

IT Service Catalogue

University of New England

Information Technology Directorate

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University of New England Info Technology Directorate

Document Control

Publication title IT Service Catalogue

Document Owner Support Services

Original Release Date April 2009

Version number 1.27

Version date 24 April 2009

About this Catalogue

The aim of this document is to advise Faculties, Schools and Directorates within University of New England of the IT Services available from the Information Technology Directorate (ITD), the conditions of IT Service provision and the cost to deliver those IT Services.

Each IT Service listed is described with the following key elements of information:

- Description – what is the Service
- What is included – what ITD provides or does to make the Service happen
- How is the Service costed charged for – the basis for the Unit Rate and usage tracking for billing
- How can you influence the base cost or manage consumption
- Service level specifics (conditions of service delivery)
- Who to contact about a particular service (either a list as an addendum or named under each Service).

Who is it for?

This document is intended for the Business:

- Managers with responsibility for review of IT costs and/or service delivery quality
- Users wishing to obtain Service or better understand the scope of Service offered
- Business Accounting staff involved in budget preparation

Catalogue structure

Services in this document are grouped into the following categories:

- **End User Services.** Those services intended to support individuals with personal support and service access tools.
- **Network Services.** Those services intended to provide end users with access to network and phone services.
- **Application Services.** Fully managed, part managed and licence only applications provided by ITD.
- **Hosting Services.** Services to support Business applications maintained by the Faculties, Schools or Directorates, these services offer technical infrastructure, processing power, storage management and operations in a controlled environment.
- **Business Pass Thru Services.** Services directly driven by individual Business requests or operational decisions, including project support requests and data and phone call communications costs based on usage by the business.

- **Teaching Space Services.** Services to provide Access Centre and LAB facilities.
- **Ad Hoc & Project Services.** Time and Materials related consulting and named funded projects.
- **Governance Services.** Services that are mandated at the corporation level, including Corporate Communications systems and IT Compliance & Governance activities (service management, strategy and business operations).

Notes

University of New England ITD provides Services on a “net” cost recovery basis. Services are costed and hence “priced” at budget time based on the projected demand for those services by the Faculties/Directorates – University of New England ITD determines the expected costs to meet that demand and sets the budget accordingly.

Variations in demand during the year relative to the forecasts could affect the IT cost for Services and hence the “price”. In some cases, this may result in University of New England ITD and/or the Business bearing more or less IT cost than was budgeted. Decisions on responding to such variances will be made at the time, rather than setting absolute guidelines in this Catalogue.

Some Services will be billed as budgeted, while others will follow a “user pays” methodology. This information is noted against each Service listed in this Catalogue.

Further information

If you require help or further information about the Catalogue, please contact:

Support Services

ITD

Email: servicecatalogue@une.edu.au (or similar address, to be set up)

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Service List

Overview

University of New England Information Technology Directorate (ITD) delivers services to support the Faculties, Schools, Directorates and the students of University of New England. The provision of services reflects specific requirements of each business for IT capability and support – the IT budget is a direct correlation of Business “demand” and University of New England ITD “supply”.

The responsibility for deciding how best to meet the Business Unit demand resides with the IT Governance bodies (Specifically the ICT Service and Service Quality Governing Board) in consultation with ITD.

To help the reader navigate this Catalogue, ITD Services have been categorised into five major groupings, being:

- **End User Services.** Those services intended to support individuals with personal support and service access tools.
- **Network Services.** Those services intended to provide end users with access to network and phone services.
- **Application Services.** Fully managed, part managed and licence only applications provided by ITD.
- **Hosting Services.** Services to support Business applications maintained by the Faculties/Directorates, these services offer technical infrastructure, processing power, storage management and operations in a controlled environment.
- **Business Pass Thru Services.** Services directly driven by individual Business requests or operational decisions, including project support requests and data and phone call communications costs based on usage by the business.
- **Teaching Space Services.** Services to provide Access Centre and LAB facilities.
- **Ad Hoc & Project Services.** Time and Materials related consulting and named funded projects.
- **Governance Services.** Services that are mandated at the corporation level, including Corporate Communications systems and IT Compliance & Governance activities (service management, strategy and business operations).

A formal explanation of each category follows, with specific details on each Service.

End User Services

About this set

The End User Services set provides Faculty, School, Directorates staff and students with the services that they need to complete their everyday jobs. Standard desktop and laptop personal computer software and utilities as well as printer access is included.

This set provides enablement and access to other services listed in subsequent sets of the Catalogue.

Specific details on the services in the End User Service set follow.

Departmental File Storage

What is it
<p>This service is to provide a reliable, access controlled file and data repository for the use of UNE departments to store valuable business data that does not fit into one of the other University systems such as Trim, Callista or Finance1.</p> <p>This service offers reliability and recovery beyond what is available on a local desktop computer, with provisions for life cycle management, capacity planning, backups and disaster recovery built in.</p>

What is included
<p>Technology: Availability of data via a UNE identity authenticated Microsoft Windows shared drive.</p> <p>Activities:</p> <ul style="list-style-type: none"> • ITD Service desk assistance with UNE Identity management. • Access to systems as well as general usability issues. • Restores of data from the backup system upon request. • Provision of extra storage space upon request. • Migration of data to new server room technologies as required to expand capacity and perform upgrades. • Capacity planning for University storage requirement growth. • Testing and maintenance of data backup and restore systems to ensure availability and recovery targets are obtainable.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available for University staff	Quota of 1GB per business unit centrally funded. Additional storage at \$19 Per Gigabyte per annum.

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Storage of documents inside the official UNE document management system, i.e. Trim; will reduce costs as Trim is not charged to departments directly. ▪ Long term storage of low usage documents inside compressed formats, e.g. ZIP files; will reduce storage space and therefore costs. ▪ Only store information on the managed storage space that has University value. Anything that is non essential, trivial or personal can be stored locally. This will reduce storage space and therefore costs.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business hours support. ▪ All requests for support, adding storage to a departmental area, access control changes and other requests are to be logged via the ITD Service desk at servicedesk@une.edu.au. ▪ Allocations of storage will be performed upon request. Storage may not be available immediately, a response on availability will be provided within 3 working days after request submission.

Desktop Support (VIP)

What is it
Support Services provides VIP Desktop Support for selected VIP clients (VC, DVC, PVCs, COO, CDO)

What is included
<p>Technology: n/a Activities: -</p> <ul style="list-style-type: none"> On-site desktop support for hardware (including mobile devices) and software for the Senior Executive of the university and administrative support staff in the Vice Chancellor’s units.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
VIPs	Centrally Funded.

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> Standardised operating environment Standardised mobile devices used by VIP’s

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> To request VIP support, please contact the IT Service Desk on ext 5000 or email: servicedesk@une.edu.au Available Business Hours Support

Desktop Support escalation (on-site desktop support)

What is it
Through this service the Service Desk provides staff of the University with on-site desktop support for core services with the supplier of their choice listed at: http://www.une.edu.au/it-services/staff/support/support.php .

What is included
<p>Technology: The service is provided for core services as defined at: http://www.une.edu.au/it-services/staff/software/</p> <p>Activities:</p> <ul style="list-style-type: none"> • Initial assessment of support request by the Service Desk • Escalation of on-site support requests to contractor • Management of outsourced contract. • Charge-back service

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available for University staff	Service provided at contractor rate, see: http://www.une.edu.au/it-services/staff/pdfs/onsitepricing.pdf Mangement of the contract is included in Central funding.

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Reduce cost by using a Standard Operating Environment. ▪ Use the 'over the phone' service provided by the Service Desk free of charge.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ This service is available Business Hours. Out of hours support is available at additional cost. Refer to: http://www.une.edu.au/it-services/staff/pdfs/onsitepricing.pdf for charges. ▪ Client requesting the service determines the priority, the response time, and therefore the cost: <ul style="list-style-type: none"> • Basic (Response time: 8 hours with work scheduled to start whenever convenient for you) • Standard (Response time: 2 hours with work commencing within 6 hours after receipt of the call) • High (Response Time: 1 hour with work commencing within 3 hours after receipt of the call) • Critical (Response Time: Immediate) ▪ To request this service email the Service Desk at servicedesk@une.edu.au . A cost code is required prior to passing the work to the contractor.

Email & Calendaring for Staff

What is it

All UNE Staff (including casuals) are provided with a centrally maintained and provided email account. Staff are either provided with an Exchange mail account or a standard email account (POP and IMAP mail) on the University's mail server. Note that POP and IMAP mail accounts are being phased out during 2009.

The supported mail clients for Exchange include Microsoft Outlook 2007, approved Windows Mobile Smartphones and Microsoft Entourage or Office 2008 for Macintosh desktops.

What is included

Technology:

MS Office 2007 (PC)
Entourage or Office 2008 (Mac)
Exchange Server Infrastructure

Activities:

- Maintenance and upgrade of Exchange server infrastructure
- Capacity and Disaster Recovery planning.
- Regular backups and backup tests.
- First level support via Service Desk
- Technical support via Infrastructure Services

How is it charged

Unit Type (primary cost driver)	Unit Rate
Available to University Staff	Centrally funded

How cost can be influenced/IT Initiatives

- All instances of Windows be joined to the Central IT domain.
- Regular maintenance of email folders to reduce the size of the stored data files.
- Versions of Windows Office and Entourage kept at supported levels and patched to a current level.
- Train staff in Office and Exchange via ODU training courses for greater R.O.I into calendaring functionality.

Service Conditions, Support, and Availability

- Critical Systems support level.
- Users must comply with the Rules for use of the University's computing and communication facilities at:
<http://www.une.edu.au/policies/pdf/rulesofusecomputing&communicationsfacilities.pdf>

Email - Students

What is it
<p>Unix mail system and Mailling list services.</p> <p>This student mail system establishes an email account for every enrolled student, prospective student and staff member. This system is an officially endorsed communications method with students and they are expected to read any email sent here.</p> <p>Mailing lists provide a simple means of distributing email to multiple recipients with extra facilities such as archiving, moderation, user authentication and digests.</p>

What is included
<p>Technology: Retrieval of email from the server via standard internet protocols including secured and unsecured POP3 and secured and unsecured IMAP4. Provision of a webmail service over a secured link for reading of eMail via a standards compliant web browser.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Maintenance and upgrade of servers and applications. • Capacity planning. • Service desk based support of end user incidents. • Technical support of problems. • Backup and recovery planning, testing and maintenance.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
UNE Enrolled Students	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ This service is not cost recovered and hard limits apply to capacity to prevent over subscription, therefore end users are unable to influence costs.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Critical Business systems support. ▪ Accounts are provisioned as part of the UNE identity creation process within 1 hour of the application being completed at the service desk. ▪ All support requests and incidents to be lodged via the CRM or the I.T. service desk located in the ITD building or the Library. ▪ Accounts are automatically archived upon account closure. Restoration of account upon returning to the University is not guaranteed.

Internet Access

What is it

ITD provides access to the Internet for all University staff, affiliates, associates, and students on-campus and in the Residential Colleges.

This is not a centrally funded service.

There is a cost to the University of providing this access and the supporting infrastructure, regardless of the volume of use. This cost is amortised across the University and charged to Departments, Faculties and the Residential Colleges based on registered users (departments and schools), and EFTSL (faculties) and rooms (in Residential Colleges). Payment of the charge provides a download quota for each registered user, student, or room in a Residential College (quota attached to the student resident).

Access to the internet is provided to approved Associates, Affiliates and Subsidiaries of UNE.

What is included

Technology: Supported browsers are listed at: <http://www.une.edu.au/it-services/staff/software/>

Activities: Provide access to the internet for all University staff, students and approved Associates, Affiliates and Subsidiaries of UNE.

How is it charged

Unit Type (primary cost driver)	Unit Rate
University Staff, registered Affiliates, and PhD Students by Research	Flat fee per month of \$5 Quota: 5 Gigabytes per month.
Students and PhD students by coursework	Flat fee per month of \$0.50 per EFTSL. Quota: 3 Gigabytes per month
Students in a residential college room	Flat fee charged to the Residences. Quota: 1 Gigabyte per month.
Associates	Flat rate. No quota.

How cost can be influenced/IT Initiatives

- Users are able to check their usage and should do so to ensure that quota levels are not exceeded and over-quota usage costs incurred. Do this at myUNE: <https://login.une.edu.au/login?service=https://my.une.edu.au/Login>
- Presently the system allows users to run over quota and then charges them for use. The new Jet Billing system (due in 2009) will introduce rate-limiting ensuring that users cannot incur extra charges without accepting them prior to use.

Service Conditions, Support, and Availability

- Critical Systems support level.
- User registration online (for students) or at the Service Desk (staff/special accounts will provide for internet access immediately).

IT Conference Room (L3)

What is it
Conference room on level 3 of the IT Building , seats 16. Available for bookings from University Departments.

What is included
<p>Technology: Tandberg Video Conferencing unit, Polycom conference phone, Sony projector with computer connections and an electronic whiteboard, SmartBoard .</p> <p>Activities: Provides a technology-enabled environment for meetings or interviews.</p>

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ In order to minimise cost there are no support services provided with this room. All support must be provided or arranged by the customer. ▪ Use of Microsoft Exchange to schedule meetings enables customers to determine whether the room is available.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business Hours support by requesting the IT Conference room via the Microsoft Exchange meeting interface or by calling the IT Office on ext 5007 or by email to itoffice@une.edu.au ▪ There are no administrative or equipment support services provided with this room. ▪ No catering services are provided with this room. Hot water is available nearby. Users of the room are expected to leave the room as they find it and ensure that catering supplies have been removed.

Meeting Maker - (Legacy Calendar)

What is it
<p>Calendar system This legacy calendaring system is due to be phased out once the Exchange rollout is completed.</p>

What is included
<p>Technology: Meeting Maker calendaring software (including MeetingMaker Server). Activities: Provides calendaring for UNE Staff.</p>

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff	A once-off \$100 licence cost per individual calendar

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Use of generic calendars for areas instead of individual named licenses ▪ Adoption of Exchange calendars when available.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business Hours support.. ▪ Accounts can be requested from the ITD Service Desk by emailing servicedesk@une.edu.au and providing a cost code for the licence. It will be set up within one working day. ▪ Support for this service is available from the Service Desk from 8:30 am to 5pm weekdays on ext 5000 or email: servicedesk@une.edu.au

Mobile Phone Support

What is it
Support Services provides mobile device support to University Business Units and Staff. Our services extend to: Mobile device procurement & connections, moves-add-changes, Mobile device plan management, reporting and billing.

What is included
<p>Technology: Limited to models of devices as listed on the University’s mobile device order form at: http://www.une.edu.au/it-services/staff/phone/.</p> <p>Activities: Mobile device procurement & connections, moves-add-changes, support for mobile device account issues.</p>

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Purchase standard devices as listed on the mobile device order form at” http://www.une.edu.au/it-services/staff/phone/. These are devices for which the University has negotiated a discount rate. ▪ Where a data plan is in place, ITD will monitor the effectiveness of the data plan and advise the user where a more appropriate plan may be applicable. ▪ Staff who are travelling overseas are advised to be aware of costs for voice calls and data usage. Use of a mobile device whilst overseas is not included in any voice or data plans that are applicable in Australia.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ The mobile device order form is available online 24hrs x 7 days at: http://www.une.edu.au/it-services/ ▪ Support for this service has Business hours support from the Service Desk on ext 5000 or email: servicedesk@une.edu.au ▪ Mobile phone deliveries are at the discretion of the vendor – you should allow 7 working days for delivery. ▪ For enquiries regarding telephone features and functionality we will direct to Telstra.

Printer (Multi-Function Devices) & Scanner Support

What is it
<p>The Service Desk provides first-level support for the University's multi-function devices.</p> <p>Second-level support and hardware support is provided by the vendor. In this situation, the Service Desk will escalate the support call to the vendor who will arrange on-site service.</p> <p>MFD functionality includes: printing, scanning, photocopying with faxing to be introduced in 2009/2010</p>

What is included
<p>Technology:</p> <ul style="list-style-type: none"> • Ricoh Multi-Function Devices • Scanning software (on server) • Equitrac charging (server software) <p>Activities</p> <ul style="list-style-type: none"> • Installing, configuring, testing and maintaining back-end technologies to support MFD use across Mac and PC platforms. • First level support for users of the devices. • Support the cost accounting systems for Multi Function Devices (Equitrac).

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff , Enrolled Students, and Library users who have purchased a pre-paid card.	<p>Service Desk support is included in Central funding.</p> <p>On-site support by the vendor is included in the contract price.</p>

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Reduce colour printing in favour of black & white. ▪ Use paper size of A4 rather than A3 when possible. ▪ Use online systems / workflows where appropriate rather than printing. ▪ Consider using the UNE printery for large volume print jobs.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business Hours support. ▪ Requires an active UNE domain login. ▪ Requires access to a MFD. ▪ Charges for Staff are to departmental account code or project funding or research grant and maintained or changed by emailing servicedesk@une.edu.au . ▪ Students must pay on-line for printing services through myUNE at:

<http://www.une.edu.au/mfd-credit/> and must maintain a credit balance on their account.

- Support during Service Desk support hours on ext 5000 or email: servicedesk@une.edu.au
- The MFDs have an automated service and supply system which advises Ricoh of any service problem or supply request (eg Toner). The Service Desk staff are able to interrogate this system and can confirm for users whether a service call has been lodged with Ricoh.
- Service Calls lodged with Ricoh have a 4-hour on-site service response time.
- Pricing for all copying and printing services is set by Financial Services.
- Note that call response times for the Service Desk support may be variable if in-depth investigation of issues is required. Due to limitations in resource funding second level support staff is currently only available part-time Mon to Wed).

Service Desk

What is it
<p>Service Desk provides support and advice for staff and students for all general technology problems encountered while using the University's hardware, systems or supported core software as defined at: http://www.une.edu.au/it-services/staff/software/.</p> <p>The Service Desk also supports the UNEOnline environment for staff and students and offers a dedicate staff support line for the VLE systems (Blackboard, Sakai, Esubmission)</p>

What is included
<p>Technology: Job Tracking via RightNow , Ask UNE</p> <p>Activities:</p> <ul style="list-style-type: none"> • Phone, email and in person support for all users of UNE's IT systems from the IT Service Desk and the Service Desk at the Dixon Library • Escalation of queries to specialised support teams and/or outsourced 'on-site' desktop support providers. • Provision of documentation and other support materials. • Self help services at Ask UNE

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff and Enrolled Students	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> • Use of the standard desktop hardware offerings. • Use of the standard operating environment. • Use of approved (standard) mobile devices. • Use of the supported software and versions of software defined at: http://www.une.edu.au/it-services/staff/software/ • Membership of the UNE domain. • Use of standardised printing services available on UNE Print and standard MFDs. • Provision of as much information as possible when logging requests for assistance. Error messages, screen shots etc will assist in improving resolution times.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ The Service Desk is available during Service Desk support hours: Service Desk Support Hours. • Contact details: <ul style="list-style-type: none"> • Phone: ext 5000 • Via AskUNE webform (http://www.une.edu.au/askune) • In Person in Dixon Library or in the ITD Building • By email (using your UNE account) at servicedesk@une.edu.au ▪ Calls will be prioritised according to urgency/impact. Response times are based on priorities and are:

Critical: 4 hours

High: 2 days

Medium: 4 days

Standard: 5 days

- Please provide as much information as possible when requesting assistance, such as error messages, system information etc.
- For larger requests (such as the setup of user accounts for non-UNE students) please allow 7 days turn around time.
- For a list of support applications see <http://www.une.edu.au/it-services/staff/software/>
<http://www.une.edu.au/it-services/staff/software/>
 - Any applications not on the list of supported software will be on a best-effort basis.
 - Service Desk does not provide on-site support.

Staff Desktop Standard Operating Environment (SOE)

What is it
Provision of a Standard Software Load on new Windows PCs, including the operating system and a suite of standard applications used at UNE

What is included
<p>Activities: Management of preferred supplier arrangements for desktop hardware. Setting up and updating the image for Windows PCs.</p>

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff when purchasing a new computer	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> Purchase standard hardware supplied under contract by a preferred vendor.

Service Conditions, Support, and Availability
<p>Please refer to our Standard Operating Environment Policy at http://www.une.edu.au/policies/pdf/standardoperatingenvironmentpolicy.pdf and our purchasing pages at : http://www.une.edu.au/it-services/staff/hardware/</p> <p>To request additions / changes to the Standard Software Load, please register a request at the Service Desk by email: servicedesk@une.edu.au, and include your suggestions.</p> <p>Support during Business Hours by emailing servicedesk@une.edu.au</p>

Staff File Storage

What is it
<p>This service is to provide a reliable, access controlled file and data repository for the use of UNE staff to store valuable business data that does not fit into one of the other University systems such as Trim, Callista or Finance1 or to use while they have a working document prior to sending to a University document repository.</p> <p>This service offers reliability and recovery beyond what is available on a local desktop computer, with provisions for life cycle management, capacity planning, backups and disaster recovery built in.</p>

What is included
<p>Technology: Availability of data via a UNE identity authenticated Microsoft Windows shared drive.</p> <p>Activities:</p> <ul style="list-style-type: none"> • ITD Service desk assistance with UNE Identity management, access to systems as well as general usability issues. • Restores of data from the backup system upon request. • Provision of extra storage space upon request and possible approval. • Migration of data to new server room technologies as required to expand capacity and perform upgrades. • Capacity planning for University storage requirement growth. • Testing and maintenance of data backup and restore systems to ensure availability and recovery targets are obtainable.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Service is free to UNE staff members.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business Hours support ▪ Accounts are provisioned as part of the UNE identity creation process within 1 hour of the application being completed at the service desk. ▪ All support requests and incidents to be lodged via the CRM or the I.T. service desk located in the ITD building or the Library. ▪ Accounts are automatically archived upon account closure. Restoration of account upon returning to the University is not guaranteed.

Student File Storage

What is it
<p>This service is to provide a reliable, access controlled file and data repository for the use of UNE students to store study and assignment data. This service offers reliability and recovery beyond what is available on a local desktop computer, with provisions for life cycle management, capacity planning, backups and disaster recovery built in. Students are encouraged to keep all relevant data on the student file store.</p>

What is included
<p>Technology: Availability of data via a UNE identity authenticated Microsoft Windows shared drive.</p> <p>Activities:</p> <ul style="list-style-type: none"> • ITD Service desk assistance with UNE Identity management, access to systems as well as general usability issues. • Restores of data from the backup system upon request. • Provision of extra storage space upon request and possible approval. • Migration of data to new server room technologies as required to expand capacity and perform upgrades. • Capacity planning for University storage requirement growth. • Testing and maintenance of data backup and restore systems to ensure availability and recovery targets are obtainable.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to Enrolled Students	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Service is free to UNE students.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business Hours support ▪ Accounts are provisioned as part of the UNE identity creation process within 1 hour of the application being completed at the service desk. ▪ All support requests and incidents to be lodged via the CRM or the I.T. service desk located in the ITD building or the Library. ▪ Accounts are automatically archived upon account closure. Restoration of account upon returning to the University is not guaranteed.

Staff Professional Web Sites & Student and Staff Blogs

What is it
Provision of infrastructure and storage for staff and students to create their professional and work-related web pages. Provision of infrastructure and storage for staff and students to create and participate in blogs at http://blog.une.edu.au

What is included
<p>Technology: Interwoven Teamsite Content Management System, Clients need a web browser (Firefox latest version recommended), Java run-time environment installed in the browser. If accessing off-campus, login using a UNE modem, or use the UNE desktop via the Citrix thin client (UNE domain login).</p> <p>Activities:</p> <ul style="list-style-type: none"> • Template customisation (for staff and postgraduate web pages), • Training and support for staff and postgraduate web pages), • Maintenance of blog software.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff and Enrolled Students	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Support cost is reduced if recommended browser and versions are used. ▪ Use of online support and help before contacting the Web Team for problems.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Content Management system is available 24hrs x7 except during scheduled maintenance. ▪ Business Hours Support by logging a request to cmsadmin@une.edu.au ▪ Requests for access should be logged to cmsadmin@une.edu.au, allow 2 working days for initial response and 5 working days for work to be completed. ▪ Staff who use the system have had training and abide by relevant policies and guidelines found at: http://www.une.edu.au/policies/pdf/web.pdf

UNWeb – Web Design and Maintenance

What is it
Support Services have a team of staff skilled to assist business units with the development and management of web sites.

What is included
<p>Technology: Interwoven Teamsite Content Management System, Clients need a web browser (Firefox latest version recommended), Java run-time environment installed in the browser. If accessing off-campus, login using a UNE modem, or use the UNE desktop via the Citrix thin client (UNE domain login).</p> <p>Activities:</p> <ul style="list-style-type: none"> • Web Strategy, • Information Architecture, • Accessibility, • User Interface Design, • Template Customisation, • Web Analytics & Site Analysis, • Web Hosting, • Training, • Search Engine Maintenance

How is it charged	
Unit Type (primary cost driver)	Unit Rate
This is a web content and maintenance service.	The Web content and maintenance service is Centrally Funded New development may incur a cost which will be advised and negotiated prior to the job commencing.

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Support cost is reduced if recommended browser and versions are used. ▪ Use of online support and help before contacting the Web Team for problems.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Content Management system is available 24hrs x 7 except during scheduled maintenance. ▪ User support is available during Business Hours support by logging a request to cmsadmin@une.edu.au ▪ Requests should be logged to cmsadmin@une.edu.au, allow 2 working days for initial response and a week for work to be completed. ▪ Ensure that staff who use the system have had training and abide by relevant policies and guidelines found at: http://www.une.edu.au/policies/pdf/web.pdf

License Only Application Management

What is it
Where ITD provides procurement and management of the application license only (no application support provided).

What is included
Technology: n/a Activities: ITD will manage the licence renewal for approved University-wide software.

License Only Applications	
Application	Total Cost
Licence only	At Cost.

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Users should check with ITD to verify whether a university-wide licence already exists for a software product prior to procuring an individual licence.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> • Inclusion on the approved University Software list is at the discretion of the Chief Operating Officer. • Enquiries during Business Hours to itoffice@une.edu.au.

Network Services

About this set

The Network Services set provides Faculty, School and Directorate staff with technology and services that they need to complete their everyday jobs. Secure connectivity to the UNE network and through this to the internet is available locally and remotely to students and staff. In addition access to landline phone, mobile phone and video conferencing services are also offered to UNE students and staff.

Network Connections

What is it
<p>The Network Connection service provides access for any device capable of connecting via ethernet to the core network.</p> <p>This is a base infrastructure service with little direct use except as an underlying transport for other services. This service is a requirement to be able to use internet access, file storage and many other UNE corporate systems.</p>

What is included
<p>Technology: 802.1 Ethernet technology Cabling, physical infrastructure such as wall ports, switching equipment, routing and Ethernet distribution and transport around the UNE campus.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Maintenance and upgrades of all network equipment on campus. • Availability monitoring. • Capacity planning and monitoring. • IT Service Desk support of end user incidents. • Technical support of problems.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff	New network connections at cost.
Available to Students in Residential Colleges	All residential rooms have a network connection paid for by the Residences.

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Reduce the number of active ports required, by not having unnecessary equipment connected to the network.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> • Critical Business Systems support for campus network. • Business Hours support for end user and client issues. • All support requests and incidents to be lodged via the CRM or the I.T. service desk located in the ITD building or the Library. • ITD responsibility for service provision ends at the wall port, patch leads and customer equipment does not fall under ITD responsibility. • Users must comply with the Rules for use of the University's computing and communication facilities at: http://www.une.edu.au/policies/pdf/rulesofusecomputing&communicationsfacilities.pdf

Phones

What is it
<p>Telephone service available on Campus including the Residential system. This service includes:</p> <ul style="list-style-type: none"> • Digital (at cost) or analogue (funded – no cost) phone handset • PABX provisioning and support • Phone list • Voice mail facilities • Telephone reception service • Account management of provider • Internal billing • Call forwarding and other similar features • Group number setups • Emergency phone line provision to elevators and similar equipment

What is included
<p>Technology: Alcatel PABX system with support for voicemail and other advanced phone features. Voice over IP gateways and multiple path phone routing to support lower calls costs.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Maintenance and upgrades of all phone and PABX equipment. • Availability monitoring. • Capacity planning and monitoring. • IT Service Desk support of end user incidents. • Technical support of problems and outages. • Contractor management for the provision of adds, moves and changes to customer endpoints. • Provision of handsets (analogue), digital at cost • Telephone reception services • Voice mail and telephone reception service • Account management and internal billing.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff, PhD Research students working in Faculties, and those Students in Residential Colleges	Maintenance and upgrades of phones and phone services is a charge-back service. Phone calls (usage) is a pass-through service. Balance of services are centrally funded.

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Limit STD and Overseas calls. Possible limit the phones capable of making such calls. ▪ Use email or instant messaging to reduce the number of off campus phone calls made. ▪ Use Video Conferencing facilities instead of conference calls. These can be free under the correct circumstances.

Service Conditions, Support, and Availability

- Critical Business Systems support
- All support requests and incidents to be lodged via the CRM or the I.T. service desk located in the ITD building or the Library.
- Self provisioning of phone services to be completed by the Phone contractor work form.

Remote Access

What is it

Dial up access via modems is provided for users who wish to use dial into the University in order to access services.

What is included

Technology:

56K flex/v92 digital modems via Cisco modem concentrator.

Activities:

- Maintenance and upgrade of modem equipment.
- User authentication and access controls to modem users.
- Monitoring and availability checks of Cisco concentrator.
- Service Desk support of end user issues and access control problems
- Technical support of problems

How is it charged

Unit Type (primary cost driver)	Unit Rate
Available to University Staff	\$4 per month per user.

How cost can be influenced/IT Initiatives

- If your staff no longer use UNE modems, advise the Service Desk that the service is no longer required.

Service Conditions, Support, and Availability

- Business Hours Support
- All support requests and incidents to be lodged via the I.T. Service Desk located in the ITD Building or the Dixson Library. Email: servicedesk@une.edu.au or call extension 5000.
- Accounts are provisioned as part of the UNE identity creation process within 1 hour of the application being completed at the service desk.

Video Conferencing Support

What is it
<p>The Information Technology Directorate manages a videoconferencing facility for educational, promotional and administrative purposes. Videoconferencing enables people at different locations to interact in real time, using two-way video and audio transmitted over special telephone lines or the World Wide Web. It provides a 'see, listen, show and talk' capability which is close to real 'face-to-face' communications. Videoconferencing can link you to an extensive network of sites around Australia and internationally. We can link you to just a single site or to several sites simultaneously. Our studio accommodates up to 15 people and is suitable for teaching, interviewing and meetings. You can conduct:</p> <ul style="list-style-type: none"> • tutorials and demonstrations • postgraduate supervision meetings • administrative or research project meetings • consultations • training activities • product launches • promotional activities • job interviews.

What is included
<p>Technology: Tandberg media bridge. Tandberg Content Server. Various model Tandberg studio and desktop units ranging from double large plasma screens to small desktop units. Integrated management suite for the provision of uniform services, alias lists and firmware upgrades.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Booking service for arranging video conferencing sessions between UNE and another entity. • Technical and set-up support during your video conferencing session. • Maintenance and upgrades of all VCF equipment. • Capacity planning and monitoring. • Onsite support within ITD of end user incidents. • Contractor management for the provision of adds, moves and changes to customer endpoints.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff and Enrolled Students	Where charges are incurred by the University to hire services they will be passed on. UNE VCF services are centrally funded.

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ When planning VCF calls and sessions consult with support to make sure the service is as low cost as possible. If done correctly VCF facilities can be free to use.

Service Conditions, Support, and Availability

- Business Hours Support
- Support requests and bookings are to be lodged by contacting the VCF support officer via phone or email.
- Provision of a cost code prior to commencing a VCF session or booking.

Wireless Network

What is it
<p>The Wireless Network service provides access for any device capable of connecting via wireless ethernet to the core network.</p> <p>This is a base infrastructure service with little direct use except as an underlying transport for other services. This service is a requirement to be able to use internet access, file storage and many other UNE corporate systems.</p>

What is included
<p>Technology: 802.11(bg) Ethernet technology Cabling, physical infrastructure such as access points, switching equipment, routing and Ethernet distribution and transport around the UNE campus.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Maintenance and upgrades of all network equipment on campus. • Availability monitoring. • Capacity planning and monitoring. • IT Service Desk support of end user incidents. • Technical support of problems.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Staff and students living in University Residences	Centrally funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Service is not currently charged.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> • Critical Business Systems support for campus network. • Business Hours support for end user and client issues. • All support requests and incidents to be lodged via the CRM or the I.T. service desk located in the ITD building or the Library. • ITD responsibility for service provision ends at the access point, customer equipment does not fall under ITD responsibility.

Application Services

About this set

The Application Services set provides Faculties, Schools and Directorates with technology and services that are needed to operate their Applications to acceptable levels of reliability and performance. Services are offered at various levels from license only to full service including maintenance, support and development.

This set addresses the needs of “business as usual” processing of the Applications. Major enhancement or project work is performed under Project delivery.

This Catalogue describes specific named application service offerings as well as the standard features of the major classification support offerings. These classifications list the major Applications within each classification and flags those with specific Service Conditions, Support, and Availability that attract additional function or activity (and cost). Remaining Applications are grouped into “portfolios” by Faculty / Directorate for purposes of efficient pricing.

Types of Application Services Delivery

Full Service Application Services

What is it
The full service application offers complete management and support of an application and the underpinning infrastructure. In addition application and database maintenance and support is included. Minor development work and upgrades as well as patching of the application is provided. Major upgrades are treated as projects.

What is included
<p>Technology:</p> <ul style="list-style-type: none"> • hardware depreciation • software licenses • maintenance contracts • minor patches • major patches • hot fixes <p>Activities:</p> <ul style="list-style-type: none"> • health evaluation, application of patches • configuration and minor enhancements • application of software changes • migrations, configuring user access • bug fixing • version upgrades • capacity management • continual improvement roadmaps

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Development costs can be controlled by ensuring requested enhancements are carefully validated against strategy and will be widely applicable to end-users. ▪ Support costs can be controlled by escalating issues to the ITD Service Desk using the ASKUNE or by email to servicedesk@une.edu.au and supplying plenty of detail. This give the greatest chance of solving the issue quickly and so reducing associated costs.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Services are supported Business Support Hours. Further support may be negotiated by specific agreement but may incur a cost. • The support response time is two hours from the date and time a support request ticket is created. • It is the users' responsibility to submit a request for support in the ASKUNE SRM system. An email to various ITD staff is not valid. • Client machine must have the UNE standard SOE to obtain support as Full service Applications are designed and tested to operate effectively for such configurations. • Individual user logon and authentication must not be shared between groups of users. This is stated UNE security policy. • ITD needs to be notified of impending change [increases] to the

demand for systems before the increase occurs to ensure availability and performance is maintained.

- ITD does not fund Major Upgrade Projects.

Part Service Application Services

What is it
The provision of the underpinning infrastructure and basic application support. No development or database activities are performed as part of this service. Basic application support can be supplied by the Service Desk and Infrastructure Services.

What is included
Technology: <ul style="list-style-type: none">• Host Server (Optional and to be negotiated between Business Owner and ITD)• External secure access to the system. (Optional and to be negotiated between Business Owner and ITD)• Operating system patching. (Optional and to be negotiated between Business Owner and ITD)• System backup to enable restoration from disaster or failed changes. Activities: <ul style="list-style-type: none">• Setup of Host server and system access. (Optional and to be negotiated between Business Owner and ITD)• Operating System Patching. (Optional and to be negotiated between Business Owner and ITD)

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none">▪ Budget for and buy bulk consulting services from the external vendor in advance to get a cheaper rate. Ensure that they will accrue if not used in the coming year and also ensure they can be used for a wide range of activities including training, mentoring, health and performance checks and service improvement planning.▪▪ Ensure that contracts are negotiated in consultation with ITD.

Service Conditions, Support, and Availability
<ul style="list-style-type: none">▪ ITD reserve the right to limit supplied support as they deem reasonable to control costs.▪ The business owner is responsible for costs associated with advanced support from the external supplier.▪ External suppliers must conform to UNE stated change management policies (i.e. prior testing, backup of critical data, tested back-out plans, post change configuration documentation) and inform UNE of intended changes 5 working days in advance. Emergency changes to restore availability are exempt from the 5 day advanced approval though written (email) approval from ITD in advance is required.▪ External suppliers must conform to UNE stated security policies and guidelines.

License Only Application Services

What is it

The provision of license procurement and renewal without any hosting and maintenance services. Generally this is for offsite hosted solutions hosted by either the vendor or a third party specialist provider

What is included

Technology:

- Communications provision and configuration so end-users and administrators within the UNE intranet can access the externally hosted system.
- UNE Authentication system access

Activities:

- Network Configuration
- System integration services (authentication, webservice)
- Licence renewal and update (optional)

How cost can be influenced/IT Initiatives

- Ensure numbers of users vs license sizing is reviewed on a regular basis

Service Conditions, Support, and Availability

- External system must conform the UNE security and access policies.
- Activities outlined above need to be negotiated in advance with ITD
- ITD must be involved in and approve of the design of systems integration.
- It is the responsibility of the business owner to execute and comply with UNE stated procurement and contract mangement policies.

Application Services Description Listing

Application Services Descriptions					
Delivery Type	Application	Description	Release Status	Business Owner	Support Resource
IT Resource Accounting					
Full	Communications Accounting System [CAS]	Telephone Network & Internet Quota Accounting	Released	ITD - mgmt	ITD - Admin Apps Dev Team
Full	Equitrac	Multifunction Device Access and Account control	Released	ITD	ITD - DataCtr
Full	Jet Billing	Network & Internet Quota Accounting	In Development	ITD - mgmt	ITD - Jet Billing Project Team
Knowledge Collaboration, Display & Publishing					
Full	Confluence Wiki	Wiki Collaborative Tool for Staff	Released	ITD	ITD - DataCtr
Full	Departmental Websites	Website presence for UNE departments	Released	ITD - Infra Services	ITD - DataCtr
Full	Teamsite CMS	Web Content Control for the UNE website	Released	ITD - Web Design Group	ITD - Admin Apps Dev Team
Full	UNE Blog	Blog sites for Student & Staff	Released	ITD	ITD - DataCtr
Portfolio of Communication Applications					
License Only	SMS Notification	Send SMS notifications to groups of staff and students	Released	ITD- HelpDesk	ITD - Admin Apps Dev Team
Full	Student Group Email	Send email to groups of students	Released	ITD- HelpDesk	ITD - Student Experience Dev Team
Full	VC Email WebApp	Allows the VC to email all of UNE	Released	Marketing	ITD - Student Experience Dev Team
Portfolio of Facilities Management Applications					
Partial	ArchiBus/WebCentral (PIMS)	Facilities and Asset mgt system	Released	Facilities Mgt Services	ITD - Admin Apps Dev Team
Partial	Key Manager	Manages security card access to UNE locations	Released	Facilities Mgt Services	ITD - Admin Apps Dev Team
Portfolio of Finance Applications					
Full	AdminWeb	Finance External Data Interface	Released	Finance	ITD - Admin Apps Dev

					Team
Full	Finance One	UNE finance and accounting system	Released	Finance	ITD - Admin Apps Dev Team
Full	Online Payments Gateway	Safe processing of credit card and online transactions	Released	Finance	ITD - Admin Apps Dev Team
Portfolio of HR Applications					
Full	Alesco	UNE HR system	Released	HR	ITD - Admin Apps Dev Team
Full	Web Kiosk	Web access to UNE HR System for Staff	Released	HR	ITD - Admin Apps Dev Team
Portfolio of IT Administration Applications					
Full	Callista Connect Release Promoter Web App	Control the releases Callista Connect promotes to UAT and PROD environments	Released	ITD	ITD - Student Experience Dev Team
Full	Services Downtime Schedule Portlet	Record and Displays the availability for ITD services	Released	ITD	ITD - Student Experience Dev Team
Full	Statistics Recorder	Collects statistics form MyUNE portal	Released	ITD	ITD - Student Experience Dev Team
Portfolio of IT Infrastructure Applications					
Full	Central Authentication System [CAS]	Control Single Sign-On & authentication for Web components and applications	Released	ITD	ITD - Admin Apps Dev Team
Full	UNEREG	UNE Central IT user registration repository and provisioning system	Released	ITD	ITD - Admin Apps Dev Team
Full	WebServices	Provide centralised data access to Web-based services	Released	ITD	ITD - Student Experience Dev Team
Portfolio of Library Applications					
Full	E-Exam	Controls the online searching and delivery of past exams	Released	Library	ITD - Student Experience Dev Team
Full	E-Reserve	Controls the online searching and reservation of Library resources	Released	Library	ITD - Student Experience Dev Team
Full	EZProxy	Allows access to internal intranet application to the internet	Released	Library	ITD - Admin Apps Dev Team

Full	Virtua	UNE central library management system	Released	Library	ITD - Admin Apps Dev Team
Portfolio of Research Applications					
Full	Callista Research	Manages research grants and funding	Released	Research Services	ITD - Admin Apps Dev Team
Full	Herbarium Database	Repository for plant information and images used by the school of Botany	Released	School of Env & Rural Science	ITD - Research Apps Dev Team
Partial	S1-BMS	Manages Scholarship	Released	Research Services	ITD - Admin Apps Dev Team
Full	SPSS	Statistical analysis toolset	Released	ITD	ITD - Admin Apps Dev Team
Portfolio of School Specific Teaching Applications					
Partial	EdServe - GrassGro	A broad grazing enterprise model developed by CSIRO that is well suited to enhancing learning about climate, soil, pasture, animal, nutrition, wool and economic outcomes as well as insights into sustainability criteria.	Released	School of Env & Rural Science	ITD - DataCtr
Partial	Edserve - GrazFeed	Enables a better understanding of ruminant nutrition and the impacts of pastures and supplementary feeds of varying quantities for a wide range of ruminant animals.	Released	School of Env & Rural Science	ITD - DataCtr
Partial	EdServe - WhopperCropper	Enables users to better understand the effects of climate and management on yield and production risk for a range of regions and crops.	Released	School of Env & Rural Science	ITD - DataCtr
Partial	EdServe - Soil Carbon Manager	Allows the calculation of soil carbon levels depending on various crop, pasture and stubble management options over periods of decades.	Released	School of Env & Rural Science	ITD - DataCtr
Portfolio of Student Administration Applications					
Full	Academic Database	Repository for the development of future course and unit offering	Released	Student Admin	ITD - Admin Apps Dev Team
Full	Callista Connect Web Service	Provide centralised access to Callista data [WebService format]	Released	ITD	ITD - Admin Apps Dev Team
Full	Callista Open Finance Interface [COFI]	Integration point between Callista and FinanceOne	Released	Student Admin	ITD - Admin Apps Dev Team
Full	Callista Student System	UNE Central Student Administration System	Released	Student Admin	ITD - Admin Apps Dev Team

Full	Syllabus Plus/Timetable/Scientia	Creates the course and unit timetables	Released	Student Admin	ITD - Admin Apps Dev Team
Portfolio of Student Experience Applications					
License Only	ASKUNE - Right Now	Student [Customer] Relationship Management system	Released	Office of the PVC - Academic	ITD - Student Experience Dev Team
Full	Callista Connect	WebAccess to Callista service for endusers	Not Used	Student Admin	ITD - Admin Apps Dev Team
Partial	CareerHub	Allow students to align careers with UNE courses	In Development	Student Admin - Career Assist	ITD - DataCtr
Full	Course and Unit Catalogue	Contains all Course and Unit information for UNE	Released	Student Admin	ITD - Student Experience Dev Team
Full	Emotion WebApp	Collects student attitude to individual units within myUnits Portlet	Released	ITD - BI Group	ITD - Student Experience Dev Team
Full	ID Card Replacement WebApp	Students can apply for a replacement card from within myUNE	Released	ITD - HelpDesk	ITD - Student Experience Dev Team
Full	MyBookmarks Portlet	Students can bookmark favorite information within myUNE	In Development	Student Exp Apps Steering Committee	ITD - Student Experience Dev Team
Full	MyUNE Student Portal	Central online area for students to access services	Released	Student Exp Apps Steering Committee	ITD - Student Experience Dev Team
Full	MyUnits Portlet	Online area for access to teaching and Learning resources	Released	Student Exp Apps Steering Committee	ITD - Student Experience Dev Team
Full	New England Award [ePortfolio]	Toolset to record submission to gail the New England Award	Released	TLC - Academic Skills Office [ASO]	ITD - Student Experience Dev Team
Full	SMS Opt In	Allow students to elect to receive their results by SMS	Released	ITD- HelpDesk	ITD - Student Experience Dev Team
Full	Student IT Account Registration Webpage	Allow student to apply for an IT user account and password online	Released	ITD - HelpDesk	ITD - Student Experience Dev Team
Full	Survey	Displays surveys for students within	In	ITD	ITD -

	WebApp	myUNE	Development		Student Experience Dev Team
Reporting - Adhoc Operational					
Full	Oracle Discoverer	Operational level reporting tool	In Development	ITD	ITD - DataCtr
Reporting - Business Intelligence [BI]					
Full	Cognos BI Components	Controls BI report metadata	Released	ITD - BI Group	ITD - DataCtr
Full	Cognos Connect	Distributes BI reports to endusers	Released	ITD - BI Group	ITD - DataCtr
Full	Cognos Extract Transform & Load [ETL]	Processes BI data to produce reports	Released	ITD - BI Group	ITD - DataCtr
Full	Cognos Warehouse	Central storage of BI related data for reports	Released	ITD - BI Group	ITD - DataCtr
Full	OrgMaster	Maps the UNE organisational structure	Released	ITD - BI Group	ITD - DataCtr
Specialised Management Applications					
Full	Alumni Module	Alumni Relationship Management system	Released	Alumni	ITD - DataCtr
Partial	KnowRisk	Risk management Tools for UNE	Released	Risk mgt	ITD - DataCtr
Full	Occupational Chemicals Information Database [OCID]	Records Chemicals, Location and relevant information	Released	HR- OHS	ITD - DataCtr
Partial	StarNet	Residential management system for UNE colleges	Released	Residential	ITD - Admin Apps Dev Team
Partial	TRIM	UNE records management system	Released	Records Office	ITD - DataCtr
Virtual Learning Environment					
Full	e-Submission	Manages of the electronic submission of student assignments or assessments	Released	VLE Steering Committee	ITD - T&L Apps Dev Team
Full	Learning Resources Database (LRDb)	Workflow system used processing learning materials	Released	TLC	ITD - T&L Apps Dev Team
Full	Media Server	Hosts of the LRDb and podcasting systems	Released	VLE Steering Committee	ITD - T&L Apps Dev Team
Full	Podcasting System	Presents audio files in podcast compatible formats	Released	VLE Steering Committee	ITD - T&L Apps Dev Team
Full	Portal Feeds	Provide portlets information to MyUNE forms, TLCAdmin and associated applications	Released	VLE Steering Committee	ITD - T&L Apps Dev Team

Full	Sakai	Learning mgt System [On trial by Education and Health]	Released	VLE Steering Committee	ITD - T&L Apps Dev Team
Full	Tertiary Literacy Assessment (TLA)	Toolset to manage & deliver Tertiary Literacy Assessment	Released	VLE Steering Committee	ITD - T&L Apps Dev Team
Full	TLC-Admin	Provides control and management of the VLE	Released	VLE Steering Committee	ITD - T&L Apps Dev Team
License Only	TurnItIn	UNE plagiarism and originality checking system	Released	VLE Steering Committee	ITD - T&L Apps Dev Team

Hosting Services

About this set

The Hosting Services set provides Faculties, Schools and Directorates with hosting services. This may include the management of non-IT server or servers for users who provide/support their own applications.

Server Housing

What is it
<p>University departments are invited to host any servers that may be required above and beyond what ITD can provide, inside the ITD secure server rooms in order to take advantage of our superior cooling and power supplies. This provides a highly reliable environment in which departmental servers can operate.</p>

What is included
<p>Technology: 80 KVA UPS system 300KVA Generator with auto switching Monitored rack power distribution.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Provisions of a secure environment • Provision of rack space. • Maintenance and testing of UPS systems and in room power distribution. • Scheduled test starts of generator systems. • Capacity and growth planning.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University departments or University staff	Variable, based on request

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Service is charged per unit, so reduce the number of servers stored at ITD. ▪ Use virtual servers for a lower overall cost.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Critical Business Systems support ▪ Compliance with the Departmental Server Guidelines ▪ Requests for server housing are to be logged via the IT Service by emailing servicedesk@une.edu.au or calling extension 5000. ▪ Physical access to servers requires advance notice to administrative staff. ▪ Provision of cost code upon application of service.

Server Management

What is it
Provision, maintenance and upgrade of server operating systems. ITD have a range of highly qualified technical staff capable of maintaining your servers operating system, leaving departmental staff free to concentrate on their relevant application or service on the server.

What is included
<p>Technology: Can be server versions of Linux or Windows.</p> <p>Activities:</p> <ul style="list-style-type: none"> • Regular upgrades and maintenance. • Server monitoring and responding to outages. • Capacity planning and growth. • Platform migration planning. • Virtual server consolidation. • Technical support of operating system issues.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Departments or Staff	Based on the number of servers

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Service is charged per server. ▪ Consolidate multiple servers into fewer virtual machines. ▪ Lower the level of required out of hours support.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Negotiated - Support level varies depending on what the client wants. ▪ All support requests and incidents to be lodged via the I.T. Service Desk by emailing servicedesk@une.edu.au or calling extension 5000. ▪ Provision of cost code upon application of service.

Business Pass Thru Services

About this set

The Business Pass Thru Services set provides Faculties, Schools and Directorates with technology and services that relate directly to usage of those services exclusively by the Faculties, Schools or Directorates.

Reduced usage will reflect in reduced costs.

Services in this group are either direct “pass thru” costs related to technology purchased by ITD on behalf of Faculties/Directorates or the usage of Phone lines, mobile phones or the internet.

Cost control is firmly in Faculties, Schools and Directorates hands, while ITD seeks to provide the most cost efficient sourcing options for meeting this need.

Internet Usage

What is it
<p>Staff and Students are currently provided with a quota for internet use (see Internet Access).</p> <p>Use over this quota is charged at a nominated rate based on the AARNet charge rate (plus GST where applicable) and is either charged to the department (staff, affiliates and PhD by Research) or the individual (students, and PhD by coursework), or associated entity directly.</p> <p>Note that the AARNet charge rate is different for Associated entities from the member rate for UNE.</p>

What is included
<p>Technology: Proxy servers DNS Firewalling and 'on the wire' virus and packet inspection. Rate limiting and sharing of services. No provision for Mobile access such as 3G, NextG, HSDPA et al. Spam filtering</p> <p>Activities:</p> <ul style="list-style-type: none"> • Maintenance and upgrades of all network equipment on campus. • Availability monitoring. • Capacity planning and monitoring. • IT Service Desk support of end user incidents. • Technical support of problems.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
University staff, affiliates, and PhD student (by Research) working in Faculties.	Above quota use is charged to departments at \$7 per Gigabyte
Available to Enrolled Students and PdD (by coursework) students	Above quota use is charged to the student at \$7 per Gigabyte plus GST.
Approved Associates of UNE.	Based on AARNet rate.

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Avoid websites with large amounts of video such as youtube, in order to reduce the amount of incoming data you use. ▪ During 2009 ITD will implement a charging system allowing users who exceed their quota to pay online to increase their quota. ▪ During 2009 AARNet are releasing a different charging model. ITD will be assessing this for cost effectiveness based on the University's current use patterns and implementing if there is a cost imperative to do so.

Service Conditions, Support, and Availability

- Available 24hrs x 7 days to staff, students and affiliates of UNE. Except during scheduled maintenance.
- User registration online (for students) or at the Service Desk (staff/special accounts will provide for internet access immediately).
- Access to the Internet is only influenced by UNE as far as the UNE's network border. Service outages outside the Universities network border may and will occur though every effort will be taken to configure the UNE network in such a manner as to minimise these problems.
- All support requests and incidents to be lodged via the CRM or the I.T. service desk located in the ITD building or the Library.
- A cost code must be nominated against all UNE Identities in order for Internet Access to be available.
- University Code of Conduct applies when using this service or representing the UNE via the internet.
- Support for this service is available during Service Desk Support hours on extension 5000 or by email: servicedesk@une.edu.au. Users must agree to comply with the University's Rules for the Use of Information and Communication services at:
<http://www.une.edu.au/policies/pdf/rulesofusecomputing&communicationsfacilities.pdf>

Phone Calls - Usage

What is it
<p>ITD provides an internal charge-back service to pass through the costs of telephone usage for both mobile and landline services back to individual departments.</p> <p>This includes the charges incurred for mobile device data plans.</p>

What is included
<p>Technology: Land line: Alcatel-compliant digital phones. Mobile service - The mobile service must be on the University's account with Telstra.</p> <p>Activities:</p> <ul style="list-style-type: none"> • ITD receive the Service providers' accounts, verify them for accuracy and then pass the charges through to departments via Finance One. • Detailed call charges are available in the Call Accounting System for registered users.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Charge based on use.	Carrier rate

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Ensure that mobile devices have relevant and appropriate data plans. ▪ Limit use of mobile devices when land line services are available. ▪ Advise ITD when staff have left and telephones (mobile and land line) are no longer required. ▪ Do not subscribe to services that charge premium rates. ▪ Mobile devices on the University account automatically have 'subscription' services disabled at delivery.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Telephone services based on service availability of the Service Provider. ▪ Pass-through charges for these services are available in departmental accounts in the month following use. ▪ Analogue handsets and Digital handsets are provided at cost. ▪ To change the cost code, the access level, or cancel land lines or mobile services email: servicedesk@une.edu.au. Please allow 48 hours notice (business days).

Software Purchasing

What is it
Purchase or computer software licences such as MS Project and resale at cost to UNE Staff and Students.

What is included
<p>Technology: n/a</p> <p>Activities: Source and purchase computer software licences at education sector prices and resell at cost to staff and students.</p>

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Software requested	At Cost

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> Business Hours Support by contacting the Service Desk. Email: servicedesk@une.edu.au, or calling extension 5000

Teaching Space Services

About this set

The Teaching Space Services set provides Faculties/Directorates with technology and services that are needed to operate LABS and teaching spaces

This set addresses the needs of “business as usual” provision and support of LABS and teaching spaces and their equipment.

Access Centre Support

What is it
<p>ITD, in conjunction with the Student Centre, provide a lab environment as several regional towns around the New England area at which students can access high speed data networks to UNE, high speed internet access, printing, modern terminals, video conferencing and wireless network access.</p> <p>This system was installed so that regional users would be able to have the same advantages and experience as on campus or metropolitan users can enjoy.</p>

What is included
<p>Technology: High speed WAN access provided over an underlying Telstra GWIP service. HP Thin client solution provides remote desktops to students via Citrix. Tandberg video conferencing units using IP based connections.</p> <p>Activities:</p> <p>Infrastructure Services:</p> <ul style="list-style-type: none"> • Remote monitoring and testing of systems for availability and performance. • Planned upgrades of the Citrix environment. • High level technical support for technical issues only. <p>Service Desk:</p> <ul style="list-style-type: none"> • End user support and incident resolution <p>Student Services:</p> <ul style="list-style-type: none"> • Deployment of equipment. • Onsite Incident resolution • End user support and incident resolution

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Access Centre	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ This service is not charged to the end user or departments ▪ Cost is distributed over many access centres and the environment scales such that adding extra access centre incurs a less than linear increase in cost.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business Hours support ▪ Support requests and incidents are to be logged via the Service Desk located in the ground floor of the ITD building or the Library; by email to servicedesk@une.edu.au; or by phone on number 02 6773 5000 (internal extension 5000)

Computer Labs

What is it
Provision of laboratories equipped with technology for teaching as well as open-access labs

What is included
<p>Technology: 40 computers in open-access lab plus 11 computers in IT Training lab. Server infrastructure to host lab images.</p> <p>Activities:</p> <ul style="list-style-type: none"> Maintenance of labs, including updates to software installed. Support for users of labs through the IT Service Desk.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
LABS	Centrally Funded

How cost can be influenced/IT Initiatives
Numbers of computers in the labs are reviewed regularly and adjusted according to usage and other developments (Learning Commons).

Service Conditions, Support, and Availability
<p>For operating procedures relating to the IT Labs see:</p> <p>http://www.une.edu.au/policies/pdf/itstudentlab.pdf (Student Labs)</p> <p>http://www.une.edu.au/policies/pdf/ittraininglab.pdf (Training Labs)</p> <p>Business Hours Support.</p>

Ad Hoc & Project Services

About this set

The Ad Hoc & Project Services set identifies approved projects funded for the financial year ahead. This section draws from the Project Portfolio Management (PPM) system for management of projects and all detailed information is contained in that PPM system.

Ad Hoc Consulting

What is it
On demand consultancy provided to end users on applications, infrastructure or projects.

What is included
<p>Technology:</p> <ul style="list-style-type: none">• Project management tools• Drawing and imaging tools• Scheduling and collaboration tools• Wiki <p>Activities:</p> <ul style="list-style-type: none">• Analysis• Design• Build mgt• Testing mgt• Roll-out planning• Implementation planning• Risk analysis• Options analysis• Resource management• Communications• Issues and problem management,• continual improvement roadmaps• Business relations management• Requirements facilitation• Requirements analysis

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none">▪ Negotiate rates for volume,▪ Utilise the facilitation component▪ Undertake detailed work independently

Service Conditions, Support, and Availability
<ul style="list-style-type: none">▪ Business Hours Support.

Database Management - MS SQL

What is it

Provision of Database management services for an application or applications managed by the customer. Currently offered on MS SQL only

What is included

Technology:

Clustered Microsoft SQL server backend.

Activities:

- Maintenance and upgrades of all SQL server instances.
- Capacity planning and monitoring.
- Onsite support within ITD of end user incidents.
- Technical support of problems and outages.

How is it charged

Unit Type (primary cost driver)	Unit Rate
	Based on request

How cost can be influenced/IT Initiatives

- Charging is a monthly fee per instance.
- Reduce the number of instances in use.
- Use an appropriate UNE supported application where one exists, or migrate functionality into a supported UNE platform. E.g. change business process to use Callista instead of a custom application.

Service Conditions, Support, and Availability

Critical Business systems support

All support requests and incidents to be lodged via the CRM or the I.T. service desk located in the ITD building or the Library.

Cost code to be provided upon application for the service.

Governance Services

About this set

The Governance Services set provides with mandated corporate Services as well as reflecting the non-technical Services delivered to the Faculties / Directorates by ITD

ITD operates as a service provider to Faculties / Directorates. A range of administrative, strategic and governance activities occur within ITD that do not directly relate to provision of technical Services. These reflect the realities of running a complex “IT business” that has increasingly tighter compliance goals and financial accountability objectives. In order to meet corporate level expectations for good management, ITD has formally defined Services that reflect their effort to deliver to these goals.

Benchmarking

What is it
<p>Participation on behalf of UNE in benchmarking ICT services and costs within the University sector and across differing disciplines (eg IT, procurement), and external to the sector but within the ICT industry.</p> <p>Participation to date has included: Council of Australian University Directors of IT (CAUDIT); Australian Universities Purchasing Consortium (AUPC) ; Educause.</p>

What is included
<p>Technology: n/a</p> <p>Activities: Benchmarking of procurement costs for defined IT services (eg. Desktop computing, Telecommunications service and costs) Benchmarking of University IT spend across the sector.</p>

How is it charged	
Unit Type (primary cost driver)	Unit Rate
	Centrally Funded

How cost can be influenced/IT Initiatives
n/a

Service Conditions, Support, and Availability
<p>CAUDIT publish terms and conditions for access to their benchmarking data, these are accessible on the CAUDIT website at: www.caudit.edu.au .</p> <p>For enquiries during business hours, email itoffice@une.edu.au</p>

Contract Management

What is it
Negotiation between the University and providers of IT services to implement ICT contracts. Management of these contracts once implemented.

What is included
<p>Technology: n/a</p> <p>Activities:</p> <ul style="list-style-type: none"> • Negotiate formal contracts. • Define, measure, manage and report on SLAs and contracts to the Service and Service Quality Governing Board.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Use of Standard Contracts where possible. ▪ Provide accurate and current paperwork when submitting it to the Contracts Manager.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business Hours support by emailing itoffice@une.edu.au ▪ ITD will only manage contracts and SLAs that they have negotiated. ▪ Users must provide complete and authorised paperwork with 7 working days notice for ITD to participate in arranging a service or contract.

IT Service Continuity

What is it
Information security and disaster recovery contingencies are mandated as key governance functions IT must provide the organisation.

What is included
<p>Technology:</p> <ul style="list-style-type: none"> • Disaster recovery plan • Business continuity plan • Risk analysis and methodology, • Component failure impact matrix • Communication plan • Password and authentication access lists <p>Activities:</p> <ul style="list-style-type: none"> • Design • Draft and test disaster recovery plan • Update business continuity plan with current details • Disaster recovery plan testing • Post testing action planning • Risk analysis

How is it charged	
Unit Type (primary cost driver)	Unit Rate
	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Use of centralised IT services allows IT to provide service continuity for the University at a controllable cost and to meet Audit Office of NSW Audit requirements for Service Continuity.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ ITD can only provide service continuity for services that are centrally provisioned and managed by ITD. <p>If you have a University IT service you would like ITD to provide Service Continuity for advise us by submitting a request to directorIT@une.edu.au</p>

Project Management Office

What is it
Provision of project management support, mentoring, and monitoring, including reporting on project progress to management and ITD Governance committees.

What is included
<p>Technology: Project management best practice</p> <p>Activities:</p> <ol style="list-style-type: none"> 1. Setting of project management policy and reporting standards & guidelines 2. Consulting advice regarding project establishment and business case development. 3. Reporting to Governance committees on project progress 4. Mentoring of project managers 5. Health assessments of projects. 6. Secretarial support to governance bodies. 7. Evaluation of project briefs & Business cases

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to assist staff in University Departments	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Reporting and monitoring systems to be on-line ▪ Templates provided for reporting guidelines ▪ Standardised methodology supported by a policy framework. ▪ Governance structure to oversight. ▪ Demand management by means of cost recovery for funded projects.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business Hours support

Procurement Services

What is it
<p>Management of business relationships with the University’s primary ICT vendors to derive the best value for the University. Tenders and mangement of procurement services for ICT equipment, software and services to obtain best value for money.</p>

What is included
<p>Technology: windows-based PCs and mobile devices, Macintosh PCs and mobile devices (iPhones).</p> <p>Activities:</p> <ul style="list-style-type: none"> • Procure and manage Telecommunications services • Tender for, manage procurement of desktop PCs, mobile devices and servers.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
Available to University Departments and Faculties	Centrally funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Limit purchases to standard offerings, ie. Purchase within the ITD standard operating environment for computers, mobile devices, mobile services and use the online web purchasing options and forms available. ▪ Computer hardware: http://www.une.edu.au/it-services/staff/hardware/maintancecomp.php ▪ Mobile devices: http://www.une.edu.au/it-services/staff/phone/mobilephone.php ▪ Use site-licensed and standard software: http://www.une.edu.au/it-services/staff/software/

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ This is limited to University-wide ICT equipment, services and software. ▪ If you want ITD to participate in any procurement process for University ICT equipment, services or software please send a request to itoffice@une.edu.au. ▪ Businesss Hours support

Service Management

What is it
Liaison and relationship management with customer groups, faculty IT directorates and any consumers of IT services to manage, negotiate, define, measure and report on SLAs and performance statistics.

What is included
<p>Technology:</p> <ul style="list-style-type: none"> • Rightnow SRM • Nagios event management tool • J meter and J probe testing system • UNE promote [release] tool • Charting and reporting tools <p>Activities:</p> <ul style="list-style-type: none"> • Capacity management • Change management • Incident management • Problem management • Release management • Financial management for IT • Access management • Service Level Management

How is it charged	
Unit Type (primary cost driver)	Unit Rate
	Centrally funded

How cost can be influenced/IT Initiatives
Utilise existing ITD processes to manage service delivery.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business Hours Support

Strategy & Planning

What is it
Continuous development/updating of the IT strategic framework for the organisation, this covers Strategic and Operational planning, technology strategies, R&D, architecture, security, management & governance goals and guidelines.

What is included
<p>Technology: N/A</p> <p>Activities:</p> <ul style="list-style-type: none"> • Development of annual operational plans. • Development of strategic plans as necessary. • Monitoring and liaison with sector and industry bodies around development and trends. • Provision of expert advice to University leadership and ICT Governance bodies on ICT strategy. • Provision of progress reports against annual and strategic plans.

How is it charged	
Unit Type (primary cost driver)	Unit Rate
	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ The effective use of sector contacts and relationships will facilitate research and identification of sector best practice and ICT trends.

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business Hours Support ▪ Annual plans provided in first quarter of each year ▪ Strategic plans provided as requested generally every three years.

Vendor Management

What is it
Liaison and relationship management with providers of IT services to, negotiate, define, measure, implement and manage and report on provision of services to the University, including measurement of performance statistics.

What is included
<p>Technology: n/a</p> <p>Activities: On-campus telephone and Internet services, mobile devices, computing hardware (as defined in http://www.une.edu.au/it-services/staff/hardware/maintancecomp.php), software licences (as defined in: http://www.une.edu.au/it-services/staff/software/), corporate software licences (by arrangement), network cabling, on-site desktop support, software development services (by arrangement).</p>

How is it charged	
Unit Type (primary cost driver)	Unit Rate
	Centrally Funded

How cost can be influenced/IT Initiatives
<ul style="list-style-type: none"> ▪ Purchase within the standard operating environment .

Service Conditions, Support, and Availability
<ul style="list-style-type: none"> ▪ Business Hours Support by emailing itoffice@une.edu.au ▪ ITD will only manage vendors of ICT services and services within the standard operating environment as per the University policy at: http://www.une.edu.au/policies/pdf/standardoperatingenvironmentpolicy.pdf

Addendum

Business Application Portfolio Lists

Not all Applications supported are specifically identified and costed in the IT Service catalogue. There are many hundreds of applications and to do so would be administratively expensive and deliver little informational value.

The approach taken for these “smaller” or non-critical applications is to represent them as a “Portfolio” collection of Applications for each major Faculty / Directorate.

The majority of applications included in these Portfolios are listed below.

NOTE – these lists will undergo constant change as activity levels (removing or adding small applications) are relatively high compared with changes at the “big end” of Applications in use.

Portfolio of Student Registration Applications		
Student Registration Form	UNEREG	

Portfolio of Library Applications		
EzyProxy	Library	

Glossary

Affiliate

A person, other than a student, HDR student or staff member, who is a registered user e.g. contractors, honorary appointments, visiting staff and students of other educational institutions, who have been provided with a University username and account.

Associates and Associated Entities.

A corporation that is a subsidiary of the University (as defined by the Corporations Act 2001) whose operations are related principally to educational and/or research purposes; and enrolled students of a corporation within this definition.

Business hours support.

9am to 5pm response to support requests, Monday to Friday only, excluding University and Public holidays.

For storage and email services: 3 month rolling window of backups, with nightly incremental backups.

Support requests are dealt with in a priority order assessed by staff.

Outages and system functionality issues fixed in a priority order as assessed by staff.

Service Desk support.

Termtime: 8.30 am - 7:00 pm (Monday - Thursday), 8.30 am - 5.00 pm (Friday)

Holidays: 8.30 am - 5.00 pm (Monday - Friday)

Weekend support is available for students during term and residential school weekends on **Saturday and Sunday** between 1.00 pm and 5.00 pm in Dixson Library.

- **Contact details:**

- Phone: ext 5000
 - Via AskUNE webform (<http://www.une.edu.au/askune>)
 - In Person in Dixson Library or in the ITD Building
 - By email (using your UNE account) at servicedesk@une.edu.au
-

Critical Business Systems support.

24x7 hour response to problems.

Best effort to fix out of hours problems, with no guarantees of resolution until business hours.

Support requests are dealt with in a priority order assessed by staff.
Outages and system functionality issues fixed as a highest priority.
For storage and email services: 3 month rolling window of backups, with nightly incremental backups.

UNE Identity authentication

A correct UNE username and password as deployed via one of the following systems provided by ITD:

- Centralised LDAP server system
- Centralised Radius servers
- Windows Active directory
- CAS Authentication web service