



Information Technology Services

ITS Service Catalogue

Services Directory for RMIT (Australia)

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Issuing Authority

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Authorisation	Signature	Date
Executive Director, ITS		
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1 Service objectives

Information Technology Services (ITS) provides a range of information communication technology (ICT) services to RMIT University. These services vary in diversity and complexity and include:

- IT Helpdesk and desktop computing support
- IT training
- Quality assurance
- Application support
- Maintenance
- Computing facilities management
- Audio visual administration
- Project management

ITS recognises the important role that ICT plays in supporting the University's quality teaching, learning and research, as well as academic administrative activities and business processes.

This service catalogue defines the ICT services provided by ITS and associated responsibilities, performance standards and charging practices.

The service catalogue aims to provide:

- A clear statement of the current IT services provided by ITS to all portfolios and colleges
- A clear definition of the service levels that ITS will strive to deliver to the University community

1.1 IT service delivery principles

ITS commits to a working relationship with portfolios and colleges founded upon:

- A joint desire to add value to the business of RMIT University
- Achievement of service standards committed to by ITS
- A platform of innovation
- Open communication
- Timely issue resolution
- Ongoing engagement between ITS and University units about current and future IT service delivery needs.

These service delivery principles form part of a comprehensive framework that has been developed to guide service delivery, sourcing and procurement, and information security within RMIT.

1.2 IT service delivery scope

The following summarises the scope of activities that ITS is responsible for:

- Meeting RMIT's policies, regulations and standards applicable to information systems, personnel and security
- Conforming to changes in laws, regulations and policies stipulated or otherwise mandated by applicable federal, regional and local authorities

- Reporting overall performance against the service level objectives described in this catalogue to Senior Managers, Information Technology within colleges/portfolios on a regular basis¹
- Coordinating all changes to RMIT's core platforms that may affect the operating performance/service-level performance of any other school or department's IT services
- Providing the services described in Section 2.1 in this catalogue, covering the service environment which is described in Section 3, and the service levels prescribed in Section 4 and Appendix A
- Performing roles and responsibilities assigned to ITS as specified in Appendix B.

¹ Monthly reporting will apply to the reporting of progress and performance for projects, and for services objectives negotiated as part of a service agreement beyond the baseline services described in this catalogue.

2 Services provided by ITS

ITS provides a range of IT support services for portfolios and colleges across all University campuses. The standard services are listed in Table 1 below:

Services				
Page	No	Service	Staff	Student
8	1	IT Helpdesk support services	X	X
9	2	Telephony services	X	X
10	3	Student computing laboratories		X
11	4	Student print services		X
11	5	Email services	X	X
11	6	SOE architecture	X	X
12	7	Training services	X	X
13	8	ICT equipment procurement & licensing management	X	X
13	9	Business analysis	X	
13	10	Project management / project Office Services	X	
14	11	Desktop support services	X	X
14	12	Audio visual services	X	X
15	13	Wireless connectivity	X	X
15	14	Data centre services	X	X
16	15	Enterprise server management and operations	X	X
16	16	Data network services	X	X
16	17	Voice network services	X	
16	18	Remote dial in services	X	X
16	19	Application services	X	X
17	20	Application development	X	X
17	21	Application maintenance	X	X
17	22	Application integration	X	
17	23	Web publishing and content support	X	X
18	24	Mobile and handheld devices	X	X
18	25	Architecture	X	
19	26	Process analysis and development	X	X
19	27	Production assurance and testing	X	X
19	28	Service assurance	X	X
20	29	Security and risk	X	X

2.1 Description of services provided by ITS

The following sections provide further detail about the standard services provided by ITS.

2.1.1 IT Helpdesk support services

The IT Helpdesk is responsible for logging, tracking, reporting and resolving IT queries, service requests and incidents encountered by students and staff. The IT Helpdesk immediately resolves service incidents or escalates them to more specialised groups for resolution.

The IT Helpdesk provides a single point of contact for resolving queries, logging incidents and raising service requests, for a range of issues and queries. These include:

- Incident tracking and first level resolution of computing issues
- Installation, movement, additions and changes to hardware and software
- 'How-to' assistance for RMIT desktop applications
- Support for users of enterprise applications such as SAP, SAMS, Library applications, HR applications, Property Services applications, Research Master, Blackboard, Weblearn, Learning Hub and enterprise web applications e.g. MyRMIT and the web publishing system
- Enquiries regarding the web publishing system
- User account administration, including password resets
- All enquiries regarding telephone faults, including faulty handsets, phone system outages, basic usability issues and voicemail / STD access problems
- All enquiries regarding issues with audio visual equipment

The IT Helpdesk also manages the:

- Escalation of issues to second and third level internal problem resolution specialists and external third parties such as hardware and software suppliers, via a well defined process
- Notification of IT outages via email
- Administration of electronic forms to access additional ITS Services
www.rmit.edu.au/staff/it/forms

The service level descriptions are provided at: www.rmit.edu.au/its/infra/sla

How to contact the IT Helpdesk

Hours of operation

Standard hours

8.00 am to 6.00 pm (AEST) Monday to Friday

Extended hours of support are provided from the first day of semester 1 through to the last working day in November annually

8.00 am to 8.00 pm (AEST) Monday to Friday

8.30 am to 4.30 pm (AEST) Saturday

After hours

A message can be left for the IT Helpdesk outside of operational hours via email or telephone. Enquiries are actioned by IT Helpdesk staff on the next working day.

Contact details

Telephone: +61 3 992 58888

Facsimile: +61 3 992 53177

Email: helpdesk@rmit.edu.au

Portal

RMIT staff and students can directly log IT requests for assistance and track the progress of the enquiry through the customer portal located at:

Customer Portal: <https://servicedesk.rmit.edu.au/infraenterprise.aspx?Lite>

The Customer Portal does not replace existing telephone and email services. It provides an additional service to staff and students on campus who prefer to log a request directly into the IT Helpdesk system. It also allows for the inclusion of additional information by the enquirer and historical calls to be searched and viewed.

To access the Customer Portal your RMIT ID (staff number / student number) and password is required.

Note: The Customer Portal can only be accessed on campus, from the RMIT network.

Walk up support for 1 February to 30 November

Staff and students can also seek assistance from Library IT Helpdesks located at:

Swanston St/City Monday to Friday
10 am to 4 pm (AEST)

Bundoora Tuesdays
9 am to 1 pm and 2 pm to 5 pm (AEST)

Brunswick Wednesdays
9 am to 1 pm and 2 pm to 5 pm (AEST)

2.1.2 Switchboard services

ITS manages the distribution of calls coming into RMIT and maintains online contact information for all staff.

The RMIT switchboard provides assistance to internal and external clients and is the main contact for obtaining information or changing details in the RMIT Communications Directory (CADS).

How to contact the RMIT switchboard

Standard hours

8.30 am – 5.30 pm Monday to Friday

After hours

Voicemail – messages responded to on the next working day

Telephone: +61 3 9925 2000
Facsimile: +61 3 9925 9733
Email: switchboard@rmit.edu.au

2.1.3 Student computing laboratories

ITS operates a number of computer labs for use by all RMIT students. These computer labs provide the following services:

- Standard desktops loaded with curriculum specific software and general applications
- Internet/intranet access privileges
- Some venues offer scanning and DVD/CD burning
- 24 hr x 7 day access in some venues
- Printing facilities
- Student IT support counters
- Assistance with laptop wireless setup
- Course related Microsoft software distribution (MSDN) for eligible students.

Schools, colleges and portfolios provide computing labs for use by students enrolled in specific academic programs within a school or across a number of colleges. These computer labs provide the following services:

- Specialist workstations loaded with specialised applications
- Standard desktops loaded with specialised and common applications
- Internet/intranet access privileges
- Printing facilities
- Some venues offer scanning and DVD/CD burning
- 24 hr x 7 day access in some venues.

A current list of computing facilities is published at: www.rmit.edu.au/students/labs

Please note that availability and hours of operation are subject to teaching and learning requirements and may change.

2.1.4 Student printing services

All students are allocated a set number of print credits per semester; this allocation may vary between colleges and programs. Once a student has used their allocated credits, they are able to purchase additional credits.

For further information on Library printing go to: www.rmit.edu.au/library/printing or the Hub at: www.rmit.edu.au/students/hub

The IT Helpdesk (www.rmit.edu.au/its/ithelp) can also provide support.

2.1.5 Email services

RMIT provides all students with a free email account upon enrolment. To access this service, log in to myRMIT at: www.rmit.edu.au/myrmit

Staff are provided with GroupWise email accounts. Further information is published at: www.rmit.edu.au/staff/it/email

2.1.6 SOE architecture

ITS, in conjunction with portfolio/colleges, determines the Standard Operating Environment (SOE) requirements for the University and recommends the most appropriate IT infrastructure and facilities.

The ITS SOE Architecture area provides the following services:

Software

- Processes for software inclusion into the SOE
- Security and configuration items
- Licensing considerations
- Technical delivery mechanisms and locations where software is best provided
- Standard software is provided to computer labs and staff to ensure a common look and feel across the University
- Ensuring all PC suppliers install the SOE on each PC delivered to RMIT.

Facilities and infrastructure

- Confirm standard PC hardware and peripheral requirements
- Desktop PC, notebook and peripheral physical and logical security recommendations
- Review and incorporate any relevant published policy decisions
- Further information on RMIT's Standard Operating Environment is published at: www.rmit.edu.au/its/soe.

2.1.7 Training services

The ITS Training team provide training courses for all RMIT staff across a wide range of applications. The courses are delivered based around the functional usage of the application.

ITS Training offers training courses in the applications listed.

- Educational applications:
 - Blackboard
 - Elluminate
 - Lectopia
 - MyRMIT (Student Portal)
 - Pebble Pad
 - Personal Response Systems
 - SkillPort
 - TeamBoard (2011)

- Administration applications:
 - Course Guides
 - InfraEnterprise
 - Introduction to IT for RMIT staff
 - PeopleSoft
 - Program Guides
 - RPO (Results Processing Online)
 - SAP Finance and H/R
 - Student Induction
 - Syllabus +
 - Web Publishing

- Communication applications and technology:
 - Access Grid Room (Group booking only)
 - GroupWise
 - Videoconferencing

- In addition, training services include:
 - Analysis
 - Consulting
 - Skill mapping
 - Assessment of training requirements

To view the full list of courses and course outlines on offer, go to:

www.rmit.edu.au/its/training/courses

2.1.8 ICT equipment procurement and software licensing management

ITS has responsibility for:

- Establishing and managing contractual arrangements for the procurement of desktop and laptop computers, printers, multi function devices, mobile devices (e.g. iPads) and server equipment
- Administration and operational management of leasing facilities
- Managing software licensing agreements and contracts
- Monitoring software installations and usage, and providing advice in relation to software licences
- Procuring new/additional software licences for the University.

2.1.9 Project business analysis

Within Project Services, Business Analysts are responsible for working closely with the RMIT community to identify the business requirements to be met within IT projects. The Business Analysts help to articulate requirements and translate business needs into IT project requirements.

This initial business analysis and process design leads to the development of the Business Requirement document in the project management framework. This document becomes the basis of all work within an individual project. Business Analysts also help in the delivery and implementation of IT projects and assist with change management.

2.1.10 Project management and project office services

ITS develops, manages and implements major work within a project management framework, based on industry best practice standards. ITS provides a range of project management services as part of the approved program of work including:

- Initiation of projects, assistance with business case development and facilitation of the prioritisation of incoming IT project work requests
- Management and tracking of IT projects, budgets and resources
- Development of business, functional and technical documents for projects
- Business process analysis and design and advice for best fit business and technical solutions
- Communication of project status, risk and change management identification
- Tracking, escalation and resolution of project risks and issues
- Post implementation project reviews

The ITS Project Office is an integral component of the project management framework. The Project Office supports ITS project managers and is responsible for fostering best practice. Further details of Project Services and detailed information on the project management framework are published at: www.rmit.edu.au/its/projectservices.

2.1.11 Desktop support services

ITS provides desktop and mobile computing equipment support services to all areas of the University except RMIT Training.

ITS desktop and mobile computing equipment related services include:

- Installation and configuration of desktop, notebook and printers
- IT equipment break / fix arrangements
- User support
- Relocation Services
 - Assistance with the planning of single or department relocations including the disconnection and reconnection of IT assets.

2.1.12 Audio visual (AV) services

An external contractor, Insights Systems is engaged to provide AV support to the University.

These services include:

- Service management including architecture design, strategy and policy, stakeholder management and service assurance
 - Service and maintenance (preventative and emergency) of deployed AV assets. Preventative maintenance is undertaken outside business hours, emergency service support is provided by both external service providers and internal staff (see below for emergency service process and response times).
- Service and support for:
 - AV system remote (AMX) monitoring
 - Lectopia administration and video conferencing
- Training of RMIT staff in the use of AV equipment
- Loans of equipment to staff and students
- Support for events requiring AV equipment and AV technical assistance, including low level video and audio production for RMIT sponsored events
- Advice to source, supply and install AV equipment
 - Upgrades of teaching spaces
 - New building fit out.

Emergency support

Emergency service support is accessed by ringing the IT Helpdesk. IT Helpdesk personnel are trained to deal with the majority of service calls at this first point of contact. If the incident cannot be resolved over the phone, they will send a technician. Response times are:

City and Bundoora campuses

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Max 15 min response from the time the IT Helpdesk forwards the call to the technical support provider | <p>For priority locations with particularly high service requirements i.e. selected teaching spaces, executive meeting rooms and other nominated places. Note: This is the minimum</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

time required to travel across these campuses
from the two furthest locations

- Max 20 min response from the time the IT Helpdesk forwards the call to the technical support provider
For other teaching locations

- Max 40 min response from the time the IT Helpdesk forwards the call to the technical support provider
For all other locations

Brunswick campus

Response times remain the current 'best effort'

For a full list of services and support on offer go to:

http://www.rmit.edu.au/browse;ID=uu6pb6x1w8ktz#_Audio_visual_services_1

2.1.13 Wireless connectivity

ITS provides wireless connectivity to notebook computers and mobile devices across RMIT.

The wireless network makes it possible to access:

- Email via either NetMail or GroupWise
- Home drives (H: drive) using the NetStorage web interface
- Intranet and internet access
- Access to other RMIT applications and systems (if the device is directly connected to the RMIT network)

Information, support and instructions on how to connect to the wireless network are published at:

www.rmit.edu.au/its/wireless

2.1.14 Data centre services

ITS manages multiple computer room facilities which house most of the central infrastructure hardware used within RMIT. These facilities are designed and operated to meet the quality of service requirements of systems running in these facilities. ITS provides data centre support for the following broad groups of end user requirements:

- Student and staff file, print and email services.
File storage and print services for both staff and students is provided by Novell NetWare Fileservers e-directory for security and access permissions. Staff are supported by Novell, GroupWise Email and calendar /scheduling services, students are provided with Messaging Architects NetMail email and calendaring
- Academic services including the provision of access to the internet and facilities management of a number of systems supporting academic activities
- Corporate applications supported include SAP (Finance and human resources including Employee Self Service), PeopleSoft/SAMS, MyRMIT, Research Master, web publishing system, Weblearn and Learning Hub
- Student computer laboratory applications

2.1.15 Enterprise server management and operations

Enterprise server management, login creation and permission management operations (which includes ITS's activities associated with both the long term management and the day-to-day operations of RMIT's server based enterprise applications) are located in its data centres. Server management services focus on:

- Availability planning
- Capacity planning

The day-to-day operations focus on the delivery of short-term business needs for server and application availability.

2.1.16 Data network services

Data network services are delivered by ITS in conjunction with public carriers, AARNET and through RMIT owned infrastructure positioned across all RMIT campuses. ITS is responsible for the provision of a wide area data network that interconnects all parts of the University, therefore making IT services accessible to all staff and students. From a technical perspective this involves the provision of WAN communications, including all network traffic between LAN-edge and external devices. Transmission facilities include private circuits, virtual lines, dial-up, wireless and microwave. Any work required by public carriers is considered within the scope of services.

2.1.17 Telephony services

ITS is responsible for the provision of a high quality telephony service across all University campuses. This service comprises campus conduits, PABX, voice mailbox services, hardware and software maintenance, hardware and software installation and problem resolution. These services are provided in conjunction with external service providers to ensure a continuous provision of high quality and high availability voice communication services.

2.1.18 Remote access services

The RMIT dial-in service enables staff and students to log in to the RMIT website, email systems, library catalogue and RMIT intranet while off campus.

For further information regarding this service please go to the following link

<http://www.rmit.edu.au/its/remote>

2.1.19 Application services

ITS provides services ranging from the implementation and development of small bespoke systems, to the planning, implementation and maintenance of large corporate software systems. ITS has particular responsibilities with regard to corporate applications including finance, payroll and human resources (SAP), the student administration systems (PeopleSoft, Enrolment Online and other related applications), E-Learning applications (Learning Hub, Blackboard, etc), the RMIT web publishing system and software products used to access Library services.

In addition to these enterprise-wide systems, ITS supports, maintains and develops applications used by individual departments, schools and colleges.

2.1.20 Application development

ITS application development services include all software life-cycle activities associated with the development of new applications and major enhancements to existing applications. This incorporates both in-house developed applications and purchased software packages.

The following activities are required to build and deliver the application software functionality as specified by the client:

- planning
- analysis
- design
- requirement identification
- acquisition
- prototyping
- programming
- integration
- testing
- implementation
- documentation
- reporting
- management activities

2.1.21 Application maintenance

ITS application maintenance services include activities associated with repairing errors/defects and developing minor functional enhancements for production application programs and systems deployed for RMIT portfolios and colleges. Performance monitoring, system administration, support and tuning of applications and underlying databases, is also provided.

2.1.22 Application integration

ITS application integration services include activities associated with designing and developing software to interface two or more applications and facilitate efficient and effective data transfer.

2.1.23 Web publishing and content support

The ITS web publishing team provides advice and support to content producers, working within the standards and priorities set by the RMIT webmaster. This includes assistance with planning a website, project and task management and advanced web functionality. ITS has responsibility for the development of technical standards for the RMIT website.

The group participates in development projects where applications use web browser interfaces, providing expertise on web dialogue and web page design, development and testing.

For more information go to: www.rmit.edu.au/webpublishing

2.1.24 Mobile and handheld devices

The ITS Procurement team provides support for the purchase of nominated mobile and handheld devices including iPads and Blackberries used to conduct RMIT business.

Blackberries purchased through RMIT are integrated with GroupWise mail.

Mobile phone information is published at: www.rmit.edu.au/browse;ID=byqylmlvalo6
Specific information about Blackberry Devices is published at: www.rmit.edu.au/staff/it/blackberry

For more information contact the IT Helpdesk.

Configuration and support of these devices is also provided by IS and the Desktop support teams within colleges and the non academic portfolio. Please refer to table 2 for contact details within the four areas.

2.1.25 Architecture

The ITS Architecture team provides strategic IT solutions system architecture and design services.

This includes developing technical designs for implementing both in-house developed and vendor-created solutions and managing their integration into the RMIT landscape; undertaking investigations and assessments of new and developing hardware and software solutions; and managing projects to integrate approved technologies into the University systems.

- **Technical Leadership**
 - Provide technical advise and analysis
 - Technical design planning
 - Project scope analysis
 - High level design services
- **Technical Analysis**
 - Selecting appropriate technology/software
 - Prototyping technology
 - Providing advice for detailed design
- **Quality**
 - Providing standards
 - Technical presentations and papers
 - Industrialising standards
 - Technical documentation writing
 - Input into business and functional requirements
 - Defining and enforcing checkpoints
- **Infrastructure**
 - Providing high level infrastructure design
 - Interfacing with the Infrastructure staff
 - Firewall execution
- **Strategic Planning**
 - Development of ITS system plans

2.1.26 Process analysis and development

The ITS Process team leads the strategic and operational process review and improvement activity for establishing, integrating and managing key delivery assurance processes including:

- **Process**
 - Manage the design and adoption of streamlined, integrated and standardised processes across ITS
 - Review existing internal processes, policies and procedures whilst recommending future improvements required
 - Provide expert advice to lead and manage process design and improvement across all areas of ITS
 - Develop and support processes aligned with an ITIL Service Management application including: Incident Management, Change Management, Problem Management and Knowledge Management
- **Policy**
 - Facilitate procedure, process and policy development

2.1.27 Production assurance and testing

Reviews all major software developed or purchased by ITS. Manages the test strategies, plans and scripts to satisfactorily test and certify proposed new or enhanced application functionality to be fit for purpose including:

- **System Testing**
 - Requirement definition
 - Test Planning
 - Quality Control
- **Load Testing**
 - Execution and management
- **Incident / Task Testing**
 - Analysis and testing non project changes
- **Testing Signoffs**
 - Reviews and testing for signoff
- **Test Environment Administration**
 - Maintain test environments and migrations

2.1.28 Service assurance

Provides service assurance through the management and delivery of the following actions:

- **INFRA (Software application for managing operational tasks, Incidents/requests etc)**
 - Business owner
 - CMDB Management
 - Bulk updates
 - Reporting

- Process Management
- **System Monitoring and Health reporting**
 - Business Availability Center
 - Monitoring requirements analysis
 - Monthly Reporting
- **Analysis**
 - Functional Analysis of business requirements
- **Reporting**
 - Formulation of reports – Infra standard and custom, usage etc
- **Service Level Agreement Management**
- **ITS Service Catalogue Maintenance**
- **Asset Management**
 - Management of IT, desktop, infrastructure and related hardware assets
- **Vietnam campus IT process alignment and standardisation**
- **Surveys**
 - Staff and student related ITS surveys
- **Load targets**
 - Ensure system availability/performance is reviewed at key profile planning and enrolment periods
- **Technical Analysis**
 - Reports and responses to surveys from ITS, RMIT and external groups
- **Internet Traffic Monitoring**
- **Disaster Recovery**
 - Review and update current disaster recovery plans
- **Green Initiatives**
 - Leverage on technologies to reduce power consumption and reduce RMIT's carbon footprint

2.1.29 Security and risk

Provides IT security policy, architecture and operational management including:

- **Security Policy**
 - Manage RMIT security policy, procedures, processes and standards
 - Intrusion Prevention monitoring
- **Security Strategy and architecture**
 - Security strategy and security architecture
- **Operational Security**
 - Operational and project support
 - Firewall rule establishment
 - Security incidents
 - Operational improvements
- **IS / AS Project Support**
 - Identifying and assisting in defining secure solutions

- Technical security support to IS/AS Projects
- **Investigations and reviews compliance**
 - Perform security reviews and investigations
- **Risk Management**
 - Management of ITS Internal Risk Management Database
- **Auditing and Reviews**
 - Preparation of responses to audit issues and organisational reviews
 - Assist in the development of application security controls to address business risk
 - Support the use of the RMIT data classification standard and information privacy
 - Management of RMIT security log and event correlation

3 Service environment

3.1 Policies, procedures and standards

ITS has responsibility for the development and implementation of University-wide IT policy. Policies are developed in consultation with the wider University community within a corporate governance framework. An IT policy framework has been established that forms the underlying basis of all IT service delivery across the University and includes the key policy areas of:

- IT information security
- IT sourcing and procurement
- IT service delivery

3.2 Quality service standards

ITS strives to deliver high quality services within the framework of the RMIT quality approach which is used to drive improvement in the services offered. ITS:

- Works collaboratively to develop and implement best practice standards, processes and procedures for the delivery of services
- Uses a rigorous and effective industry standard project management regime for IT projects
- Has adopted a structured methodology approach to improve the delivery of software development and support services

ITS is contributing to the Strategic Plan and Direction to 2015, and developing the ICT Plan to 2015.

3.3 Personnel

ITS has resourced the group with well-trained and qualified managers, supervisors and staff. ITS is committed to continuous capability building to ensure skill levels maintain pace with changes in technology used across the University. Staffing levels have been established in line with the standard service levels defined in this document and with reference to the strategic requirements of the University. The organisational structure of ITS identifies staff with administrative, managerial, or technical duties and responsibilities who currently perform the services described in this document.

3.4 Equipment

All hardware and software equipment and infrastructure required for the provision of the services that are installed, on-order, or used by ITS are included in the scope of this service catalogue.

All infrastructure hardware and software meets the minimal configuration, performance, information systems security and standardisation requirements as defined by the appropriate ITS architectural standards. All exemptions from these architectural standards must be sought from the College/Portfolio Senior IT Managers. Please refer to Table 2 for contact details.

3.5 Agreements and licences

ITS is responsible for the management of agreements and licences with a number of service providers to supply some of the IT services within the scope of this catalogue.

Key agreements and suppliers include:

- Adobe Contractual Licence Program
- Agreement for the supply of desktop computers, notebook computers, entry-level file servers and a range of printers
- Apple
- AutoCad
- Autodesk
- BlackBoard
- Borland
- EndNote
- InfraEnterprise (limited licence)
- Macromedia
- Maple
- Matlab
- McAfee Virus detection and protection software
- Oracle – PeopleSoft
- ResearchMaster
- SAIC for the use of Teratext to develop the RMIT website applications.
- SAP
- SPSS
- Supply of Avaya/Nortel telecommunications equipment
- Syllabus +
- Telephony carriage agreement with Telstra
- The supply and support of the network operating system and GroupWise groupware by Novell
- University-wide volume licences for and with: Microsoft software covered under the Microsoft Campus, Select and Student Select Agreements

Note: If the licence or agreement you are looking for is not listed here please check with the IT Helpdesk.

Third-party service providers are responsible for organising and managing all IT work specified under these contracts at the service levels prescribed either in these agreements or in this document.

4 Service level requirements

4.1 Service level summary

Detailed service level requirements are provided in Appendix A in this document. The following summarises the key service levels that are delivered by ITS:

Table 1 Service level summary

Service	Core ITS Operating Hours ²	Service Target During Core Operating Hours	Responsible
IT Helpdesk	Mon – Fri 8am – 8pm (8am-6pm during summer break) Saturday 8.30am to 4.30pm	<p>Answer 90% of calls within 20 sec.</p> <p>Respond to Client: Between 15 minutes and four hours depending on priority.</p> <p>Resolve Incident: Between 4 hours and 5 working days depending on priority. Where work needs to be scheduled or involves 3rd party vendors allow up to 5 days.</p> <p>Problems occurring outside core operating hours will be responded to on the next working day.</p>	<p>IT Helpdesk. Tel. 99258888 Fax: 99253477 Email: helpdesk@rmit.edu.au Customer portal: http://customerportal.rmit.edu.au Debra Raca, Manager IT Helpdesk Tel. 9925 3194</p>
Notification of Break in IT Services (NoBITS)	Mon – Sat 8am – 8pm	<p>As a general rule ITS will provide advance notice of 5 to 10 working days for scheduled outages.</p> <p>ITS will provide two (2) business days' notice for scheduled outages that occur during Regular Maintenance Windows (see www.rmit.edu.au/its/downtimes). Notification may not be sent for small outages during these windows.</p> <p>Where necessary, ITS will reserve the right to conduct emergency outages for unavoidable, time-dependent changes. In extreme circumstances, the integrity of RMIT's network and systems may mean that less than one day's notice will be given</p>	<p>Renzo Antonello Deputy Director, Infrastructure Services Tel. 9925 2058</p> <p>Bernie Broom, Deputy Director, Application Services Tel. 9925 8747</p> <p>April Weiss Deputy Director, Quality Assurance Services Tel. 9925 8724</p>
Servers, networks, voice and data services, data centre services and Internet/web services,	Mon – Fri 8am – 6pm	<p>99.0% uptime (measured in business hours). Not more than 2.2 hours of cumulative outage per month, excluding scheduled IT downtime.</p>	<p>Renzo Antonello Deputy Director, Infrastructure Services Tel. 9925 2058</p>

<p>Project services Project management of major Projects including PeopleSoft (the student administration system)</p>	<p>Mon – Fri 8am – 6pm</p>	<p>Monthly traffic light reporting for all projects.</p>	<p>Colin Webster, Deputy Director Project Services Tel. 9925 8723</p>
<p>Enterprise Applications</p>	<p>Mon – Fri 8am – 6pm</p>	<p>99.0% uptime (measured in business hours). Not more than 2.2 hours of cumulative outage per month, excluding scheduled IT downtime.</p>	<p>Bernie Broom, Deputy Director, Application Services Tel. 9925 8747</p>
<p>AV services –service support technician response times</p>	<p>Mon – Fri 8.30am – 9.30pm</p>	<p>City and Bundoora campuses:</p> <p>Max 15 min response from the time Insight Systems receives the call from the IT Helpdesk - for priority locations with particularly high service requirements i.e. selected teaching spaces, executive meeting rooms and other nominated places. Note: 1. This is the minimum time required to travel across these campuses from the two furthest locations. 2. A list of priority spaces is being finalised.</p> <p>Max 20 min response from the time Insight Systems receives the call from the IT Helpdesk for other teaching locations.</p> <p>Max 40 min response from the time Insight receives the call from the IT Helpdesk for all other locations.</p>	<p>April Weiss Deputy Director, Quality Assurance Services Tel. 9925 8724</p>

These hours reflect “standard” hours of service. After hours support is arranged on a case-by-case basis and covered by an Addendum to this Service Catalogue, the documents forming a Service Agreement between ITS and the relevant College or Portfolio.

4.2 Management and review of the catalogue

The objective of this catalogue is to promote a business partnership between ITS and RMIT portfolios, schools and colleges in the provision of IT services.

ITS seeks to ensure that these catalogued services are jointly agreed by ITS and RMIT portfolios and colleges and each area will provide the necessary resources and adopt the necessary processes to manage the respective components of the catalogue.

4.3 Contact details

The following people shall be the first point of contact in relation to the content of this service catalogue.

4.3.1 Information Technology Services contact details

Table 1. ITS contact details

Contact name:	Dr April Weiss
Position:	Deputy Director, Quality Assurance Services - ITS
Telephone:	+61 3 9925 8724
Email:	april.weiss@rmit.edu.au
Location:	City Campus Building 88, Level 10 440 Elizabeth Street Melbourne VIC 3000

4.3.2 Portfolio/College contact details

Table 2. Contact details

College of Design and Social Context Laurie Davis Senior Manager, DSC IT	Telephone:	+61 3 9925 9725
	Email:	laurie.davis@rmit.edu.au
	Mobile:	0414 659 169
	Location:	City Campus Building 8, Level 7 360 Swanston Street Melbourne VIC 3000
College of Science, Engineering. And Health John Zylinski Senior Manager, SEH IT	Telephone:	+61 3 9925 2833
	Email:	john.zylinski@rmit.edu.au
	Mobile:	0409 353 386
	Location:	City Campus Building 7, Level 3 Bowen Lane Melbourne VIC 3000
Non-Academic Areas Fernando Silva Senior Manager IT, Non-Academic Portfolio	Telephone:	+61 3 9925 8722
	Email:	fernando.silva@rmit.edu.au
	Mobile:	0409 517 578
	Location:	City Campus Building 88, Level 10 440 Elizabeth Street Melbourne VIC 3000
College of Business Jason Lunghusen Senior Manager, Business IT	Telephone:	+61 3 9925 5668
	Email:	jason.lunghusen@rmit.edu.au
	Mobile:	0418 598 325
	Location:	City Campus Building 108, Level 3 239 Bourke Street Melbourne VIC 3000

4.4 Amending the catalogue

ITS, portfolios and colleges may request changes to this service catalogue at any time. Changes are to be requested in writing and on endorsement by the ITS Executive Management Team, to be formally inserted in this IT service catalogue. ITS quality system document change control protocols are to be maintained at all times. This document will be reviewed on an annual basis or as required.

4.5 Disputes escalation process

If mutual satisfaction is not achieved by the College/Portfolio Senior IT Manager and any client portfolio/school, the problem will be referred to the client's Head of School or Portfolio and to the Executive Director, ITS for further discussion and action.

5 Service charges

In order to deliver the majority of IT services outlined in this service catalogue, ITS is provided with an annual IT operating budget. The aspects of IT service provision that are charged, on the basis of measured usage, are highlighted in Appendix A of this Service Catalogue. Where doubt exists as to the cost of a service, relevant Portfolio/College Senior Manager, IT should be consulted for clarification.

Appendix A: Detailed service charges

The following service charges apply to the services delivered by ITS.

Service Charges

Table 3. Telephony

Methodology	Requirements and Standards
Charging Units	<p>ITS recovers actual call costs from portfolios and colleges who have used the service based on measured usage. A monthly levy is applied per handset to recover all fixed costs (e.g. line costs; maintenance; rental; etc).</p> <ul style="list-style-type: none"> Per call: <ul style="list-style-type: none"> Internal calls at no charge. Local calls charged at cost (\$0.15 per call). Fixed to mobile charged at cost (\$0.15 per call). STD calls charged at cost (\$0.05 per minute). IDD calls charged at cost (by destination). Remote Dial-In access charged at \$0.40 per inbound call. Monthly Handset Levy to cover fixed costs charged at \$18.50 per extension.
Usage Tracking Level	Lines, calls, call duration
Bill-To Level	Portfolio and colleges
Billing Frequency	Monthly
Billing Format	Invoice by ITS Electronic journal to college/portfolio and school operating budgets
Billing Detail	Maintained by Infrastructure Services ITS

Table 4. Internet costs

Methodology	Requirements and Standards
Charging Units	<ul style="list-style-type: none"> Recovery approach is a substantially centrally funded model ITS manages a budget for RMIT's known fixed internet costs (Access charge and AARNET subscriptions) ITS will cost recover any excess internet traffic charges in 2009 at the rate of \$22 per Gb to cover the cost of the traffic and infrastructure to support ITS will cost recover all internet traffic from organisations that are separate from RMIT such as RMIT Training, RMIT Union, Student Union.
Usage Tracking Level	Download volume
Bill-To Level	Organisation, portfolio and colleges
Billing Frequency	Monthly (if and when required)
Billing Format	Excess Invoice by ITS Electronic journal to college/portfolio and school operating budgets
Billing Detail	Maintained by Infrastructure Services ITS

Table 5. Corporate Server Facilities Management and File and Print Services

Methodology	Requirements and Standards
Charging Units	<ul style="list-style-type: none"> No charge for registrations No charge for account maintenance Disk space quota currently being rolled out is 1GB for students and 5GB for staff
Usage Tracking Level	Disk space
Bill-To Level	N/A
Billing Frequency	N/A
Billing Format	N/A
Billing Detail	N/A

Appendix B: Roles and responsibilities

The following broad roles and responsibilities for delivery of services apply as part of the ITS Service Catalogue.

Table 6. Roles and responsibilities

Roles and responsibilities
<p>IT Helpdesk Services Management and coordination of the Infra Enterprise Global IT Helpdesk software system. IT Helpdesk support for students and all portfolio and college staff for desktop/laptop computing, email and LAN services. Provision of first and second level support for PeopleSoft queries. Provision of first and second level support services for Online Learning (such as Blackboard) queries. Provision of first and second level support services for SAP queries. Provision of first and second level support services for other applications e.g. STS, Syllabus +, etc.</p>
<p>Training Services Provision of quality training services that support the concepts of adult learning delivered in a quality training environment supported by quality documentation. Provision of work environment to allow consolidation of newly learned competencies. Provision of feedback of knowledge transfer from training environment to live environment.</p>
<p>Contract Management Services Management of the sole supplier contract for standard desktop computing equipment. Purchasing and ordering equipment from a panel of Suppliers. Management of Microsoft volume software license contracts.</p>
<p>Voice, Data and Network Services Provision, management and maintenance of telephone infrastructure. Access rights to telephone services. Provision, management and maintenance of Wide Area Network services. Access rights to Wide Area Network services. Provision, management and maintenance of the GroupWise email and Groupware services. Access rights and quotas for GroupWise services. Provision, management and maintenance of internet services. Access rights to internet services. Provision, management and maintenance of the remote dial-in services facility. Access rights to remote dial-in services.</p>
<p>Enterprise Systems and Data Centre Services Provision, management and maintenance of corporate / central data centre services. Provision, management and maintenance of college/portfolio and school data centre services. Provision, management and maintenance of corporate security protection. Provision, management and maintenance of school / departmental security protection. Provision, management and maintenance of Disaster Recovery Plans.</p>
<p>Application Services Provide the development and implementation of standards for the delivery and management of application services. Authorisation and acceptance of standards for development and delivery of application support services. Provides services for the specification of business requirements, project sponsorship, project schedules, deliverables and acceptance.</p>

<p>Quality Assurance Services (QAS) Provision of the services of quality, security, architecture, testing and procurement standards and services Monitoring and measuring risks; both security and implementation Implementation of ITS governance initiatives Business process improvement opportunities, including identifying and analysing opportunities Provision of Service Assurance Provision of AV Services</p>
<p>Non Academic Portfolio Desktop Support Localised SOE planning, development and testing Application support and configuration Configuration of wireless clients on mobile devices Configuration of mail, calendar and contact information IT asset management including installation, support and configuration Local Area Network configuration and diagnosis NDS password assistance Printer configuration and installation in computer laboratories IT asset relocation services</p>
<p>College of Business Desktop Support Localised SOE planning, development and testing Application support and configuration Configuration of wireless clients on mobile devices IT asset management including installation, support and configuration Local Area Network configuration and diagnosis NDS password assistance Printer configuration and installation in computer laboratories IT asset relocation services</p>
<p>College of Science, Engineering and Health Desktop Support Localised SOE planning, development and testing Application support and configuration Configuration of wireless clients on mobile devices IT asset management including installation, support and configuration Local Area Network configuration and diagnosis NDS password assistance Printer configuration and installation in computer laboratories IT asset relocation services Support of computer controlled instrumentation in teaching and research laboratories</p>
<p>College of Design and Social Context Desktop Support Localised SOE planning, development and testing Application support and configuration Configuration of wireless clients on mobile devices IT asset management including installation, support and configuration Local Area Network configuration and diagnosis NDS password assistance Printer configuration and installation in computer laboratories IT asset relocation services</p>

Appendix C: Definitions

Table 7. Definitions of Measures

Measure	Definition
Availability (%)	The following formula is used to calculate availability for the purposes of this service agreement. $\text{Availability} = 100\% - \text{Unavailability} (\%)$ Where Unavailability is defined as: $\frac{\text{Outage Duration} \times 100\%}{\text{Schedule Time} - \text{Planned Outages}}$
Availability	The percentage of time the service is fully operational. Availability represents a measure of the fraction of time during a defined period when the service provided is deemed to be better than the defined Quality of Service threshold (Standard, Enhanced, and Premium).
Incident Resolution Time	Incident resolution time starts from the time the Service Provider or the client identifies the problem by opening a service request until the problem is fixed and the service is restored. It measures the number of business hours, relative to the support window, that it takes to resolve the outage or incident.
Incident Response Time	The time elapsed from the initiation of a service request until remedial work is initiated within the window of support.
Maximum Tolerable Outage	The greatest allowable time that a service component is unavailable to a business unit. This is determined by the maximum tolerable outage level, which is assigned by the business units for a particular business application system it owns or a site from which it operates. In the case of this agreement, the standard uptime targets specified in Appendix A determine the maximum tolerable outage.
Measurement Interval	The covered time span of the measurement. The measurement period can differ from the reporting period. (This takes into consideration the impact of continuous outage. For example, a monthly measurement interval for a 99% Minimum Performance for a 24/7 system with 8 hours of weekly planned downtime would allow 6.4 hours of continuous outage with no other outages during that month. A weekly interval would allow only 1.6 hours of a continuous outage.)
Minimum Target	The lowest level of acceptable service before escalation procedures applies to address non-performance of service levels during the reporting interval.
Operating Hours	ITS provides the defined IT services between the hours of 8 am and 6 pm Monday to Friday. All quoted service level requirements are measured between these operating hours, excluding University holiday periods.
Outage Duration Resolution Time	Outages can be scheduled or unscheduled. Unscheduled outages have a service request record raised through the IT Helpdesk and are resolved in accordance with the defined response and resolution priorities and service levels.

Outage Reporting	Upon detection of a service outage, the provider will notify the designated portfolio and/or College/school contact within the specified time-to-notify interval.
Planned Outage Duration Time	This is the time that was negotiated with the business unit to perform maintenance work or scheduled production releases. This measures the number of business hours in the support window, affected by the outage.
Priority / Incident Severity Levels	Incident severity levels assist the IT Helpdesk to correctly prioritise problem resolution work.
Quality of Service	The different service classes, which are required to support portfolio and school service level objectives. For ITS, the maximum tolerable outage required by a particular application or communications link to a site determines the minimum quality of service that must be subscribed to, to meet the portfolio's service level objectives. In the case of this service catalogue that describes only services, the quality of service in all cases is defined as "Standard".
Quality Service Management	ITS internal process and system for recording and tracking incidents, service requests, fault and outage reports.
Service Request Priority	This determines the response and resolution characteristics of an incident/outage or service request.
Target	This is the desired level of service ITS is seeking to achieve for that particular service level requirement.
Unplanned Outage Duration Time	Starts from the time ITS, or the portfolio, identifies the problem until the problem is fixed and the service is restored. It measures the number of business hours, relative to the support window, that it takes to resolve the problem that caused the outage.
Wide Area Network	Communications network facilities interconnecting campuses and buildings across RMIT University

Appendix D: Acronyms

AARNET	Australian Academic Research Network
AS	Application Services
AV	Audio Visual
CADS	Call Accounting Directory System
HE	Higher Education (excludes Tafe)
ICT	Information and Communication Technology
IS	Infrastructure Services
ITS	Information Technology Services
LAN	Local Area Network
PABX	Private Automatic Branch Exchange, also known as an internal telephone system
PS	Project Services
QAS	Quality Assurance Services
SAMS	Student Academic Management System
SAP	An enterprise resource planning software product. SAP stands for <i>Systems, Applications, Products</i> (German: <i>Systeme, Anwendungen, Produkte</i>) www.sap.com
SAP R3	Release 3 of SAP software
SLC	Student Life Cycle project
SOE	Standard Operating Environment
SPSS	A predictive analytics software product. SPSS originally stood for Statistical Package for the Social Sciences although it means more than that now.
STS	Student Timetabling System