñez, 13 - Nivel 2 - 46010 VALÈNCIA
📠 Fax: 96 3 86 44 58
✉ 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/recullvedades [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

The Service Charter has been approved by the Vice-Principal for Territorial Projection and Participation on 10 of November 2016.

It will be in force for four years from 1 January 2017, unless important variations of their contents may anticipate its revision.

The charter 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
Fax: 96 386 44 58
Email: sap@uv.es
Web: http://www.uv.es/sap

Opening Hours

In the Analisis & 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.)