



**THE UNIVERSITY  
OF ADELAIDE  
AUSTRALIA**

# **ICT Service Catalogue Reference Guide**

**University of Adelaide**

**Infrastructure, Property and Technology branch**

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# Introduction to ICT Services

## Introduction

Technology portfolios within the Infrastructure, Property and Technology branch provide a range of Information, Communications and Technology (ICT) services to meet the needs of Faculties, Divisions and students of the University. The purpose of this document is to provide an overview of these services, funding models and the criteria that determine the funding model applied to the respective service. A detailed ICT Service Catalogue is also available.

## What is a Foundation ICT Service?

'Foundation ICT Services' refers to the services provided by the technology portfolios within the Infrastructure, Technology and Property (IPT) branch through a central budget allocation from the University. Foundation ICT Services are outlined by the following 8 principles:

1. Every staff member, student and authorised visitor or affiliate is provided with ICT services to facilitate activities associated with University business. ICT services are funded centrally and through allocations provided directly to Faculties and Divisions. Services funded through a central budget allocation are known as 'Foundation ICT services' and are defined by an ICT Service Catalogue.
2. All authorized users are entitled to equitable access and delivery of Foundation services. There may be some extenuating circumstances when it is not possible or feasible to provide infrastructure to University standards. In this case the Infrastructure, Property and Technology branch will negotiate with users regarding the delivery and level of the affected services. Entitlements to a particular service may also vary according to the role of the individual at the University<sup>1</sup>.
3. The annual budget for Foundation services should include funding for support, storage, data protection and the refresh of hardware according to lifecycle targets. This includes capacity planning to accommodate growth, reasonable increases to operating costs and minor application enhancements or upgrades.<sup>2</sup>
4. The establishment of a new Foundation service is expected to fund all implementation costs (infrastructure and resource) from capital or project funding. Any increase to the ongoing operational resource levels in the Infrastructure, Property and Technology branch to support a new Foundation service must also be funded through cost pressures or other sources before the commencement of operational support. Where a pilot of a new service is conducted it must be assumed that the resources of the pilot will not remain in place without ongoing funding being secured.
5. Significant changes to the delivery of an existing Foundation service that exceed the current resource availability will need to secure funding to both deliver the change and fund any increase to operating costs as a result of the change.

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<sup>1</sup> For example, default quotas provided to visitors may be different to those provided to staff.

<sup>2</sup> Foundation Services funding provides for the refresh of infrastructure hardware only (ie. not desktops or other devices) unless specifically stated in the ICT Service Catalogue.

6. Service delivery and any associated charging processes will promote consistency, transparency, accountability and equity.
7. Any governance approved duplication of Foundation services within a business area will be funded by the business area. Applications to have duplicated services supported centrally will be subject to skills and resource availability and charged appropriately.
8. Ongoing requests for service(s) offered by the service catalogue, but outside of Foundation services, will be subject to a partnering agreement between the area and Infrastructure, Property and Technology Branch.

For an ICT service to be considered “Foundation” and therefore funded from central budget allocation it must meet criteria 1 and 2. It must also meet one or more of criteria 3 to 6.

Criteria 1 and 2 below must be met:

1. The service supports business processes critical to the operation of the University, that directly or through supporting services, facilitate the activities of learning and teaching and research.
2. The service is provided by the Infrastructure, Property and Technology branch.

One or more of the following additional criteria must be met:

3. The service provides communication, collaboration and productivity services<sup>3</sup>.
4. The service is essential to providing network, telecommunications or connectivity<sup>4</sup>.
5. The service provides or supports compliance obligations of the University.
6. The user base of the service is broad (University wide, multi divisional, multi Faculty, multi School).

## What ICT Services are currently provided?

ICT Services are grouped in 6 portfolios:

Service Portfolio	Brief Description
Standard IT Services	The services within this portfolio enable students and staff of the University to conduct daily business. The services include (but are not exclusive to); personal computing environments, networked printing and file storage facilities, tools to facilitate electronic communication and collaboration, training and support.
Application Services	Application Services provide development of, and support for applications that support business functions and processes of the University. These include; research and teaching, facilities and security, management and administration, collaboration and community, infrastructure.
Hosting Services	Hosting services provide managed facilities and environments for the

<sup>3</sup> For example, e-mail, calendar, desktop environments, printing, file storage and sharing.

<sup>4</sup> For example, wireless, voice and data services, remote access

	hosting of servers, databases and applications.
Infrastructure Services	Infrastructure services provide the University with fundamental technical infrastructure components such as; telecommunications backbone and campus-wide network, platforms (server, database) to support applications and other services and access to services.
Professional Services	Professional services in the form of skills, resources and knowledge are provided to support complex needs that require elements of; needs analysis, advice, solution design and project management.
Compliance and Prudential	Provides services that enable and support the governance of operational ICT services. The services include; risk management, software contract and licensing management, policy development and review and service management.
Strategy and Planning	Provides services such as strategic planning & engagement, enterprise and solutions architecture to facilitate governance and support ICT strategic planning and architecture objectives.

For a more detailed description of each of these portfolio areas, please refer to the ICT Service Catalogue. The Services Overview section of this document provides information on the services grouped by portfolio. The subsequent section groups the same services according to their funding model.

### How are ICT Services governed?

The University Information and Communications Technology committee (UICT) has responsibility for the governance of ICT services within the University. That responsibility includes governance of the portfolio of services offered by the central technology portfolios.

### How are ICT Services funded?

University ICT Services are funded through a combination of a central budget allocation to the Infrastructure, Property and Technology branch (IPT) and through IT budgets allocated within Faculties and Divisions. The services provided by the IPT branch are referred to as 'Foundation ICT Services' and are typically those that involve core, shared infrastructure, where there is a common need across the University and where economies of scale can be achieved. The ICT services funded within Faculty and other Divisions are to provide for specialist services within the respective area.

For the services that are provided either fully or partially from central funding, the following models apply. The ICT Service Catalogue contains detailed information on costs, methods and options at an individual service level. This document also contains a section with ICT services grouped according to their funding model.

Fully funded	Foundation services funded centrally through adequate budget allocated to the Infrastructure, Property and Technology branch. The budget will be determined on annual cycles, based on projections of growth. Foundation services typically covers infrastructure, service provisioning and support with costs that are dependent on the needs of the area met by the area. <sup>5</sup>
Partial cost recovery	Costs that are incurred directly by authorised users of

<sup>5</sup> For example, costs of cabling to desktops, phone handsets and mobile phone plans are not funded by Foundation services.

	Foundation services in the conduct of academic and professional activities will be recovered from the area or person e.g. the cost to the University of a user's telephone calls.
Capacity-based funding	Foundation services will fund infrastructure and an agreed level of capacity to balance demand for services with available capacity and ensure consistency of performance and availability. Processes will exist to allow for negotiation and increases to capacity.
Optional service offerings	<p>Services may be described in the service catalogue that are provided as Foundation in some instances but not in others. For example, there may be registers or schedules of venues, applications and platforms supported under Foundation services. Costs may apply to requests for a service that fall outside of agreed registers or schedules.</p> <p>Foundation services may be extended to offer expertise and support for specialist activities or activities not directly related to core University activities of teaching and research. Costs may apply to these service offerings.</p>
Full cost recovery	Not funded by Foundation services. Some advice and consultation will be available as part of an engagement process to determine needs and cost estimates.

### Who do I contact regarding ICT Services?

Questions regarding day to day performance and individual services should be directed in the first instance to the service desk ([servicedesk@adelaide.edu.au](mailto:servicedesk@adelaide.edu.au), 8303 3000).

## ICT Services Overview

ICT Services with a direct relationship to the user community are presented according to their portfolio area. Other key infrastructure and enabling services are also provided and grouped separately.

The service descriptions identify stakeholder groups based on their entitlements to the service and the stakeholders will therefore vary from service to service depending on whether the entitlements vary.

### 1. Standard IT Services

1.01 Support for IT Services	
<b>Description</b>	<b>This service is available for:</b>
This service provides the first point of contact for requests and faults related to all IT services, telecommunications and the switchboard. Support is provided in person and by telephone and e-mail.	Staff Students Visitors
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable
<b>Funding model</b>	Fully funded

1.02 Access to IT Services	
<b>Description</b>	<b>This service is available for:</b>
This service provides students, staff and visitors with a unique username and password to access IT services for the duration of their time at the University. This includes general advice on logging in, changing passwords and obtaining access to services.	Staff Students Visitors
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Business areas are responsible for internet usage costs associated with staff including authorised visitors (ref service 1.05).
<b>Funding model</b>	Fully funded

1.03 Information and feedback about IT services	
<b>Description</b>	<b>This service is available for:</b>
A range of communication services are available to provide the University community with information about: - planned and unplanned outages - forthcoming changes to services - major project activities Regular feedback is also sought from the community through surveys.	Staff Students Visitors
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable
<b>Funding model</b>	Fully funded

1.04 Orientation to University IT services	
<b>Description</b>	<b>This service is available for:</b>
This service provides an orientation to University IT services for new students and staff.	Staff Students
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable
<b>Funding model</b>	Fully funded

1.05 Internet access	
<b>Description</b>	<b>This service is available for:</b>
This service provides individuals with access to the Internet.	Staff Postgraduate Research students Postgraduate Coursework students International students Honours and Undergraduate students Visitors
<b>Service offerings and variations:</b>	<b>Service cost</b>
There is no charge for ON-NET internet usage. Staff and Postgraduate research students have unlimited access to OFF-NET internet sites (ie. not for educational or research purposes). Quotas apply to: Postgraduate coursework, honours and international students - 2Gb per semester Undergraduate students - 1Gb per semester A process exists whereby staff may request increases in quota for students for teaching purposes.	Infrastructure is provided as part of Foundation services. Business areas are recharged for usage by staff and postgraduate research students. Topups for students are available at a cost of 1c/Mb.
<b>Funding model</b>	Capacity-based funding

1.06 E-mail services	
<b>Description</b>	<b>This service is available for:</b>
This service provides personal and group e-mail services. The service includes filtering to provide protection from spam and electronic viruses.	Staff Titleholders Postgraduate Research students Students Visitors
<b>Service offerings and variations:</b>	<b>Service cost</b>
Mailboxes are provisioned with the following quotas: Individual - Staff/Postgraduate Research students/Titleholders - 1Gb Individual - Students (on Google Apps) - 7Gb Individual - Visitor/designate - 50Mb	Costs apply to quota increases for staff, postgraduate research students, titleholders and visitor/designate accounts.
<b>Funding model</b>	Capacity-based funding

<b>1.07 Electronic file storage</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides individuals and groups with secure space on the network where electronic files can be saved and shared.	Research and Academic staff Professional Staff Postgraduate Research students Undergraduate Students Honours Students Postgraduate coursework students Visitors
<b>Service offerings and variations:</b>	<b>Service cost</b>
Storage is provisioned with the following quotas: Individual - Research and Academic staff - 50Gb Individual - Professional staff - 5Gb Individual - Students - 5Gb Shared - staff/pg research students - 300Mb/FTE Shared - students - 50Mb/FTE Individual - visitors - 250Mb The option of low cost storage is also available with and without backup.	Options are available to increase capacity in individual and shared allocations.
<b>Funding model</b>	Capacity-based funding

<b>1.08 Networked printing for staff</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides access to networked printing for staff and postgraduate students located on campus.	Staff Visitors Postgraduate Research students
<b>Service offerings and variations:</b>	<b>Service cost</b>
Please refer to the printing website for hardware options available through preferred suppliers.	Hardware and consumables are funded by business areas.
<b>Funding model</b>	Fully funded

<b>1.09 Networked printing for students</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides access to networked printing for undergraduate students located on campus and from University owned accommodation services.	Undergraduate students Honour Students Postgraduate Coursework students
<b>Service offerings and variations:</b>	<b>Service cost</b>
Print services are provisioned with \$36 per quota period.	Consumables and replacement hardware are funded under Foundation Services. The purchase of printer hardware for new print services is the responsibility of business areas. Costs apply to quota increases by students.
<b>Funding model</b>	Capacity-based funding

<b>1.10 Desktop environment for staff</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides end-to-end lifecycle support for desktops, laptops and other peripheral devices required to deliver an effective desktop computing environment for staff and postgraduate students.	Staff Visitors Postgraduate students
<b>Service offerings and variations:</b>	<b>Service cost</b>
A standard operating environment is available on the Windows platform. For more information please refer to the SOE website: <a href="https://www.adelaide.edu.au/its/your_computer/SOE/">https://www.adelaide.edu.au/its/your_computer/SOE/</a> .	The cost of hardware, leasing and peripherals is the responsibility of the business area.
<b>Funding model</b>	Optional service offerings

<b>1.11 Desktop environment for students</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides end-to-end lifecycle support for desktops required to deliver an effective desktop computing environment for students on campus in learning and teaching and general purpose suites.	Students IT Associate Deans Academic staff Student Centre Student Accommodation Services Adelaide University Union Library
<b>Service offerings and variations:</b>	<b>Service cost</b>
Standard operating environments are available in the following platforms: Windows Macintosh Linux For more information on these environments please contact the service desk.	The standard operating environment for Windows is fully funded under Foundation Services. Costs apply to standard operating environments for: * Macintosh * Linux
<b>Funding model</b>	Optional service offerings

<b>1.12 Calendar services</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides the ability for staff to manage electronic diaries and schedule resources and assets that are managed within their business areas. Support for this service includes synchronisation with personal devices.	Staff Visitors
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable
<b>Funding model</b>	Fully funded

<b>1.13 Wireless services</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides a secure wireless network on campus that enables authorised users to connect to the University network and internet from mobile devices.	Staff Students Visitors
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Refer to 1.05 for costs relating to internet usage.
<b>Funding model</b>	Fully funded

<b>1.14 Remote access services</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides secure, authenticated access to the University network from local and remote locations for authorised users through services such as EduRoam and virtual private network technology.	Staff Students Visitors Conference delegates
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Refer to 1.05 for costs relating to internet usage.
<b>Funding model</b>	Fully funded

<b>1.15 Telephony services</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides telephone services for internal and external calls and supporting services such as voicemail.	Staff Co-location partners
<b>Service offerings and variations:</b>	<b>Service cost</b>
Analogue, Digital and VOIP devices are supported and available, depending on requirements. Refer to website for details of recommended handsets.	The cost of handsets and calls are recharged to business areas.
<b>Funding model</b>	Partial cost recovery

<b>1.16 Mobile voice and mobile data services</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides mobile telephone and data services including purchasing, service provisioning and configuration, recharging and contract management with service providers to meet business needs.	Staff
<b>Service offerings and variations:</b>	<b>Service cost</b>
Refer to the website for available plans, devices and handsets.	The cost of handsets, devices and call costs are recharged to areas.
<b>Funding model</b>	Partial cost recovery

<b>1.17 Local data services</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides a fixed data network for connecting desktops and fixed devices to the core University network.	Staff
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Standard rates apply to service requests. Quotes will be provided for all other work.
<b>Funding model</b>	Full cost recovery

<b>1.18 Audio Visual Services</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides end-to-end lifecycle support for video conferencing and presentation systems in teaching areas and shared facilities across University campuses.	Staff Students
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Facilities that meet Foundation Services criteria are fully supported. Facilities that do not meet Foundation Services criteria will be subject to a partnering agreement and costs will apply. All facilities are subject to the following charges: * After hours bookings of video conference rooms and technician overtime. * Call costs for video conferencing over ISDN (billed directly by the provider).  Call costs for video conferencing over IP are not recharged.
<b>Funding model</b>	Optional service offerings Partial cost recovery

<b>1.19 Orientation and training in Audio Visual facilities</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides training for groups or individuals in the use of presentation and videoconferencing systems used for teaching, meetings and collaboration.	Staff New Staff Teaching Staff Administrative Staff
<b>Service offerings and variations:</b>	<b>Service cost</b>
Group training - either scheduled or by request Individual training - by request	Provided from Foundation Services for facilities that meet the criteria. Subject to terms of partnering agreement for facilities that do not meet Foundation Services criteria.
<b>Funding model</b>	Optional service offerings

1.20 Training in desktop productivity tools	
<b>Description</b>	<b>This service is available for:</b>
Training is provided in a range of desktop applications. These include e-mail, calendar and the Microsoft Office suite. Online and face-to-face options are available for some applications.	Staff Postgraduate students Undergraduate students
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable
<b>Funding model</b>	Fully funded

1.21 Training in business applications	
<b>Description</b>	<b>This service is available for:</b>
Training is provided in the use of applications that support the critical business processes of the University. This includes but is not restricted to Online Learning, Research Management, Finance, Student Administration, Human Resources and records management systems.	Staff Postgraduate students
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable
<b>Funding model</b>	Fully funded

1.22 Assessment and certification in IT applications	
<b>Description</b>	<b>This service is available for:</b>
This service provides competency-based assessment and certification in the use of IT applications in response to an identified business requirement.	Staff Postgraduate Students Externals Finance system users (Finance certification only)
<b>Service offerings and variations:</b>	<b>Service cost</b>
Microsoft Certified Application Specialist Finance system	Costs are fully funded under Foundation Services with the following exceptions: Microsoft Certified Application Specialist: * Failed exams are recharged. * External people are charged for the exam plus instructor time.
<b>Funding model</b>	Fully funded

## 2. Application Services

2.01 Application Design and Development service	
<b>Description</b>	<b>This service is available for:</b>
This service provides expertise to design and develop new applications, or significant new functionality for existing applications, within application development environments that have been adopted by the University. More information about the applications supported by Technology Services can be found in the Business applications register.	Business application owners Staff Students Affiliates
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Cost recovery through projects.
<b>Funding model</b>	Full cost recovery

<b>2.02 Application Support</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides delivery and support of business applications used by University staff and students, including resolution of technical issues. More information about the applications supported by Technology Services can be found in the Business applications register.	Staff Students Visitors Affiliates Business application owners
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Costs apply to services that do not meet Foundation services criteria.
<b>Funding model</b>	Optional service offerings

<b>2.03 Application Enhancements</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides support for various business applications used by the University. It includes upgrades, patching and small modifications to supported applications. More information about the applications supported by Technology Services can be found in the Business applications register.	Business application owners
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Costs apply to services that do not meet Foundation services criteria.
<b>Funding model</b>	Optional service offerings

<b>2.04 Application and systems integration</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides advice and expertise to facilitate the integration of business applications and provision of business-to-business services with partners. More information about the applications supported by Technology Services can be found in the Business applications register.	Business application owners Externals
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Costs apply to services that do not meet Foundation services criteria.
<b>Funding model</b>	Optional service offerings

### 3. Hosting Services

3.01 Application Hosting	
<b>Description</b>	<b>This service is available for:</b>
This service provides the ability to host an application within the University environment. The requirements for this service will typically vary according to the application. Costs may apply to this service and will be determined on a case by case basis.	Staff Business Application Owners
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Costs apply to services that do not meet Foundation services criteria.
<b>Funding model</b>	Optional service offerings

3.02 Database Hosting	
<b>Description</b>	<b>This service is available for:</b>
This service provides a managed environment where databases can be hosted. Included with the service is storage space, backup and monitoring.	Staff Business Application Owners Postgraduate students
<b>Service offerings and variations:</b>	<b>Service cost</b>
There are 2 supported database platforms: Oracle - versions 10g and 11g Microsoft SQL server - versions 2000 and 2005	Costs apply to services that do not meet Foundation Services criteria. Costs are negotiated and based on requirements for storage and backup.
<b>Funding model</b>	Optional service offerings

3.03 Server Hosting and Management	
<b>Description</b>	<b>This service is available for:</b>
This service provides for the hosting of servers within a University data centre and the end-to-end lifecycle support for server platforms.	Staff
<b>Service offerings and variations:</b>	<b>Service cost</b>
This service is available in the following configurations: 1. Virtual server environment (where infrastructure and infrastructure costs are shared by multiple services). Base specifications are available upon request. 2. Dedicated physical hardware and support. Technical standards that apply to this service are: - HP Server class equipment. - Windows 2003 (32 or 64 bit) - Redhat linux v4 or 5 (32 or 64 bit) The service can be tailored to provide for custom requirements relating to backups, monitoring and storage.	Hardware costs: * Initial cost of dedicated physical hardware is to be funded by the startup costs of a service. * Hardware refreshes will be funded for foundation services only. * The cost of virtual environments is included within the total cost of the service. * Additional hardware/infrastructure required to meet unplanned capacity or organic growth is the responsibility of the business area. * Post warranty hardware support charges are the responsibility of the business area. * Additional costs associated with hardware replacement where the replacement is not 'like for like' is the responsibility of the business area.
<b>Funding model</b>	Optional service offerings

## 4. Infrastructure Services

4.01 Backup, Restore and Archiving services	
<b>Description</b>	<b>This service is available for:</b>
This services provides archiving and retention of data to meet business requirements. It includes the ability to store media in secure off-site locations for areas outside of Technology Services.	Staff Visitors
<b>Service offerings and variations:</b>	<b>Service cost</b>
Backup services can be tailored according to requirements.	Costs apply to services that do not meet Foundation Services criteria. Backup services are charged according to data volume. Media storage is price on application.
<b>Funding model</b>	Optional service offerings

## 5. Professional Services

5.01 Operational partnering and advisory services	
<b>Description</b>	<b>This service is available for:</b>
This service provides advice and consulting services in relation to operational technology services.	Staff Students
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable
<b>Funding model</b>	Fully funded

5.02 Project Delivery	
<b>Description</b>	<b>This service is available for:</b>
This service provides resources and processes for the management and delivery of IT projects within the University. Included with the service is management of the portfolio of IT projects through governance, reporting, risk and issue management.	Staff
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Resources are provided to projects on a cost recovery basis.
<b>Funding model</b>	Full cost recovery

5.03 Project Consulting Services	
<b>Description</b>	<b>This service is available for:</b>
This service provides consulting, analysis and project resources to business areas of the University.	Staff
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Resources are provided to projects on a cost recovery basis.
<b>Funding model</b>	Full cost recovery

5.04 Teaching Space Design Service	
<b>Description</b>	<b>This service is available for:</b>
This service provides expertise with the design of audio visual systems in new spaces.	Staff Property Services
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Costs are dependent on requirements and the nature of the engagement. Quotes will be provided for all projects.
<b>Funding model</b>	Full cost recovery

5.05 Training Consultancy Services	
<b>Description</b>	<b>This service is available for:</b>
This service provides advice and services to assess training needs and develop custom training for IT services.	Staff Business Application Owners
<b>Service offerings and variations:</b>	<b>Service cost</b>
Depends on the nature of the engagement.	Resources required to upgrade and deliver training materials on an ongoing basis are funded from Foundation services (where the application meets Foundation services criteria). All other projects will be conducted on a cost recovery basis.
<b>Funding model</b>	Optional service offerings

5.06 Network design and consultancy	
<b>Description</b>	<b>This service is available for:</b>
This service provides technical expertise in the area of networking to support capital works across the campuses.	Property Services Project Managers Staff
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Costs are dependent on requirements and the nature of the engagement. Quotes will be provided for all projects.
<b>Funding model</b>	Optional service offerings

5.07 Technical Consulting and Advisory services	
<b>Description</b>	<b>This service is available for:</b>
Provides technical advice and consulting services for the design of systems architecture and environments.	Staff IT Technical specialists Project Managers
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable
<b>Funding model</b>	Fully funded

<b>5.08 Conference and event support services</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides support for organisers of conferences and events in the setup and use of audio visual equipment and internet access.	Staff Conference organisers Event organisers
<b>Service offerings and variations:</b>	<b>Service cost</b>
Different offerings are available depending on the audience, type of event and the nature of the support required: Event - internal University audience: no charge. Event - external audience: phone support is provided free of charge, costs apply if an onsite presence is required. Event – premium: provision of AV mixing desk and professional onsite technicians, costs apply and vary according to the nature of the engagement. Conference : phone support is provided free of charge, costs apply if an onsite presence is required and for the supply of additional equipment.	See service offerings. Costs apply to all after hours work (outside Standard Support Hours) to cover overtime.
<b>Funding model</b>	Optional service offerings

## 6. Compliance and Prudential

<b>6.01 Software and hardware contract management</b>	
<b>Description</b>	<b>This service is available for:</b>
This service manages compliance with the terms and conditions of site-wide contracts with IT vendors such as the software agreements with Microsoft.	Staff Students
<b>Service offerings and variations:</b>	<b>Service cost</b>
Refer to the Software website for the terms and conditions of each contract.	Some contracts centrally funded. Some recharged annually.
<b>Funding model</b>	Optional service offerings

<b>6.02 Software licensing</b>	
<b>Description</b>	<b>This service is available for:</b>
This service sources and provides quotes for an authorised list of software licenses and manages the use of licensed software within the University.	Staff Students
<b>Service offerings and variations:</b>	<b>Service cost</b>
Refer to the Software website for the terms and conditions of each contract.	Cost recovery
<b>Funding model</b>	Full cost recovery

<b>6.03 IT Security Incident Handling</b>	
<b>Description</b>	<b>This service is available for:</b>
This service provides advice and expertise to investigate and handle IT security-related events.	Staff Students Externals
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable
<b>Funding model</b>	Fully funded

6.04 IT Security Education and Policy	
<b>Description</b>	<b>This service is available for:</b>
This service contributes to the development of IT policy and the education of users regarding their responsibilities to IT services.	Staff Students Affiliates
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable
<b>Funding model</b>	Fully funded

6.05 IT Security Assurance	
<b>Description</b>	<b>This service is available for:</b>
This service provides advice, audits and assessments related to the security of IT systems for the benefit of application owners.	Business application owners IT technical specialists Externals
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable
<b>Funding model</b>	Fully funded

## Infrastructure and Enabling Services

4.02 Datacenter Management	Management of data centre facilities including physical security, power, electricity, air-conditioning, space and redundancy.
4.03 Network Management	Management of core, edge & backbone network and includes redundancy provisions through ISP's.
4.04 Storage Infrastructure	Management of storage infrastructure.
6.06 Technology Risk Management	Provide a technological risk management service that includes maintaining a risk register with documented known areas of risk.
6.07 Information Security Management	Provision and management of firewalls, intrusion detection and vulnerability management (server patching).
6.08 Business Continuity Management	Service that ensures that business processes are maintained in the event of a disaster by contributing to the University Business Continuity Management Plan through the development and maintenance of a Business Continuity Management Plan for IT Services.
6.09 Disaster Recovery	Management and testing of a disaster recovery plan to restore critical IT services in the event of a disaster.
6.10 Management of IT Regulatory requirements	Provide advice and liaise with areas regarding compliance with applicable legislation such as the SPAM Act and Telecommunications act.
6.11 IT Policy Development and Review	Management of key policies governing IT such as the IT Acceptable Use and Security Policy.
6.12 Incident Management	Management of the incident management process.
6.13 Change Management	Management of the change process and Change Advisory Board.
6.14 Service Level Management	Responsibility for service portfolio and catalogue, partnering agreements, service kpi's and reporting.
7.01 IT Strategic Planning	Formulates and describes a vision for the implementation and usage of IT, aimed at ensuring that University-wide IT

	initiatives are directly aligned to the overall mission, strategies and operational needs of the university.
7.02 Engagement	Collaboration and partnership to develop a joint understanding of the strategies and needs of stakeholders, and the realisation of these strategies and needs through particular IT initiatives.
7.03 Enterprise Architecture	Enterprise Architecture provides a means of translating business vision and strategy into effective enterprise change, particular by improving the alignment of IT solutions with business strategy and requirements.
7.04 Solution Architecture	Solution Architecture describes the components and elements required to create a solution that meets material business and technical requirements.

## ICT Services grouped by funding model

ICT Services with a direct relationship to the user community are presented and grouped according to their respective funding model. All other infrastructure and enabling services are fully funded.

### 1. ICT Services that are fully funded

1.01 Support for IT Services	
<b>Description</b>	
This service provides the first point of contact for requests and faults related to all IT services, telecommunications and the switchboard. Support is provided in person and by telephone and e-mail.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable

1.02 Access to IT Services	
<b>Description</b>	
This service provides students, staff and visitors with a unique username and password to access IT services for the duration of their time at the University. This includes general advice on logging in, changing passwords and obtaining access to services.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Business areas are responsible for internet usage costs associated with staff including authorised visitors (ref service 1.05).

1.03 Information and feedback about IT services	
<b>Description</b>	
A range of communication services are available to provide the University community with information about: <ul style="list-style-type: none"> <li>- planned and unplanned outages</li> <li>- forthcoming changes to services</li> <li>- major project activities</li> </ul> Regular feedback is also sought from the community through surveys.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable

1.04 Orientation to University IT services	
<b>Description</b>	
This service provides an orientation to University IT services for new students and staff.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable

1.08 Networked printing for staff	
<b>Description</b>	
This service provides access to networked printing for staff and postgraduate students located on campus.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Please refer to the printing website for hardware options available through preferred suppliers.	Hardware and consumables are funded by business areas.

<b>1.12 Calendar services</b>	
<b>Description</b>	
This service provides the ability for staff to manage electronic diaries and schedule resources and assets that are managed within their business areas. Support for this service includes synchronisation with personal devices.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable

<b>1.13 Wireless services</b>	
<b>Description</b>	
This service provides a secure wireless network on campus that enables authorised users to connect to the University network and internet from mobile devices.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Refer to 1.05 for costs relating to internet usage.

<b>1.14 Remote access services</b>	
<b>Description</b>	
This service provides secure, authenticated access to the University network from local and remote locations for authorised users through services such as EduRoam and virtual private network technology.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Refer to 1.05 for costs relating to internet usage.

<b>1.20 Training in desktop productivity tools</b>	
<b>Description</b>	
Training is provided in a range of desktop applications. These include e-mail, calendar and the Microsoft Office suite. Online and face-to-face options are available for some applications.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable

<b>1.21 Training in business applications</b>	
<b>Description</b>	
Training is provided in the use of applications that support the critical business processes of the University. This includes but is not restricted to Online Learning, Research Management, Finance, Student Administration, Human Resources and records management systems.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable

<b>1.22 Assessment and certification in IT applications</b>	
<b>Description</b>	
This service provides competency-based assessment and certification in the use of IT applications in response to an identified business requirement.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Microsoft Certified Application Specialist Finance system	Costs are fully funded under Foundation Services with the following exceptions: Microsoft Certified Application Specialist: * Failed exams are recharged. * External people are charged for the exam plus instructor time.

5.01 Operational partnering and advisory services	
<b>Description</b>	
This service provides advice and consulting services in relation to operational technology services.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable

5.07 Technical Consulting and Advisory services	
<b>Description</b>	
Provides technical advice and consulting services for the design of systems architecture and environments.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable

6.03 IT Security Incident Handling	
<b>Description</b>	
This service provides advice and expertise to investigate and handle IT security-related events.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable

6.04 IT Security Education and Policy	
<b>Description</b>	
This service contributes to the development of IT policy and the education of users regarding their responsibilities to IT services.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable

6.05 IT Security Assurance	
<b>Description</b>	
This service provides advice, audits and assessments related to the security of IT systems for the benefit of application owners.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Not applicable

## 2. ICT Services funded through partial cost recovery

1.15 Telephony services	
<b>Description</b>	
This service provides telephone services for internal and external calls and supporting services such as voicemail.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Analogue, Digital and VOIP devices are supported and available, depending on requirements. Refer to website for details of recommended handsets.	The cost of handsets and calls are recharged to business areas.

### 1.16 Mobile voice and mobile data services

<b>Description</b>	
This service provides mobile telephone and data services including purchasing, service provisioning and configuration, recharging and contract management with service providers to meet business needs.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Refer to the website for available plans, devices and handsets.	The cost of handsets, devices and call costs are recharged to areas.

### 1.18 Audio Visual Services

<b>Description</b>	
This service provides end-to-end lifecycle support for video conferencing and presentation systems in teaching areas and shared facilities across University campuses.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Facilities that meet Foundation Services criteria are fully supported. Facilities that do not meet Foundation Services criteria will be subject to a partnering agreement and costs will apply. All facilities are subject to the following charges: * After hours bookings of video conference rooms and technician overtime. * Call costs for video conferencing over ISDN (billed directly by the provider).  Call costs for video conferencing over IP are not recharged.

## 3. ICT Services that are capacity-based

### 1.05 Internet access

<b>Description</b>	
This service provides individuals with access to the Internet.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
There is no charge for ON-NET internet usage. Staff and Postgraduate research students have unlimited access to OFF-NET internet sites (ie. not for educational or research purposes). Quotas apply to: Postgraduate coursework, honours and international students - 2Gb per semester Undergraduate students - 1Gb per semester A process exists whereby staff may request increases in quota for students for teaching purposes.	Infrastructure is provided as part of Foundation services. Business areas are recharged for usage by staff and postgraduate research students. Topups for students are available at a cost of 1c/Mb.

<b>1.06 E-mail services</b>	
<b>Description</b>	
This service provides personal and group e-mail services. The service includes filtering to provide protection from spam and electronic viruses.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Mailboxes are provisioned with the following quotas: Individual - Staff/Postgraduate Research students/Titleholders - 1Gb Individual - Students (on Google Apps) - 7Gb Individual - Visitor/designate - 50Mb	Costs apply to quota increases for staff, postgraduate research students, titleholders and visitor/designate accounts.

<b>1.07 Electronic file storage</b>	
<b>Description</b>	
This service provides individuals and groups with secure space on the network where electronic files can be saved and shared.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Storage is provisioned with the following quotas: Individual - Research and Academic staff - 50Gb Individual - Professional staff - 5Gb Individual - Students - 5Gb Shared - staff/pg research students - 300Mb/FTE Shared - students - 50Mb/FTE Individual - visitors - 250Mb The option of low cost storage is also available with and without backup.	Options are available to increase capacity in individual and shared allocations.

<b>1.09 Networked printing for students</b>	
<b>Description</b>	
This service provides access to networked printing for undergraduate students located on campus and from University owned accommodation services.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Print services are provisioned with \$36 per quota period.	Consumables and replacement hardware are funded under Foundation Services. The purchase of printer hardware for new print services is the responsibility of business areas. Costs apply to quota increases by students.

## 4. ICT Services with optional service offerings

<b>1.10 Desktop environment for staff</b>	
<b>Description</b>	
This service provides end-to-end lifecycle support for desktops, laptops and other peripheral devices required to deliver an effective desktop computing environment for staff and postgraduate students.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
A standard operating environment is available on the Windows platform. For more information please refer to the SOE website: <a href="https://www.adelaide.edu.au/its/your_computer/SOE/">https://www.adelaide.edu.au/its/your_computer/SOE/</a> .	The cost of hardware, leasing and peripherals is the responsibility of the business area.

**1.11 Desktop environment for students**

**Description**

This service provides end-to-end lifecycle support for desktops required to deliver an effective desktop computing environment for students on campus in learning and teaching and general purpose suites.

**Service offerings and variations:**

Standard operating environments are available in the following platforms:  
Windows  
Macintosh  
Linux  
For more information on these environments please contact the service desk.

**Service cost**

The standard operating environment for Windows is fully funded under Foundation Services.  
Costs apply to standard operating environments for:  
\* Macintosh  
\* Linux

**1.18 Audio Visual Services**

**Description**

This service provides end-to-end lifecycle support for video conferencing and presentation systems in teaching areas and shared facilities across University campuses.

**Service offerings and variations:**

Not applicable

**Service cost**

Facilities that meet Foundation Services criteria are fully supported.  
Facilities that do not meet Foundation Services criteria will be subject to a partnering agreement and costs will apply.  
All facilities are subject to the following charges:  
\* After

**1.19 Orientation and training in Audio Visual facilities**

**Description**

This service provides training for groups or individuals in the use of presentation and videoconferencing systems used for teaching, meetings and collaboration.

**Service offerings and variations:**

Group training - either scheduled or by request  
Individual training - by request

**Service cost**

Provided from Foundation Services for facilities that meet the criteria.  
Subject to terms of partnering agreement for facilities that do not meet Foundation Services criteria.

**2.02 Application Support**

**Description**

This service provides delivery and support of business applications used by University staff and students, including resolution of technical issues.

More information about the applications supported by Technology Services can be found in the Business applications register.

**Service offerings and variations:**

Not applicable

**Service cost**

Costs apply to services that do not meet Foundation services criteria.

### 2.03 Application Enhancements

#### Description

This service provides support for various business applications used by the University. It includes upgrades, patching and small modifications to supported applications.

More information about the applications supported by Technology Services can be found in the Business applications register.

#### Service offerings and variations:

Not applicable

#### Service cost

Costs apply to services that do not meet Foundation services criteria.

### 2.04 Application and systems integration

#### Description

This service provides advice and expertise to facilitate the integration of business applications and provision of business-to-business services with partners.

More information about the applications supported by Technology Services can be found in the Business applications register.

#### Service offerings and variations:

Not applicable

#### Service cost

Costs apply to services that do not meet Foundation services criteria.

### 3.01 Application Hosting

#### Description

This service provides the ability to host an application within the University environment. The requirements for this service will typically vary according to the application. Costs may apply to this service and will be determined on a case by case basis.

#### Service offerings and variations:

Not applicable

#### Service cost

Costs apply to services that do not meet Foundation services criteria.

### 3.02 Database Hosting

#### Description

This service provides a managed environment where databases can be hosted. Included with the service is storage space, backup and monitoring.

#### Service offerings and variations:

There are 2 supported database platforms:  
Oracle - versions 10g and 11g  
Microsoft SQL server - versions 2000 and 2005

#### Service cost

Costs apply to services that do not meet Foundation Services criteria. Costs are negotiated and based on requirements for storage and backup.

### 3.03 Server Hosting and Management

#### Description

This service provides for the hosting of servers within a University data centre and the end-to-end lifecycle support for server platforms.

#### Service offerings and variations:

This service is available in the following configurations:  
1. Virtual server environment (where infrastructure and infrastructure costs are shared by multiple services). Base specifications are available upon request.  
2. Dedicated physical hardware and support.

#### Service cost

Hardware costs:  
\* Initial cost of dedicated physical hardware is to be funded by the startup costs of a service.  
\* Hardware refreshes will be funded for foundation services only.  
\* The cost of virtual environments is included within the total cost of the service.

<p>Technical standards that apply to this service are:</p> <ul style="list-style-type: none"> <li>- HP Server class equipment.</li> <li>- Windows 2003 (32 or 64 bit)</li> <li>- Redhat linux v4 or 5 (32 or 64 bit)</li> </ul> <p>The service can be tailored to provide for custom requirements relating to backups, monitoring and storage.</p>	<ul style="list-style-type: none"> <li>* Additional hardware/infrastructure required to meet unplanned capacity or organic growth is the responsibility of the business area.</li> <li>* Post warranty hardware support charges are the responsibility of the business area.</li> <li>* Additional costs associated with hardware replacement where the replacement is not 'like for like' is the responsibility of the business area.</li> </ul>
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<b>4.01 Backup, Restore and Archiving services</b>	
<b>Description</b>	
This services provides archiving and retention of data to meet business requirements. It includes the ability to store media in secure off-site locations for areas outside of Technology Services.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Backup services can be tailored according to requirements.	Costs apply to services that do not meet Foundation Services criteria. Backup services are charged according to data volume. Media storage is price on application.

<b>5.05 Training Consultancy Services</b>	
<b>Description</b>	
This service provides advice and services to assess training needs and develop custom training for IT services.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Depends on the nature of the engagement.	Resources required to upgrade and deliver training materials on an ongoing basis are funded from Foundation services (where the application meets Foundation services criteria). All other projects will be conducted on a cost recovery basis.

<b>5.06 Network design and consultancy</b>	
<b>Description</b>	
This service provides technical expertise in the area of networking to support capital works across the campuses.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Costs are dependent on requirements and the nature of the engagement. Quotes will be provided for all projects.

<b>5.08 Conference and event support services</b>	
<b>Description</b>	
This service provides support for organisers of conferences and events in the setup and use of audio visual equipment and internet access.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Different offerings are available depending on the audience, type of event and the nature of the support required: Event - internal University audience: no charge. Event - external audience: phone support is provided free of charge, costs apply if an onsite presence is required.	See service offerings. Costs apply to all after hours work (outside Standard Support Hours) to cover overtime.

Event – premium: provision of AV mixing desk and professional onsite technicians, costs apply and vary according to the nature of the engagement. Conference : phone support is provided free of charge, costs apply if an onsite presence is required and for the supply of additional equipment.	
<b>6.01 Software and hardware contract management</b>	
<b>Description</b>	
This service manages compliance with the terms and conditions of site-wide contracts with IT vendors such as the software agreements with Microsoft.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Refer to the Software website for the terms and conditions of each contract.	Some contracts centrally funded. Some recharged annually.

## 5. ICT Services that are full cost recovery

<b>1.17 Local data services</b>	
<b>Description</b>	
This service provides a fixed data network for connecting desktops and fixed devices to the core University network.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Standard rates apply to service requests. Quotes will be provided for all other work.

<b>2.01 Application Design and Development service</b>	
<b>Description</b>	
This service provides expertise to design and develop new applications, or significant new functionality for existing applications, within application development environments that have been adopted by the University. More information about the applications supported by Technology Services can be found in the Business applications register.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Cost recovery through projects.

<b>5.02 Project Delivery</b>	
<b>Description</b>	
This service provides resources and processes for the management and delivery of IT projects within the University. Included with the service is management of the portfolio of IT projects through governance, reporting, risk and issue management.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Resources are provided to projects on a cost recovery basis.

<b>5.03 Project Consulting Services</b>	
<b>Description</b>	
This service provides consulting, analysis and project resources to business areas of the University.	
<b>Service offerings and variations:</b>	<b>Service cost</b>
Not applicable	Resources are provided to projects on a cost recovery basis.

**5.04 Teaching Space Design Service****Description**

This service provides expertise with the design of audio visual systems in new spaces.

**Service offerings and variations:**

Not applicable

**Service cost**

Costs are dependent on requirements and the nature of the engagement. Quotes will be provided for all projects.

**6.02 Software licensing****Description**

This service sources and provides quotes for an authorised list of software licenses and manages the use of licensed software within the University.

**Service offerings and variations:**

Refer to the Software website for the terms and conditions of each contract.

**Service cost**

Cost recovery