



**THE UNIVERSITY  
OF ADELAIDE**  
AUSTRALIA

# **ICT Service Catalogue**

**University of Adelaide**

**Infrastructure, Property and Technology Branch**

Version 0.4, released December 2010

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## Service Catalogue Overview

### Objective & scope

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;

- Articulate the ICT services provided by the technology portfolios and any associated costs.
- Assist with governance and engagement processes in relation to ICT services.
- Support initiatives to improve the satisfaction and quality of ICT services.

The intended audience of the document is;

- Staff with a responsibility for the governance and management of ICT services within the University.
- Staff at a management level within the University, responsible for budget processes and/or engagement with Infrastructure, Property and Technology regarding delivery of ICT services.
- Any current and potential users of the services within this catalogue.
- Staff with a responsibility for the support or provisioning of ICT services throughout the University; those who work in central IT portfolios and those employed directly by business areas.

The document contains detailed descriptions of the services provided by the technology portfolios within the Infrastructure, Property and Technology branch (refer to section on structure below). It does not contain information on service delivery or performance expectations other than the information provided in Section 8. Service performance expectations will be documented in a partnering agreement.

The scope of this document is those services provided to internal customers of the University. It does not apply to stakeholders who have entered into a commercial contract with the University.

### Structure

The catalogue of services is divided into 6 portfolios. The document is therefore structured according to the service portfolio. Each portfolio is introduced with a brief description followed by the detailed service offerings.

Each service is described with the following information:

Name	The short name of the service.
ID	A unique identifier given to each service, grouped by portfolios.
Description	A brief description of the service.
Service Provisions	Specific detail of what is included and excluded as part of the service. It includes responsibilities for funding of hardware and software.
Ownership – Service and Technical	Both the service and technical owners are

	identified. The service owner is the manager within Infrastructure, Property and Technology with overall responsibility for resourcing and reporting on service delivery. The technical owner is the person responsible for the operational day to day running of the service. In many instances there are multiple teams that contribute to the operation of a service. The technical owner has been selected as the person most likely to be the point of contact across these teams.
Who the service is available for	The customers of a service.
Service offerings and variations	This provides details where a choice is available to customers within the service. It applies to those services operating under the “Optional Service Offerings” model. Refer to funding model definitions in section 7.
Funding model	Identifies the funding model under which the service operates. Definitions are provided in section 7.
Service cost	Provides more information on costs and responsibilities associated with the service, based on the type of funding model.
Service conditions, support and availability	Details any constraints and conditions related to the service.
References	Identifies information relevant to this service available outside of the catalogue.
Review dates	Identifies recent and scheduled review dates for the service.

Definitions of terms found within the descriptions are in section 7.

The technology portfolios also have a range of services that provide core infrastructure and act as enabling or support services for the rest of the portfolio. A summary of these is provided in Appendix A.

### **Governance and change control**

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. Guiding principles and criteria exist to define the Foundation services provided to the University from central funding.

This document is owned by the Associate Director, Technology Services. The document is under change control and changes are subject to approval by the University Information and Communications Technology committee or designate.

The document will be subject to annual review by the UICT prior to finalisation of the annual budget cycle, however, the implementation of new services and significant changes to existing services will require review and sign off of changes to the service catalogue between formal review cycles.

## Who to contact

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).

## 1. Standard IT Services

*The services within this portfolio enable students and staff of the University to conduct daily business.*

*The services include;*

- *personal computing environments in workplaces, teaching and shared access areas*
- *access to networked printing and file storage facilities for individuals and workgroups*
- *communication and internet services*
- *tools to facilitate electronic communication and collaboration such as email, messaging, conferencing*

*Online and face-to-face training is provided to support the effective use of desktop tools, applications and teaching area facilities.*

*Telephone and e-mail support is also provided for service requests and to assist with problems relating to IT services.*

## 1.01 Support for IT Services

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.

### Service Provisions:

This service includes:

- \* Switchboard services
- \* Telephone and e-mail support for IT related issues.
- \* Face to face support for students.
- \* The availability of online support for some service requests.
- \* First point of contact for requests and faults related to all IT services, call and incident logging.
- \* 1st and 2nd tier resolution and escalation of incidents to 2nd and 3rd tier specialists as required.
- \* A referral service to specialist service desks in other business areas.

Please note this service does not include:

- \* Support for services outside of the ICT service catalogue.
- \* A service desk for audio visual related issues.
- \* Services in business areas already supported by local computing officers or external parties.

<b>Service Owner:</b>	Manager, Customer Service
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<b>Technical Owner:</b>	Team Leader, Service Desk
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<b>This service is available for:</b>	Staff Students Visitors
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<b>Service offerings and variations:</b>	Not applicable
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<b>Funding model</b>	Fully funded
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<b>Service cost</b>	Not applicable
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<b>Review dates:</b>	No review dates are currently set.
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### Service conditions, support and availability:

Standard Support Hours for e-mail, phone and online support.

Face to face support for students is provided at the North Terrace campus.

### References:

## 1.02 Access to IT Services

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.

### Service Provisions:

This service includes:

- \* A unique username and password for all authorised users of University IT services.
- \* Liaising with business areas to determine rules governing identity management and access to IT services.
- \* A process for the automatic creation of accounts and provisioning of access for University staff and students.
- \* A process for the creation of accounts for visitors.
- \* A process for the creation of generic accounts.
- \* The provision of a system for self-service password changes.
- \* Processes for the subsequent removal of accounts and deprovisioning of access to IT services.
- \* Advice and troubleshooting of inquiries and issues relating to accounts and access to IT services.
- \* Referral and escalation of access issues.
- \* Management of data between enterprise and identity systems based on defined business rules.
- \* Managing authentication systems to ensure data and service access is appropriate for business requirements.

Please note this service does not include:

- \* Troubleshooting access issues related to services outside of the ICT service catalogue.
- \* Processes relating to accounts and provisioning of access to business applications where the policy and processes regarding access are the responsibility of the business area.

<b>Service Owner:</b>	Manager, Production Services
<b>Technical Owner:</b>	Team Leader, IT Risk Management
<b>This service is available for:</b>	Staff Students Visitors
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Fully funded
<b>Service cost</b>	Business areas are responsible for internet usage costs associated with staff including authorised visitors (ref service 1.05).
<b>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

Standard Support Hours

All users of IT services are subject to the IT Acceptable Use and Security Policy.

Account creation is subject to identity management business rules.

One account is provided per person.

### References:

IT Acceptable Use and Security Policy: <http://www.adelaide.edu.au/policies/2783/>

### 1.03 Information and feedback about IT services

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.

#### Service Provisions:

This service includes:

- \* Maintenance of the service outages website.
- \* A process for providing notifications regarding IT services to all staff and all students.
- \* Communications to target groups by appropriate mechanisms that include e-mail, mobile and desktop messaging alerts and recorded phone messages.
- \* Customer satisfaction surveys
- \* Advice to specialists and project managers on communication processes.

Please note this service does not include:

- \* Communications regarding services outside of the ICT service catalogue.

<b>Service Owner:</b>	Manager, Customer Service
<b>Technical Owner:</b>	Team Leader, Service Desk
<b>This service is available for:</b>	Staff Students Visitors
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Fully funded
<b>Service cost</b>	Not applicable
<b>Review dates:</b>	No review dates are currently set.

#### Service conditions, support and availability:

Standard Support Hours

Notifications for all staff and all students are subject to approval by the offices of the Vice-President, Services and Resources and General Manager, Student Services (respectively).

#### References:

Information on the status of IT services and facilities can be found at:

[http://www.adelaide.edu.au/its/service\\_availability/](http://www.adelaide.edu.au/its/service_availability/)

## 1.04 Orientation to University IT services

This service provides an orientation to University IT services for new students and staff.

### Service Provisions:

This service includes:

- \* Face to face orientation sessions for new students as part of general student orientation activities.
- \* Information and presentations provided to commencing staff as part of Induction activities organised by Human Resources.

Please note this service does not include:

- \* Formal training in the use of applications.
- \* Orientation to any IT services or applications outside of the ICT service catalogue.

<b>Service Owner:</b>	Manager, Application Services
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<b>Technical Owner:</b>	Team Leader, Training Services
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<b>This service is available for:</b>	Staff Students
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<b>Service offerings and variations:</b>	Not applicable
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<b>Funding model</b>	Fully funded
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<b>Service cost</b>	Not applicable
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<b>Review dates:</b>	No review dates are currently set.
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### Service conditions, support and availability:

Standard Business Hours

### References:

## 1.05 Internet access

This service provides individuals with access to the Internet.

### Service Provisions:

This service includes:

- \* Access to the public Internet from inside and outside the University network
- \* Troubleshooting and escalated support from the service desk for issues related to web browsing and proxy configuration.
- \* Advice and instructions related to proxy configuration.
- \* Tracking of internet usage.
- \* A process for requests to increase internet quotas.
- \* Processes for recharging internet usage.
- \* Filtering of web content according to security policy.
- \* A process for users to request an exception to web content filtering.
- \* A process for managing access to the internet for users under the age of 18.
- \* Monitoring of performance, throughput and availability.

Please note this service does not include:

- \* Installation and support for the browser as part of a standard operating environment.
- \* Troubleshooting of internet related issues for staff or students using a third party internet service provider.

<b>Service Owner:</b>	Manager, Production Services
<b>Technical Owner:</b>	Team Leader, Network Services
<b>This service is available for:</b>	Staff Postgraduate Research students Postgraduate Coursework students International students Honours and Undergraduate students Visitors
<b>Service offerings and variations:</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.
<b>Funding model</b>	Capacity-based funding
<b>Service cost</b>	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>Review dates:</b>	2009-10 for charging model and process.
<b>Service conditions, support and availability:</b>	
Standard Support Hours.	

Critical systems support - Level 3.

Internet quotas are governed by the University Information and Communications Technology Committee.

**References:**

Refer to the following site for more information on Internet usage and quotas:

<http://www.adelaide.edu.au/its/quotas/internet/>

## 1.06 E-mail services

This service provides personal and group e-mail services. The service includes filtering to provide protection from spam and electronic viruses.

### Service Provisions:

The service provides:

- \* Personal inboxes for staff using POP & IMAP protocols.
- \* Personal inboxes for students with access to other collaboration features.
- \* Mailboxes for role-based accounts.
- \* Mailboxes for visitors.
- \* The application of quotas to all individual mailboxes, with quota allocations based on role.
- \* Group e-mail services.
- \* Web-based access to mail for staff.
- \* A sign-up service to Google apps for students.
- \* An alternate forwarding service for students not using Google.
- \* Spam and anti-virus filtering.

This service includes:

- \* Maintenance and upgrades to staff, group, spam and anti-virus environments.
- \* Escalated technical support for staff, group, spam and anti-virus environments
- \* The escalation of incidents related to students to an external provider.
- \* Liaison with external service providers.
- \* A process that enables students not formally signed up to use the University service to provide a forwarding e-mail address.
- \* A process for quota increases.
- \* A process for the creation of new e-mail groups.
- \* A process for creating a designate inbox.
- \* A process for restoring data for staff.
- \* A process for deleting e-mail services when staff, students and visitors no longer have a relationship with the University.
- \* Capacity and disaster recovery planning.

Please note this service does not include:

- \* Technical support for the student e-mail environment. This is provided by a Third Party.
- \* The ability to restore data for students.
- \* Capacity and disaster recovery planning for the student e-mail environment.

<b>Service Owner:</b>	Manager, Production Services
<b>Technical Owner:</b>	Team Leader, Unix Services
<b>This service is available for:</b>	Staff Titleholders Postgraduate Research students Students Visitors
<b>Service offerings and variations:</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

<b>Funding model</b>	Capacity-based funding
<b>Service cost</b>	Costs apply to quota increases for staff, postgraduate research students, titleholders and visitor/designate accounts.
<b>Review dates:</b>	2009-10 as part of the staff collaboration project
<b>Service conditions, support and availability:</b>	
<p>Standard Support Hours.</p> <p>Critical systems support - Level 1</p> <p>Individual inboxes allocated automatically on commencement for staff.</p> <p>Students have the option to sign-up to Google apps (accepting terms and conditions) or alternatively, provide a forwarding address.</p> <p>The restore service for staff is designed and resourced with the objective of protecting critical business data.</p> <p>Access is governed by Identity Management rules for account provisioning.</p> <p>Mailbox quotas are governed by the University Information and Communications Technology Committee.</p>	
<b>References:</b>	
<p>Refer to the following site for more information on e-mail quotas:</p> <p><a href="http://www.adelaide.edu.au/its/quotas/email/">http://www.adelaide.edu.au/its/quotas/email/</a></p>	

## 1.07 Electronic file storage

This service provides individuals and groups with secure space on the network where electronic files can be saved and shared.

### Service Provisions:

This service includes:

- \* Provisioning of individual and group shared file space with quotas applied where applicable.
- \* Remote access to individual and group file spaces.
- \* A process for the creation of group file space by request.
- \* A process for the self-restoration of deleted files.
- \* Quota increases upon request and an associated charging process.
- \* Approved restores from backup upon request.
- \* Server-based virus scanning.
- \* Capacity planning and usage monitoring.
- \* Lifecycle management of infrastructure.
- \* Options for low cost storage.
- \* A process for deleting file storage when staff, students and visitors no longer have a relationship with the University.

Please note this service does not include:

- \* Support for any local storage and devices (eg. C: drive and USB devices).
- \* Support for personally owned external storage devices.
- \* Support for business areas providing the service locally, supported by a local computing officer.

<b>Service Owner:</b>	Manager, Production Services
<b>Technical Owner:</b>	Team Leader, Windows Services
<b>This service is available for:</b>	Research and Academic staff Professional Staff Postgraduate Research students Undergraduate Students Honours Students Postgraduate coursework students Visitors
<b>Service offerings and variations:</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.
<b>Funding model</b>	Capacity-based funding
<b>Service cost</b>	Options are available to increase capacity in individual and shared allocations.
<b>Review dates:</b>	2009 - allocations only.
<b>Service conditions, support and availability:</b>	
Standard Support Hours.	

**Critical Systems Support - Level 2.**

Individual space is provisioned automatically on commencement.

Workgroup space is provisioned by request.

Self-service for restoration of files is available for 3 days (groups) and 5 days (individuals).

Storage quotas are governed by the University Information and Communications Technology Committee.

**References:**

Refer to the following site for more information on file storage and quotas:

<http://www.adelaide.edu.au/its/quotas/file/>

## 1.08 Networked printing for staff

This service provides access to networked printing for staff and postgraduate students located on campus.

### Service Provisions:

This service includes:

- \* Negotiation and arrangement of preferred suppliers.
- \* Maintaining a website with procurement information.
- \* The management of printer queues and permissions.
- \* Management, monitoring, fault diagnosis and configuration of printing infrastructure.
- \* Assistance with warranty jobs.
- \* General printing troubleshooting.

Please note this service does not include:

- \* The procurement of printers and consumables.
- \* Installation and servicing of equipment.

<b>Service Owner:</b>	Manager, Customer Service
<b>Technical Owner:</b>	Team Leader, Onsite Support
<b>This service is available for:</b>	Staff Visitors Postgraduate Research students
<b>Service offerings and variations:</b>	Please refer to the printing website for hardware options available through preferred suppliers.
<b>Funding model</b>	Fully funded
<b>Service cost</b>	Hardware and consumables are funded by business areas.
<b>Review dates:</b>	No review dates are currently set.
<b>Service conditions, support and availability:</b>	
Standard Support Hours. Critical systems support - Level 2.	
<b>References:</b>	
Refer to the following site for information on recommended printer hardware: <a href="https://www.adelaide.edu.au/its/your_computer/comp_lease_purch/order/printers/">https://www.adelaide.edu.au/its/your_computer/comp_lease_purch/order/printers/</a>	

## 1.09 Networked printing for students

This service provides access to networked printing for undergraduate students located on campus and from University owned accommodation services.

### Service Provisions:

This service includes:

- \* Negotiation and arrangement of preferred suppliers.
- \* A maintenance contract with vendors.
- \* Managing installation and services through vendors.
- \* The management of printer queues and permissions.
- \* The management of a print management system and processes.
- \* Management, monitoring, fault diagnosis and configuration of printing infrastructure.
- \* A process to increase quotas upon request from Faculty.
- \* A process for students to purchase additional quota.
- \* The ownership of warranty jobs.
- \* General printing troubleshooting.
- \* The provision of consumables.
- \* Lifecycle management of printer hardware.
- \* The procurement of printers where a new service is being established.

Please note this service does not include:

- \* Responsibility for any printers used by postgraduate research students.
- \* Responsibility for any printers not on print management system.

<b>Service Owner:</b>	Manager, Customer Service
<b>Technical Owner:</b>	Team Leader, Teaching Technologies
<b>This service is available for:</b>	Undergraduate students Honour Students Postgraduate Coursework students
<b>Service offerings and variations:</b>	Print services are provisioned with \$36 per quota period.
<b>Funding model</b>	Capacity-based funding
<b>Service cost</b>	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>Review dates:</b>	2009

### Service conditions, support and availability:

Standard Support Hours.

Critical systems support - Level 2.

Availability of the service is determined by opening hours of the relevant facility.

Print quotas are governed by the University Information and Communications Technology Committee.

### References:

Refer to the following site for more information on print quotas and the pricing of additional quota:  
<http://www.adelaide.edu.au/its/quotas/print/>

## 1.10 Desktop environment for staff

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.

### Service Provisions:

This service includes:

- \* Managing a catalogue of standard hardware available for procurement in conjunction with preferred suppliers.
- \* Contract management with preferred suppliers.
- \* Developing and maintaining standard operating environments.
- \* Installation and maintenance of hardware, operating systems and software on desktops and laptops.
- \* Harddrive decommissioning.
- \* Installation of peripherals such as scanners and bar code readers.
- \* Escalated fault resolution from the service desk.
- \* Upgrades to installed software.
- \* Virus checking and security patching.
- \* Check of equipment that has been moved as part of staff relocations.
- \* Diagnosis and logging of warranty jobs.

Please note this service does not include:

- \* The procurement (purchase or leasing) of hardware.
- \* Disposal of hardware.
- \* Physical relocation of equipment as part of staff relocations.
- \* Support for personally owned computers.
- \* Support for computers that do not comply with the standard operating environment.
- \* Support for non-standard hardware.
- \* Support for peripheral devices not in the catalogue of standard hardware.

<b>Service Owner:</b>	Manager, Customer Service
<b>Technical Owner:</b>	Team Leader, Onsite Support
<b>This service is available for:</b>	Staff Visitors Postgraduate students
<b>Service offerings and variations:</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> .
<b>Funding model</b>	Optional service offerings
<b>Service cost</b>	The cost of hardware, leasing and peripherals is the responsibility of the business area.
<b>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

Standard Support Hours.

Limited support may be available for hardware that is considered to be at End Of Useful Life (EOUL).

### References:

## 1.11 Desktop environment for students

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 Provisions:

This service includes:

- \* Provision of consulting services for the desktop environment for students.
- \* The procurement of hardware through preferred suppliers.
- \* Maintaining a register of supported student desktop environments.
- \* Management of a standard operating environment for student desktop environments.
- \* A process for negotiating requirements with the owners of supported facilities.
- \* Onsite support and maintenance of student desktop environments.
- \* The monitoring and reporting of the quantitative usage of student suites.
- \* Escalated fault resolution from the service desk.
- \* Upgrades to installed software.
- \* Virus checking and security patching.
- \* Diagnosis and logging of warranty jobs.

Please note this service does not include:

- \* Lifecycle funding for hardware which is the responsibility of the area that owns the facility.
- \* Support for student and specialist shared environments not included on the register of supported venues.
- \* Desktops personally owned by students.
- \* Support for non-standard hardware purchased by the area that owns the facility.
- \* Support for non-standard operating environments.
- \* Support for the use of applications delivered in the student desktop operating environment.
- \* Funding of software licenses which is the responsibility of the area that owns the facility with the exception of those available through Foundation services.
- \* Signage and furnishings within the environments.
- \* Responsibility for security services, both managing access and cameras.
- \* A permanent onsite presence is not provided.
- \* Induction with students except that provided through 1.04.

<b>Service Owner:</b>	Manager, Customer Service
<b>Technical Owner:</b>	Team Leader, Teaching Technologies
<b>This service is available for:</b>	Students IT Associate Deans Academic staff Student Centre Student Accommodation Services Adelaide University Union Library
<b>Service offerings and variations:</b>	Standard operating environments are available in the following platforms: Windows Macintosh Linux

	For more information on these environments please contact the service desk.
<b>Funding model</b>	Optional service offerings
<b>Service cost</b>	The standard operating environment for Windows is fully funded under Foundation Services. Costs apply to standard operating environments for: * Macintosh * Linux
<b>Review dates:</b>	No review dates are currently set.
<b>Service conditions, support and availability:</b>	
Standard Support Hours. Critical systems support - Level 2. The schedule of supported facilities is governed by the University Information and Communications Technology Committee.	
<b>References:</b>	

## 1.12 Calendar services

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.

### Service Provisions:

This service includes:

- \* The provision and management of an enterprise calendaring application.
- \* A process for provisioning of staff and subsequent deprovisioning.
- \* Advice on configuration and synchronisation of handheld devices.
- \* Escalated support from the service desk.

Please note this service does not include:

- \* The purchase of personal devices.
- \* Support for restores of individual data, data protection is for disaster recover purposes only.

<b>Service Owner:</b>	Manager, Application Services
<b>Technical Owner:</b>	Team Leader, Enterprise Systems
<b>This service is available for:</b>	Staff Visitors
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Fully funded
<b>Service cost</b>	Not applicable
<b>Review dates:</b>	2009-10 as part of staff collaboration project
<b>Service conditions, support and availability:</b>	
Standard Support Hours. Critical systems support - Level 2.	
<b>References:</b>	

## 1.13 Wireless services

This service provides a secure wireless network on campus that enables authorised users to connect to the University network and internet from mobile devices.

### Service Provisions:

This service includes:

- \* Advice on wireless configuration.
- \* Troubleshooting of connectivity issues escalated from the service desk.
- \* Wireless and authentication infrastructure across all campuses.
- \* Support for student residences.

Please note this service does not include:

- \* Support for usage that falls outside of Acceptable Use Guidelines at Roseworthy student accommodation. This is provided by a Third-Party supplier.
- \* Devices to connect to the wireless network.

<b>Service Owner:</b>	Manager, Production Services
<b>Technical Owner:</b>	Team Leader, Network Services
<b>This service is available for:</b>	Staff Students Visitors
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Fully funded
<b>Service cost</b>	Refer to 1.05 for costs relating to internet usage.
<b>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

Standard Support Hours.

Users must have an authorised account and are subject to the IT Acceptable Use and Security Policy. Known blackspots exist on the wireless network, connectivity cannot be guaranteed from every location on every campus.

### References:

IT Acceptable Use and Security Policy: <http://www.adelaide.edu.au/policies/2783/>

## 1.14 Remote access services

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.

### Service Provisions:

This service includes:

- \* The management of Virtual Private Network (VPN) infrastructure.
- \* The escalation of incidents from the service desk.
- \* Maintenance of a self-service website for users that contains the client and installation guides.

<b>Service Owner:</b>	Manager, Production Services
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<b>Technical Owner:</b>	Team Leader, Network Services
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<b>This service is available for:</b>	Staff Students Visitors Conference delegates
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<b>Service offerings and variations:</b>	Not applicable
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<b>Funding model</b>	Fully funded
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<b>Service cost</b>	Refer to 1.05 for costs relating to internet usage.
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<b>Review dates:</b>	No review dates are currently set.
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### Service conditions, support and availability:

Standard Support Hours.

All users of remote access services are subject to the IT Acceptable Use and Security Policy.

### References:

IT Acceptable Use and Security Policy: <http://www.adelaide.edu.au/policies/2783/>

## 1.15 Telephony services

This service provides telephone services for internal and external calls and supporting services such as voicemail.

### Service Provisions:

This service includes:

- \* Infrastructure and applications to deliver voice services.
- \* Provision of pricing and quotes for work.
- \* Cabling to desks/wall points.
- \* The procurement of handsets.
- \* Changes (simple and complex) to support moves and changes of staff in the workplace.
- \* The licensing of devices.
- \* Maintaining a website with handset and voice plan information.
- \* Recharging of calls.
- \* Ownership of warranty jobs.
- \* Troubleshooting and escalated support from the service desk for issues related to Telephone services and voicemail.
- \* Training and online user guides for telephone and voicemail services.

Please note this service does not include:

- \* Phone conferencing, video conferencing and teleconferencing.

<b>Service Owner:</b>	Manager, Production Services
<b>Technical Owner:</b>	Team Leader, Network Services
<b>This service is available for:</b>	Staff Co-location partners
<b>Service offerings and variations:</b>	Analogue, Digital and VOIP devices are supported and available, depending on requirements. Refer to website for details of recommended handsets.
<b>Funding model</b>	Partial cost recovery
<b>Service cost</b>	The cost of handsets and calls are recharged to business areas.
<b>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

Standard Support Hours.

### References:

Refer to the Telephone Services website for more information:

<https://www.adelaide.edu.au/its/networks/telephone/>

## 1.16 Mobile voice and mobile data services

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.

### Service Provisions:

This service includes:

- \* Contract management with service providers to meet business needs.
- \* Maintenance of website with information on plans, handsets, devices and costs.
- \* Procurement and recharging of a standard range of handsets.
- \* Procurement, recharging and support for data cards for laptops.
- \* Provisioning of service and configuration of devices.
- \* Troubleshooting and escalated support from the service desk for issues related to mobile voice and mobile data related services.
- \* Recharging of costs associated with calls.
- \* Ownership of warranty jobs.
- \* Training and online user guides for mobile voice and mobile data services.

Please note this service does not include:

- \* Support for personally owned or procured handsets.
- \* Mobile phone services and contracts not provisioned through the central University account.

<b>Service Owner:</b>	Manager, Customer Service
<b>Technical Owner:</b>	Team Leader, Service Desk
<b>This service is available for:</b>	Staff
<b>Service offerings and variations:</b>	Refer to the website for available plans, devices and handsets.
<b>Funding model</b>	Partial cost recovery
<b>Service cost</b>	The cost of handsets, devices and call costs are recharged to areas.
<b>Review dates:</b>	2009 as part of Telecommunications contract renewal in 2010

### Service conditions, support and availability:

Standard Support Hours.

Users of the service have support available from the provider on a 24x7 basis.

There are known coverage issues related to geographic locations. A coverage map is provided on the website.

### References:

Refer to the Mobile Services website for more information:

<https://www.adelaide.edu.au/its/networks/mobile/>

## 1.17 Local data services

This service provides a fixed data network for connecting desktops and fixed devices to the core University network.

### Service Provisions:

This service includes:

- \* Cabling and replacement leads
- \* Support for staff relocations.
- \* Vendor relationship management.
- \* The development and maintenance of technical standards.
- \* Provision of pricing and quotes for work.

Please note this service does not include:

- \* Provision of fibre to the desktop.

<b>Service Owner:</b>	Manager, Production Services
<b>Technical Owner:</b>	Team Leader, Network Services
<b>This service is available for:</b>	Staff
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Full cost recovery
<b>Service cost</b>	Standard rates apply to service requests. Quotes will be provided for all other work.
<b>Review dates:</b>	No review dates are currently set.
<b>Service conditions, support and availability:</b>	
Standard Support Hours.	
<b>References:</b>	

## 1.18 Audio Visual Services

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

### Service Provisions:

This service includes:

- \* The procurement, design, installation, maintenance and decommissioning of AV equipment in common teaching areas.
- \* Routine checks of supported venues.
- \* Support for users in the form of phone and onsite support.
- \* A booking service for video conferences.
- \* A booking service for additional AV equipment hire.
- \* Maintaining a register of supported venues and facilities.

Please note this service does not include:

- \* After hours technical support unless specifically requested and funded.
- \* Support for specialised spaces in Faculties.

<b>Service Owner:</b>	Manager, Customer Service
<b>Technical Owner:</b>	Team Leader, Teaching Technologies
<b>This service is available for:</b>	Staff Students
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Optional service offerings Partial cost recovery
<b>Service cost</b>	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>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

Standard Support Hours.

Critical systems support - Level 3.

Priority 1 calls received from a supported venue on the North Terrace campus have a target of 10-15 minute onsite response.

At Roseworthy and Waite campuses, phone support is provided to onsite desktop support staff who assist users of facilities.

Extended phone support is available from 6-8pm Mon-Fri excluding Public holidays.

There is a target lifecycle of 5 years for equipment.

The schedule of supported common teaching area venues is governed by the University Information and Communications Technology Committee.

<b>References:</b>

## 1.19 Orientation and training in Audio Visual facilities

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

### Service Provisions:

This service includes:

- \* Onsite demonstrations and instruction sessions for staff.
- \* A schedule of upcoming sessions.
- \* Development of formal training media
- \* Development and maintenance of a sandpit environment specifically to assist with training.

<b>Service Owner:</b>	Manager, Customer Service
<b>Technical Owner:</b>	Team Leader, Teaching Technologies
<b>This service is available for:</b>	Staff New Staff Teaching Staff Administrative Staff
<b>Service offerings and variations:</b>	Group training - either scheduled or by request Individual training - by request
<b>Funding model</b>	Optional service offerings
<b>Service cost</b>	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>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

Standard Business Hours.  
1 weeks notice is preferred for training requests.  
Formal training is scheduled twice yearly.

### References:

## 1.20 Training in desktop productivity tools

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.

### Service Provisions:

This service includes:

- \* A schedule of training courses provided online.
- \* A process for staff and students to enrol into online courses.
- \* A process for staff and postgraduate students to enrol into face to face courses.
- \* Face to face (classroom-based) delivery of training related to desktop productivity tools (email, calendar, Microsoft Office Suite, Microsoft operating system).
- \* Online training in the Microsoft Office suite.
- \* Development and maintenance of training materials and guides to ensure currency with University ICT environment.
- \* Escalated support from the service desk for training related issues.

Please note this service does not include:

- \* Delivery of face to face training to undergraduate students.
- \* Development, maintenance and enhancement of applications developed with the Microsoft Office Suite.

<b>Service Owner:</b>	Manager, Application Services
<b>Technical Owner:</b>	Team Leader, Training Services
<b>This service is available for:</b>	Staff Postgraduate students Undergraduate students
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Fully funded
<b>Service cost</b>	Not applicable
<b>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

Standard Business Hours.

Enrolment into online Microsoft Office courses may be subject to license availability.

Online courses are available through the University online learning system and are subject to the availability of this environment.

Materials for face to face courses are customised for and delivered on standard University desktop environments.

Training and post-training support is not available in non-Microsoft desktop environments (ie. Macintosh and Linux).

### References:

## 1.21 Training in business applications

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.

### Service Provisions:

This service includes:

- \* Liaison with specialists from business areas over business processes, content and training environments.
- \* Liaison with technical specialists on the setup and configuration of suitable training environments.
- \* A schedule of training courses provided online.
- \* A process for staff and students to enrol into courses.
- \* Face to face (classroom-based) delivery of training related to business applications.
- \* Development and maintenance of training materials and guides to ensure currency with the University ICT environment.
- \* Escalated support from the service desk for training related issues.

Please note this service does not include:

- \* The delivery of training to undergraduate students.

<b>Service Owner:</b>	Manager, Application Services
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<b>Technical Owner:</b>	Team Leader, Training Services
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<b>This service is available for:</b>	Staff Postgraduate students
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<b>Service offerings and variations:</b>	Not applicable
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<b>Funding model</b>	Fully funded
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<b>Service cost</b>	Not applicable
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<b>Review dates:</b>	No review dates are currently set.
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### Service conditions, support and availability:

Standard Business Hours.

Materials for face to face courses are customised for and delivered on standard University desktop environments.

Training and post-training support is not available in non-Microsoft desktop environments (ie. Macintosh and Linux).

### References:

## 1.22 Assessment and certification in IT applications

This service provides competency-based assessment and certification in the use of IT applications in response to an identified business requirement.

### Service Provisions:

This service includes:

- \* The development of internal certification standards in consultation with business areas.
- \* Advice and bookings for assessment and certification.
- \* Formal assessment/certification conducted under supervision.
- \* Relevant standards and competencies to meet external and internal assessment requirements.

Please note this service does not include:

- \* Pre-requisite training in the applications is provided as a separate service.
- \* MCSE (Microsoft Certified Systems Engineer) certification is not offered at this centre.

<b>Service Owner:</b>	Manager, Application Services
<b>Technical Owner:</b>	Team Leader, Training Services
<b>This service is available for:</b>	Staff Postgraduate Students Externals Finance system users (Finance certification only)
<b>Service offerings and variations:</b>	Microsoft Certified Application Specialist Finance system
<b>Funding model</b>	Fully funded
<b>Service cost</b>	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>Review dates:</b>	No review dates are currently set.
<b>Service conditions, support and availability:</b>	
Standard Business Hours.	
<b>References:</b>	

## 2. Application Services

*Application Services provides 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*

*Also provided are integration services from authoritative University systems to internal or externally hosted systems.*

*The applications are managed in partnership with business areas who are the data stewards and govern access, policies and processes relating to the applications.*

*For more information on the supported applications and application services refer to the business applications register.*

## 2.01 Application Design and Development service

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.

### Service Provisions:

Application design and development services are generally associated with major upgrades and new application services and are expected to be conducted as a formal project.

This service includes:

- \* Technical advice to business areas, Business Analysts and project managers regarding requirements.
- \* Liaison with technical specialists (including Solution and Enterprise Architects) regarding architecture and infrastructure changes or requirements.
- \* Significant customisations and upgrades to third party applications through vendor tools and API's.
- \* Design and development services associated with new in-house custom built applications.
- \* Unit testing and quality assurance of development work.
- \* Performance and load testing by negotiation.

Please note this service does not include:

- \* Project management and Business Analysis services associated with delivery of new applications and functionality.
- \* User acceptance testing.
- \* Training of application users in new applications or functionality.
- \* Funding of significant infrastructure changes associated with enhanced functionality.

<b>Service Owner:</b>	Manager, Application Services
<b>Technical Owner:</b>	Team Leader, Research and Teaching Team Leader, PeopleSoft Services Team Leader, Enterprise Systems
<b>This service is available for:</b>	Business application owners Staff Students Affiliates
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Full cost recovery
<b>Service cost</b>	Cost recovery through projects.
<b>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

Subject to resource availability.

Assumes that projects are fully funded.

### References:

## 2.02 Application Support

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 Provisions:

Applications that meet Foundation Services criteria and that are fully funded generally have support for database and server platforms and environments. Refer to 3.02 and 3.03 for details of what is provided as part of server management and database management services.

This service includes:

- \* 2nd and 3rd tier operational support for applications including service faults and requests escalated from the service desk.
  - \* Routine health checks of applications and environments.
  - \* Management and refreshing of development environments for testing purposes.
  - \* Application of security patches from vendors.
  - \* Monitoring of application and integration processes.
  - \* Performance tuning and capacity management.
  - \* Escalation of support issues to vendors as required.
  - \* Proactive problem-solving in relation to recurring technical issues.
  - \* Liaising with the business owners of applications regarding business processes, policy and service delivery.
  - \* Management of activities in relation to the University business cycle in conjunction with business owner.
  - \* Liaising with technical specialists to ensure reliable infrastructure and environments.
  - \* Planning for data protection and disaster recovery strategies in conjunction with business owners.
- Please note this service does not include:
- \* Support for authentication services associated with any application.
  - \* Responsibility for data (including user accounts) where the ownership of data resides with the business area.
  - \* Applications outside the scope of foundation services and where no formal support agreement is in place.

<b>Service Owner:</b>	Manager, Application Services
<b>Technical Owner:</b>	Team Leader, Research and Teaching Team Leader, PeopleSoft Services Team Leader, Enterprise Systems
<b>This service is available for:</b>	Staff Students Visitors Affiliates Business application owners
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Optional service offerings
<b>Service cost</b>	Costs apply to services that do not meet Foundation services criteria.
<b>Review dates:</b>	No review dates are currently set.
<b>Service conditions, support and availability:</b>	

Standard Support Hours.
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<b>References:</b>
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## 2.03 Application Enhancements

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 Provisions:

This service includes:

- \* An engagement process with business areas and application owners.
- \* Responsibility for the software development lifecycle process that involves application owners.
- \* Evaluation of patches, hotfixes and upgrades released by vendors in conjunction with application owners.
- \* Minor upgrades and customisations to supported applications.
- \* Unit testing and quality assurance of development work.
- \* Performance and load testing by negotiation.

Please note that this service does not include:

- \* User Acceptance testing.
- \* Major upgrades and development work will be conducted as a formal project (refer to Application design and development service 2.01).
- \* Requests for work that involve a change to the current architecture of the application or environment.
- \* Requests for enhancements to applications that are no longer supported by the vendor or for which the vendor has no roadmap advice will be subject to a risk assessment.

<b>Service Owner:</b>	Manager, Application Services
<b>Technical Owner:</b>	Team Leader, Research and Teaching Team Leader, PeopleSoft Services Team Leader, Enterprise Systems
<b>This service is available for:</b>	Business application owners
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Optional service offerings
<b>Service cost</b>	Costs apply to services that do not meet Foundation services criteria.
<b>Review dates:</b>	No review dates are currently set.
<b>Service conditions, support and availability:</b>	
Standard Support Hours.	
<b>References:</b>	

## 2.04 Application and systems integration

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 Provisions:

This service includes:

- \* Liaising with technical specialists regarding architecture and requirements.
- \* Development and support of integration and interfacing between systems (internal or external to the University).
- \* Liaising with business areas, external vendors, security experts to ensure appropriate data management, security and regulatory obligations are met.

Please note this service does not include:

- \* Responsibility for the support of external systems managed by a third party.
- \* After hours support for scheduled processes.

<b>Service Owner:</b>	Manager, Application Services
<b>Technical Owner:</b>	Team Leader, Research and Teaching Team Leader, PeopleSoft Services Team Leader, Enterprise Systems
<b>This service is available for:</b>	Business application owners Externals
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Optional service offerings
<b>Service cost</b>	Costs apply to services that do not meet Foundation services criteria.
<b>Review dates:</b>	No review dates are currently set.
<b>Service conditions, support and availability:</b>	
Standard Support Hours.	
<b>References:</b>	

### **3. Hosting Services**

*Hosting services provide managed facilities and environments for the hosting of servers, databases and applications.*

### 3.01 Application Hosting

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 Provisions:**

The activities required for this service will vary for each application, but may include:

- \* Basic monitoring of the application and availability.
- \* Routine health checks of applications and environments.
- \* Escalation of support issues to vendors as required.
- \* Planning for data protection and disaster recovery strategies in conjunction with business owners.
- \* Liaising with technical specialists to ensure reliable infrastructure and environments.
- \* Advice to vendors and business application owners regarding the University IT environment and assistance with configuration of applications.

Please note this service does not include:

- \* Development, support, patching or upgrades to applications.
- \* Support for authentication services associated with any application.
- \* Responsibility for data (including accounts) where the ownership of data resides with the business area.

<b>Service Owner:</b>	Manager, Application Services
<b>Technical Owner:</b>	Team Leader, Research and Teaching Team Leader, PeopleSoft Services Team Leader, Enterprise Systems
<b>This service is available for:</b>	Staff Business Application Owners
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Optional service offerings
<b>Service cost</b>	Costs apply to services that do not meet Foundation services criteria.
<b>Review dates:</b>	No review dates are currently set.
<b>Service conditions, support and availability:</b>	
Standard Support Hours.	
<b>References:</b>	

## 3.02 Database Hosting

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

### Service Provisions:

This service includes:

- \* Technical standards for supported database platforms.
- \* Managed environments for hosting of databases including storage, backup and monitoring.
- \* Capacity planning and monitoring of databases and environments.
- \* Escalated support from the service desk and application specialists.
- \* Assistance in the diagnosis of performance problems.
- \* Application of security patches from vendors.

Please note this service does not include:

- \* Resolution of underlying application issues.
- \* Responsibility for the integrity of data hosted within the databases.
- \* Data protection is for disaster recovery purposes only.
- \* Hosting of databases that are not one of the supported database platforms.
- \* Support for database environments that are no longer supported by the vendor.

<b>Service Owner:</b>	Manager, Application Services
<b>Technical Owner:</b>	Team Leader, Enterprise Systems
<b>This service is available for:</b>	Staff Business Application Owners Postgraduate students
<b>Service offerings and variations:</b>	There are 2 supported database platforms: Oracle - versions 10g and 11g Microsoft SQL server - versions 2000 and 2005
<b>Funding model</b>	Optional service offerings
<b>Service cost</b>	Costs apply to services that do not meet Foundation Services criteria. Costs are negotiated and based on requirements for storage and backup.
<b>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

Standard Support Hours.

Support for existing applications is provided for the Microsoft 2000 platform only.

New Microsoft databases will be hosted on 2005.

### References:

### 3.03 Server Hosting and Management

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

#### Service Provisions:

This service includes:

- \* A managed environment for hosting of servers.
- \* Rack space, power and network connectivity.
- \* Power surge and dropout protection in the form of Uninterruptible Power Supplies and Generator backup.
- \* Hardware procurement and installation.
- \* Lifecycle management of hardware.
- \* Management, patching, fault diagnosis and configuration of supported server platforms.
- \* Technical standards relating to supported server platforms.
- \* Basic server and environmental monitoring.
- \* Troubleshooting and escalation of incidents through the service desk.
- \* Storage provisioning.
- \* Standard backup schedule.
- \* Capacity planning.

Please note this service does not include:

- \* Support for servers or infrastructure that cannot be rack mounted.
- \* Support for application services hosted by the server.
- \* Support for servers or operating systems that are no longer supported by the vendor and do not meet technical standards, including equipment procured by areas.

<b>Service Owner:</b>	Manager, Production Services
<b>Technical Owner:</b>	Team Leader, Unix Services Team Leader, Windows Services
<b>This service is available for:</b>	Staff
<b>Service offerings and variations:</b>	<p>This service is available in the following configurations:</p> <ol style="list-style-type: none"> <li>1. Virtual server environment (where infrastructure and infrastructure costs are shared by multiple services). Base specifications are available upon request.</li> <li>2. Dedicated physical hardware and support.</li> </ol> <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>
<b>Funding model</b>	Optional service offerings
<b>Service cost</b>	<p>Hardware costs:</p> <ul style="list-style-type: none"> <li>* Initial cost of dedicated physical hardware is to be funded by the startup costs of a service.</li> <li>* Hardware refreshes will be funded for foundation services only.</li> <li>* The cost of virtual environments is included within the total cost of the service.</li> </ul>

	<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>
<b>Review dates:</b>	No review dates are currently set.
<b>Service conditions, support and availability:</b>	
<p>Standard Support Hours.</p> <p>Regular maintenance windows are required and apply to all services managed by the University. Partnering agreements will detail notification processes.</p>	
<b>References:</b>	

## 4. 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*
- *Infrastructure to support secure, role-based access to services*

*Also includes redundancy, monitoring and security across all services.*

## 4.01 Backup, Restore and Archiving services

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.

### Service Provisions:

This service includes:

- \* Management of offsite storage facilities.
- \* Lifecycle management of media formats.
- \* Backup services (regular and occasional).
- \* Offsite media storage.

Please note this service does not include:

- \* Restores of personal data.
- \* Backups of individual workstations.

<b>Service Owner:</b>	Manager, Production Services
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<b>Technical Owner:</b>	Team Leader, Unix Services
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<b>This service is available for:</b>	Staff Visitors
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<b>Service offerings and variations:</b>	Backup services can be tailored according to requirements.
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<b>Funding model</b>	Optional service offerings
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<b>Service cost</b>	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.
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<b>Review dates:</b>	No review dates are currently set.
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### Service conditions, support and availability:

Standard Support Hours.

Backup and restores services are designed and resourced with the objective of protecting critical business data.

### References:

## 5. 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*

*Included are Project Management services, general consultancy services in the areas of training, standard operating environments, application and teaching space design and conference/seminar support.*

## 5.01 Operational partnering and advisory services

This service provides advice and consulting services in relation to operational technology services.

### Service Provisions:

This service includes:

- \* An advocacy role within Technology Portfolios on behalf of the University.
- \* A process for engagement with the University.
- \* Acting as a point of contact into Technology Services.
- \* Coordination of internal service providers.

This service does not include:

- \* Strategy and policy related services.
- \* Project management services.

<b>Service Owner:</b>	Manager, Customer Service
<b>Technical Owner:</b>	Team Leader, Onsite Support
<b>This service is available for:</b>	Staff Students
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Fully funded
<b>Service cost</b>	Not applicable
<b>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

Standard Business Hours.

### References:

## 5.02 Project Delivery

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.

### Service Provisions:

This service includes:

- \* Project governance.
- \* Project management.
- \* Portfolio management.
- \* Process management and improvement related to project management.
- \* Reporting.
- \* Risk and issue management.
- \* Training and mentoring for project resources.
- \* Development of standards relating to project management and business analysis.

Please note this service does not include:

- \* Projects outside the scope of the technology portfolios.
- \* Provision of technical resources to deliver projects.
- \* Administrative and records management support to project resources.

<b>Service Owner:</b>	Manager, Solution Delivery
<b>Technical Owner:</b>	Manager, Solution Delivery
<b>This service is available for:</b>	Staff
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Full cost recovery
<b>Service cost</b>	Resources are provided to projects on a cost recovery basis.
<b>Review dates:</b>	No review dates are currently set.
<b>Service conditions, support and availability:</b>	
Standard Business Hours.	
<b>References:</b>	

### 5.03 Project Consulting Services

This service provides consulting, analysis and project resources to business areas of the University.

#### Service Provisions:

This service includes:

- \* Resources to conduct business analysis and feasibility studies.
- \* Assistance in identifying resourcing needs for projects.
- \* Assistance with obtaining and engaging project resources, both external and internal.

Please note this service does not include:

- \* Funding required to secure external contractors or backfill internal staff.
- \* Administrative support for project managers must be funded by the project.

<b>Service Owner:</b>	Manager, Solution Delivery
<b>Technical Owner:</b>	Manager, Solution Delivery
<b>This service is available for:</b>	Staff
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Full cost recovery
<b>Service cost</b>	Resources are provided to projects on a cost recovery basis.
<b>Review dates:</b>	No review dates are currently set.
<b>Service conditions, support and availability:</b>	
Standard Business Hours.	
<b>References:</b>	

## 5.04 Teaching Space Design Service

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

### Service Provisions:

This service includes:

\* Design and cost estimates of new AV systems and upgrades.

Please note this service does not include:

\* Ongoing support for systems once commissioned.

<b>Service Owner:</b>	Manager, Customer Service
<b>Technical Owner:</b>	Team Leader, Teaching Technologies
<b>This service is available for:</b>	Staff Property Services
<b>Service offerings and variations:</b>	Not applicable
<b>Funding model</b>	Full cost recovery
<b>Service cost</b>	Costs are dependent on requirements and the nature of the engagement. Quotes will be provided for all projects.
<b>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

Standard Business Hours.

### References:

## 5.05 Training Consultancy Services

This service provides advice and services to assess training needs and develop custom training for IT services.

### Service Provisions:

This service includes:

- \* Advice and resource estimates relating to the assessment of training needs.
- \* Services to develop and conduct an assessment of training needs relating to ICT within the University.
- \* The development of custom training for business applications.

**Service Owner:** Manager, Application Services

**Technical Owner:** Team Leader, Training Services

**This service is available for:** Staff  
Business Application Owners

**Service offerings and variations:** Depends on the nature of the engagement.

**Funding model** Optional service offerings

**Service cost** 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.

**Review dates:** No review dates are currently set.

### Service conditions, support and availability:

Standard Business Hours.

### References:

## 5.06 Network design and consultancy

This service provides technical expertise in the area of networking to support capital works across the campuses.

### Service Provisions:

This service includes:

- \* Phone and data cabling.
- \* Technical advice on power and capacity.
- \* Project management.
- \* Provision of network equipment including routers and switches.
- \* Budgeting.
- \* Vendor management.

<b>Service Owner:</b>	Manager, Production Services
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<b>Technical Owner:</b>	Team Leader, Network Services
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<b>This service is available for:</b>	Property Services Project Managers Staff
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<b>Service offerings and variations:</b>	Not applicable
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<b>Funding model</b>	Optional service offerings
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<b>Service cost</b>	Costs are dependent on requirements and the nature of the engagement. Quotes will be provided for all projects.
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<b>Review dates:</b>	No review dates are currently set.
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### Service conditions, support and availability:

Standard Business Hours.

### References:

## 5.07 Technical Consulting and Advisory services

Provides technical advice and consulting services for the design of systems architecture and environments.

### Service Provisions:

This service includes:

\* Advice, design and cost estimates for systems architecture and environments.

Please note this service does not include:

\* Provision of resources to install or upgrade systems as part of project work.

\* Ongoing support for systems once installed.

<b>Service Owner:</b>	Manager, Production Services
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<b>Technical Owner:</b>	Team Leader, Unix Services Team Leader, Windows Services
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<b>This service is available for:</b>	Staff IT Technical specialists Project Managers
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<b>Service offerings and variations:</b>	Not applicable
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<b>Funding model</b>	Fully funded
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<b>Service cost</b>	Not applicable
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<b>Review dates:</b>	No review dates are currently set.
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### Service conditions, support and availability:

Subject to resource availability. A request for significant resource time may be subject to costs.

### References:

## 5.08 Conference and event support services

This service provides support for organisers of conferences and events in the setup and use of audio visual equipment and internet access.

### Service Provisions:

This service includes:

- \* Advice for conference and event organisers and assistance to establish requirements.
- \* AV support services for conference and event organisers.
- \* Accounts for conference delegates.
- \* Wireless network capability for conference delegates.
- \* Advice on network connectivity provided to organisers.
- \* Troubleshooting with accounts and access.

Please note this service does not include:

- \* Internet kiosk facilities and dedicated hardware for internet access.
- \* Support and configuration of personal equipment.

<b>Service Owner:</b>	Manager, Customer Service
<b>Technical Owner:</b>	Team Leader, Teaching Technologies
<b>This service is available for:</b>	Staff Conference organisers Event organisers
<b>Service offerings and variations:</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.
<b>Funding model</b>	Optional service offerings
<b>Service cost</b>	See service offerings. Costs apply to all after hours work (outside Standard Support Hours) to cover overtime.
<b>Review dates:</b>	No review dates are currently set.

### Service conditions, support and availability:

All conference and event delegates who access the University network are subject to the IT Acceptable Use and Security Policy.

A minimum of 2 weeks notice is required for events and small conferences (less than 6 venues).

A minimum of 3 months notice is required for larger conferences (6 or more venues).

### References:

IT Acceptable Use and Security Policy: <http://www.adelaide.edu.au/policies/2783/>

Information on hiring for events can be found at: [https://www.adelaide.edu.au/its/av/av\\_hire/](https://www.adelaide.edu.au/its/av/av_hire/)

## 6. Compliance and Prudential

*Provides services that enable and support the governance of operational IT services.*

*The services include;*

- *Risk management*
- *Compliance relating to regulatory, software and usage*
- *Contract management*
- *Policy development and review*
- *Service level management*
- *Service management processes*

## 6.01 Software and hardware contract management

This service manages compliance with the terms and conditions of site-wide contracts with IT vendors such as the software agreements with Microsoft.

### Service Provisions:

This service includes:

- \* Management of site-wide software contracts.
- \* Management of hardware maintenance agreements.
- \* Facilitating the checking of maintenance schedules.
- \* Providing advice on contract terms and conditions.
- \* Records management in relation to software and hardware contracts.
- \* Contract renewals.
- \* Liaison with University Prudential services for legal advice.
- \* General advice on licensing.
- \* Managing the availability of software licensed for home use.
- \* A software media borrowing process.

Please note this service does not include:

- \* Contract negotiation with vendors. This is the responsibility of the contract initiator/contact.
- \* Budgeting processes.

<b>Service Owner:</b>	Manager, Business Services
<b>Technical Owner:</b>	Manager, Leasing and Contracts
<b>This service is available for:</b>	Staff Students
<b>Service offerings and variations:</b>	Refer to the Software website for the terms and conditions of each contract.
<b>Funding model</b>	Optional service offerings
<b>Service cost</b>	Some contracts centrally funded. Some recharged annually.
<b>Review dates:</b>	Charging model being reviewed in 2009.

### Service conditions, support and availability:

Standard Business Hours.

The policy regarding the recharging of software is governed by the University Information and Communications Technology Committee.

### References:

## 6.02 Software licensing

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

### Service Provisions:

This service includes:

- \* Usage reporting on request.
- \* Sourcing of quotes at Education pricing.
- \* Recharging at cost.
- \* Liasing with desktop support staff regarding the installation of software.
- \* Providing advice on licensing conditions.

Please note this service does not include:

- \* Advice on software functionality.
- \* This service is not provided for software that is not on the authorised list.

<b>Service Owner:</b>	Manager, Business Services
<b>Technical Owner:</b>	Manager, Leasing and Contracts
<b>This service is available for:</b>	Staff Students
<b>Service offerings and variations:</b>	Refer to the Software website for the terms and conditions of each contract.
<b>Funding model</b>	Full cost recovery
<b>Service cost</b>	Cost recovery
<b>Review dates:</b>	Charging model being reviewed in 2009.

### Service conditions, support and availability:

Standard Business Hours.

The policy regarding the recharging of software is governed by the University Information and Communications Technology Committee.

### References:

## 6.03 IT Security Incident Handling

This service provides advice and expertise to investigate and handle IT security-related events.

### Service Provisions:

This service includes:

- \* Management of processes and handling of specific events (eg. Virus outbreaks).
- \* Investigations of inappropriate use and/or access.
- \* Liaison with internal and external entities.

This service does not include:

- \* Physical security of IT Facilities is the responsibility of Property Services.
- \* Responsibility for data within applications.
- \* Patching and configuration of systems.

<b>Service Owner:</b>	Manager, Production Services
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<b>Technical Owner:</b>	Team Leader, IT Risk Management
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<b>This service is available for:</b>	Staff Students Externals
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<b>Service offerings and variations:</b>	Not applicable
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<b>Funding model</b>	Fully funded
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<b>Service cost</b>	Not applicable
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<b>Review dates:</b>	No review dates are currently set.
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### Service conditions, support and availability:

Standard Business Hours.

All use of University IT facilities should comply with the IT Acceptable Use and Security Policy

### References:

IT Acceptable Use and Security Policy: <http://www.adelaide.edu.au/policies/2783/>

## 6.04 IT Security Education and Policy

This service contributes to the development of IT policy and the education of users regarding their responsibilities to IT services.

### Service Provisions:

This service includes:

- \* Contributing to the development of IT policy.
- \* User education.

<b>Service Owner:</b>	Manager, Production Services
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<b>Technical Owner:</b>	Team Leader, IT Risk Management
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<b>This service is available for:</b>	Staff Students Affiliates
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<b>Service offerings and variations:</b>	Not applicable
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<b>Funding model</b>	Fully funded
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<b>Service cost</b>	Not applicable
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<b>Review dates:</b>	No review dates are currently set.
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### Service conditions, support and availability:

Standard Business Hours.

### References:

IT Acceptable Use and Security Policy: <http://www.adelaide.edu.au/policies/2783/>

## 6.05 IT Security Assurance

This service provides advice, audits and assessments related to the security of IT systems for the benefit of application owners.

### Service Provisions:

This service includes:

- \* Advice on the design and configuration of IT systems and services.
- \* IT security audits.
- \* IT security assessments.
- \* Compliance of current IT services with appropriate standards.
- \* Liaising with external auditors.

<b>Service Owner:</b>	Manager, Production Services
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<b>Technical Owner:</b>	Team Leader, IT Risk Management
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<b>This service is available for:</b>	Business application owners IT technical specialists Externals
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<b>Service offerings and variations:</b>	Not applicable
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<b>Funding model</b>	Fully funded
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<b>Service cost</b>	Not applicable
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<b>Review dates:</b>	No review dates are currently set.
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### Service conditions, support and availability:

Standard Business Hours.

### References:

## 7. Definitions

Standard Business Hours	9am to 5pm Monday to Friday excluding Public Holidays
Standard Support Hours	8am to 6pm Monday to Friday excluding Public Holidays
Critical Systems support level	<p>The critical systems level given an indication as to the expectations for disaster recovery priority, availability targets and the extent to which there may be response to service outages outside of standard support hours.</p> <p>Level 1: availability target of 99.5%, DR priority 1-20, limited out of hours support for entire service outages.</p> <p>Level 2: availability target of 99.5%, DR priority 1-20, out of hours support through uplift arrangements only.</p> <p>Level 3: availability target of 99% or less. No specific DR priority, out of hours support through uplift arrangements only.</p>
Affiliate	An affiliate refers to groups or organisations that are not formal business units of the University but have a significant relationship with the University documented through a service agreement.
Visitor	Visitor refers to a person who has an official relationship with a particular business area of the University and requires access to IT services in order to service that relationship, and does not have a staff or titleholder relationship with that business area.
Titleholder	Titleholder refers to a person who has been conferred an academic or non-academic title, who is not a member of the academic staff of the University of Adelaide and who has agreed to make a significant contribution to the academic work (teaching, research or both) of the University.
External	An external party is someone who has no formal relationship with the University but may still be identified as a stakeholder in relation to a service.
Business Areas	Refers to any areas (Faculty, Division, School, Branch or business unit) outside of the technology portfolios within the Infrastructure, Property and Technology branch.

## Funding model definitions

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.
Partial cost recovery	Foundation services provides funding for infrastructure. Costs that are incurred directly by authorised users of Foundation services in the conduct of academic and professional activities will be recovered from the area or person.
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 with reference to technical and non-technical constraints to guide resourcing of services. 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.

## 8. Service Measures

### 8.1 Service Extensions

A service extension process is available to provide support for ICT services outside of standard support hours during critical business periods by negotiation. Costs may apply. Two weeks notice is required. Requests for a service extension should be directed to the service owner or one of the Technology Services managers.

### 8.2 Maintenance Windows

Technology Services has a schedule of planned maintenance windows throughout the year. This schedule is negotiated and set on an annual basis. More information can be found on the Technology Services website: [http://www.adelaide.edu.au/its/service\\_availability/](http://www.adelaide.edu.au/its/service_availability/).

### 8.3 Service request and failure KPI's

There is an agreed set of timeframes for the response to, and resolution of, service requests and failures relating to services in this catalogue. For incidents reported as faults the priority is determined by the impact and urgency of the issue. The failure and service request matrices are based on the assumption that, where applicable, the incident is related to university standard hardware and software. Resolve times may be potentially longer for non-standard hardware and software failures.

#### *Failure Resolve Time Matrix*

Priority	Time to Respond	Target Time to Resolve
1	5 minutes	80% of calls resolved in 2 hours
2	5 minutes	80% of calls resolved in 8 hours
3	5 minutes	80% of calls resolved in 2 business days
4	5 minutes	80% of calls resolved in 5 business days

#### *Service Request Resolve Time Matrix*

Priority	Time to Respond	Target Time to Resolve
1	same day	80% of requests resolved within 1 business day
2	2 days	80% of requests resolved within 4 business days
3	2 days	80% of requests resolved within 8 business days
4	2 days	80% of requests resolved within 15 business days
5	2 days	Non-standard service request, to be negotiated with customer

## 9. Summary of Service Catalogue Schedules

<b>Name</b>	<b>Reference</b>
Business Applications register	To be developed.
Supported common teaching areas	<a href="https://www.adelaide.edu.au/its/av/cta_facilities/">https://www.adelaide.edu.au/its/av/cta_facilities/</a>
Supported student desktop facilities	To be advised.
Software Licensing Schedule	<a href="https://www.adelaide.edu.au/its/software/">https://www.adelaide.edu.au/its/software/</a>

## Appendix A: Infrastructure and Enabling Services

<b>Datacenter Management</b>		<b>ID: 4.02</b>
Management of data centre facilities including physical security, power, electricity, air-conditioning, space and redundancy.		
<b>Service Owner:</b>	Manager, Production Services	
<b>Funding model:</b>	Fully funded	
<b>Review dates:</b>	No review dates are currently set.	

<b>Network Management</b>		<b>ID: 4.03</b>
Management of core, edge & backbone network and includes redundancy provisions through ISP's.		
<b>Service Owner:</b>	Manager, Production Services	
<b>Funding model:</b>	Fully funded	
<b>Review dates:</b>	No review dates are currently set.	

<b>Storage Infrastructure</b>		<b>ID: 4.04</b>
Management of storage infrastructure.		
<b>Service Owner:</b>	Manager, Production Services	
<b>Funding model:</b>	Fully funded	
<b>Review dates:</b>	No review dates are currently set.	

<b>Technology Risk Management</b>		<b>ID: 6.06</b>
Provide a technological risk management service that includes maintaining a risk register with documented known areas of risk.		
<b>Service Owner:</b>	Manager, Production Services	
<b>Funding model:</b>	Fully funded	
<b>Review dates:</b>	No review dates are currently set.	

<b>Information Security Management</b>		<b>ID: 6.07</b>
Provision and management of firewalls, intrusion detection and vulnerability management (server patching).		
<b>Service Owner:</b>	Manager, Production Services	
<b>Funding model:</b>	Fully funded	
<b>Review dates:</b>	No review dates are currently set.	

<b>Business Continuity Management</b>	<b>ID: 6.08</b>
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.	
<b>Service Owner:</b>	Manager, Production Services
<b>Funding model:</b>	Fully funded
<b>Review dates:</b>	No review dates are currently set.

<b>Disaster Recovery</b>	<b>ID: 6.09</b>
Management and testing of a disaster recovery plan to restore critical IT services in the event of a disaster.	
<b>Service Owner:</b>	Manager, Production Services
<b>Funding model:</b>	Fully funded
<b>Review dates:</b>	No review dates are currently set.

<b>Management of IT Regulatory requirements</b>	<b>ID: 6.10</b>
Provide advice and liaise with areas regarding compliance with applicable legislation such as the SPAM Act and Telecommunications act.	
<b>Service Owner:</b>	Manager, Business Services
<b>Funding model:</b>	Fully funded
<b>Review dates:</b>	No review dates are currently set.

<b>IT Policy Development and Review</b>	<b>ID: 6.11</b>
Management of key policies governing IT such as the IT Acceptable Use and Security Policy.	
<b>Service Owner:</b>	Manager, Business Services
<b>Funding model:</b>	Fully funded
<b>Review dates:</b>	2009-10

<b>Incident Management</b>	<b>ID: 6.12</b>
Management of the incident management process.	
<b>Service Owner:</b>	Manager, Customer Service
<b>Funding model:</b>	Fully funded
<b>Review dates:</b>	2010

<b>Change Management</b>	<b>ID: 6.13</b>
Management of the change process and Change Advisory Board.	
<b>Service Owner:</b>	Manager, Production Services
<b>Funding model:</b>	Fully funded
<b>Review dates:</b>	2009-2010

<b>Service Level Management</b>	<b>ID: 6.14</b>
Responsibility for service portfolio and catalogue, partnering agreements, service kpi's and reporting.	
<b>Service Owner:</b>	Associate Director, Technology
<b>Funding model:</b>	Fully funded
<b>Review dates:</b>	No review dates are currently set.

<b>IT Strategic Planning</b>	<b>ID: 7.01</b>
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.	
<b>Service Owner:</b>	Associate Director IT Strategy and Architecture
<b>Funding model:</b>	Fully funded
<b>Review dates:</b>	No review dates are currently set.

<b>Engagement</b>	<b>ID: 7.02</b>
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.	
<b>Service Owner:</b>	Associate Director IT Strategy and Architecture
<b>Funding model:</b>	Fully funded
<b>Review dates:</b>	No review dates are currently set.

<b>Enterprise Architecture</b>	<b>ID: 7.03</b>
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.	
<b>Service Owner:</b>	Associate Director IT Strategy and Architecture
<b>Funding model:</b>	Fully funded
<b>Review dates:</b>	No review dates are currently set.

**Solution Architecture****ID: 7.04**

Solution Architecture describes the components and elements required to create a solution that meets material business and technical requirements.

**Service Owner:** Associate Director IT Strategy and Architecture

**Funding model:** Fully funded

**Review dates:** No review dates are currently set.