

IT Assist Corporate Service Level Agreement

Document Details

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Amendment History

Version	Date	Comment	Author
3.0	Mar 09	Updates from Team Leaders	Hengameh Smyth

Approval

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Service Level Agreement

1 Agreement Sign-off

1.1 Signatures

<i>This agreement is between:</i>	
IT Assist	<i>Signed on behalf of IT Assist</i> Name Role Date
<i>and</i>	
Customer Details	<i>Signed on behalf of Customer</i> Name Role Date

1.2 Duration, Review and Renewal of Agreement

This agreement shall commence on 1st April 2009 and shall terminate on 31st March 2010, unless renewed.

This agreement shall be reviewed and renegotiated either

- 3 months before the expiry date;

or

- In the event of any anticipated major change in the nature of the service required. A major change includes a significant change in the nature of the services to be delivered, such as a major new application, or a change in organisation such as the restructuring of Departments.

At least 3 months notice will be required before any major change or cancellation can take effect.

The renegotiation will be conducted by IT Assist Account Manager, Assisted by the Service Level Manager, and the business unit's IT Service Co-ordinator.

2 Introduction

2.1 Purpose of this document

The principle role of IT Assist is the delivery of common IT systems and services to support the business objectives of the Northern Ireland Civil Service in line with their IT and E-Business Strategies.

IT Assist is responsible for setting the standards by which these IT functions are discharged throughout the Departments, and their agencies, and to provide responsive and timely services to enable IT to be used effectively and efficiently by customers in pursuit of their business objectives.

The purpose of this Corporate Service Level Agreement (SLA) is to define which services IT Assist provides to all of its customers and how they will be delivered. The SLA defines:

- The services that IT Assist will deliver, including their associated service levels;
- The terms and conditions that bind both IT Assist and its customers for delivery and receipt of services;
- The charges that will be levied during delivery of the defined services; and
- Governance structures that define service reporting, monitoring, review meetings and escalation paths.

The contents of this document will be agreed with IT Assist Account Manager and the IT Service Co-ordinator from each customer. This document is under change control and any amendments to services or service levels must also be authorised by IT Assist Change Advisory Board (CAB).

2.2 Scope

The scope of this document is constrained to the set-up and ongoing operation of Service Level Management (SLM) within IT Assist. SLM will be the primary interface that IT Assist uses to interface with its customers, including Departments, ISUs and the IT sections of Agencies. SLM will also be the primary interface for managing the performance of 3rd party suppliers on an ongoing basis.¹

It is critical to understand that SLM is not for end users to interface with IT Assist and its purpose is not to resolve incidents from users or to manage 3rd party suppliers with regard to resolving specific incidents. This document describes the services and service levels provided by IT Assist. It does not describe the policies, processes, procedures or standards of NICS or IT Assist.

These elements are all within the mandate of IT Assist's Service Desk function and they are outside the scope of this document.

¹ Note that the SSC will not be responsible for managing all 3rd party contracts and suppliers.

3 Service Level Agreements (SLA)

An SLA document is used to define in clear and quantifiable terms the service to be provided for the customer by the service provider. It is intended to create a common understanding about service priorities and responsibilities, and to provide expectations and obligations from both parties.

3.1 Corporate SLA and Customer SLA

IT Assist has developed a Corporate SLA. This can ultimately be further developed for specific customers if required and where feasible as a customer SLA, i.e. where the service has stabilised sufficiently to be able to offer flexibilities and economies of scale.

3.2 SLA sign-off

All Corporate SLAs and Customer SLAs must be signed off by customers at a minimum of Grade 7, where possible, the person that signs the SLA documents should be the customer's Relationship Manager that sits on IT Assist Planning and Operations Committee (SSPOC).

All Corporate and Customer SLAs must be signed off by IT Assist by the Head of Customer Services (Grade 7).

3.3 Service Level Reports

IT Assist provides monthly service level report to the planning and operation committee and also publishes these stats on IT Assist Intranet site. IT Assist will seek to enable the Committee member to keep on top of performance management issues through the use of dashboard information covering actual performance against SLA's key performance indicators.

Monthly report along with the corporate SLA and IT Assist Service Catalogue can also be found on IT website;

<http://itAssist.nigov.net/>

3.4 Service Review Meetings

IT Assist has been conducting 6 weekly meeting with all relationship managers during which Service Level Manger reports on service performance against SLA targets and deals with any issues in relation to this.

In addition each Department will also be allocated an Account Manager. If Committee members consider it useful the Account Manager will be prepared to attend regular meetings with the Departmental family (including Agencies) to focus in particular on issues of more operational concern. This would replace the monthly meeting (at DP/SSA level) with all Departmental and Agency representatives which had been proposed during on first year of the Service Level Agreement. It is suggested that there would be a risk of duplication between the roles of the two Committees and also that this would be a rather unwieldy option in terms of the numbers of people involved. General queries on service performance may be raised by Relationship Managers during Service Review Meetings. Separate one to one meetings should be arranged with the Account Manager for more specific issues or to raise any service complaints.

3.5 Continuous Service Improvements

IT Assist has a commitment to continuous improvement of the Services delivered. This will be supported through an annual review of Service Levels against performance achieved. This will be conducted by IT Assist Account Manager and the customer's Relationship Manager from each core Department and its Agencies. The results of the review may be used to revise the Service Level Agreement, if appropriate.

3.6 Escalation Procedure

If a Customer is unhappy with the service and would like to raise the matter within IT Assist, he/she could contact their account manager in first place, please see [Appendix D for details](#). If the problem continues to persist she/he can lodge an official complaint which will be responded to within 3 days by Head of Customer Services.

4 Responsibilities of Parties

4.1 IT Assist

IT Assist will be responsible for:

- Ensuring the availability and level of service as specified in this agreement
- The management and co-ordination of service desk calls, service requests and support delivered by 3rd party suppliers and partners according to the agreed level of service
- Ensuring that policies, procedures and guidelines are produced in line with best practice for the management and use of IT
- Managing contracts with 3rd party suppliers where it is agreed with customers that such contracts should be transferred to and owned by IT Assist
- Ensuring that all IT equipment purchased on behalf of the customer complies with the requirements of the Health and Safety (Display Screen Equipment) regulations; and
- The management and maintenance of the NICS Microsoft Enterprise Licence Agreement
- Procurement Hardware and Software in accordance with CPD regulations

4.2 Customer Responsibilities

The Customer will be responsible for:

- Compliance with Data Protection legislation ensuring that all systems within the scope of this SLA which require to be registered in accordance with the Data Protection Act are notified to IT Assist
- Compliance with all NICS policies (including security) regarding proper use of departmental equipment and services
- Making reasonable endeavours to ensure that unlicensed software is not loaded on any workstation either networked or standalone
- Adhering to any conditions of software licensing rights of hardware / software maintenance contracts
- Provision of access at all reasonable times, for IT Assist staff or authorised 3rd party support staff, to the equipment and systems as defined in the agreement
- Prompt and accurate reporting of faults to the Service Desk and full co-operation with IT Assist during the resolution of faults
- Ensuring that IT Assist services are utilised by their users and that equivalent or replacement services are not created (e.g. customers setting up their own Local Area Networks)
- Ensuring adequate 3rd party support for Line of Business applications
- Compliance with formal procedures where these have been established for the delivery of particular services e.g. procurement
- Compliance, as appropriate, with the guidance outlined in DAO (DFP) 33/03
- Comply with Change Management procedures within IT Assist; and
- Provision of consumables for all printers

5 Service Packages

5.1 Service Categorisation

IT Assist delivers two different categories of service to its customers, as specified below:

- **Category A Services** are list of services which IT Assist has end to end responsibility for the entire service
- **Category B Services** are list services that aspects of the service are provided by Intermediaries

Such categorisation does not affect the importance or quality of the service provided. In all cases IT Assist will monitor, report and review all of its Services for its . This is to highlight the service performance, reliability and availability for category B services are also linked to the underpinning contracts and Operational Level Agreement supporting these.

5.1.1 SLA - Category A Services

Category A Services are delivered directly by IT Assist to end users, with IT Assist maintaining end to end responsibility for the entire service. Examples of Category A Services include E-mail and Service Desk.

Service name	Service ID	Section reference
Service Desk	SA1	Section 0
E-mail	SA2	Section 0
Desktop Services	SA3	Section 0
Telephony	SA4	Section 0
Service Requests	SA5	Section 0
Secure Remote Access	SA6	Section 0
Blackberry	SA7	Section 0
Internet Access	SA8	Section 0
IPTV	SA9	Section 0
Network File Shares	SA10	Section 0
Printing Services	SA11	Section 0
Networks (LAN)	SA14	Section 8.13
Authentication Services	SA12	Section 8.14

Table 1: Category A Services

5.1.2 SLA - Category B Services

Category B Services are Infrastructure services which some of its components are delivered by external supplier, therefore IT Assist does not maintain the entire service.

Service name	Service ID	Section reference
Web Hosting	SB1	Section 9.1
Server Hosting	SB2	Section 9.2
Government Gateway / DIS	SB3	Section 9.3
Government Secure Intranet	SB4	Section 9.4
Networks (WAN)	SA13	Section 9.5
TRIM	SA14	new

Table 2: Category B Services

Comment [H1]: To be discussed with service provider IT Assist provide 1st and 2nd line support.

6 IT Assist Governance Structure

6.1 The role of the Governance Board

The role of Governance Board in IT Assist is to ensure that performance expectations and targets are appropriately set, managed and delivered, and that the needs of all NICS Departments are adequately reflected and balanced in decisions that are taken by IT Assist. The IT Assist Management Board will lead and strategically direct the provision of common ICT services on behalf of the NICS by:

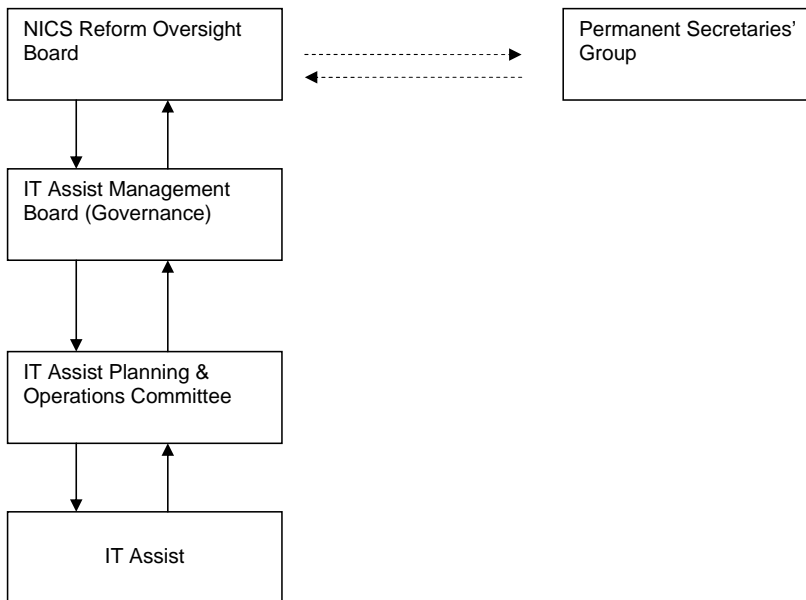
- . Providing leadership and direction for the ICT shared service on common solutions, directions, strategies and architectures
- . Taking strategic decisions that guide the long term success of the shared service
- . Ensuring alignment of IT Assist services with overall NICS objectives and policies
- . Making timely and effective decisions that represent the collective view and that meet collective needs
- . Managing conflicting departmental demands and finding common ground
- . Governing and managing in a way which makes IT Assist accountable to its customers, i.e. Departments and Agencies
- . Setting the policy for IT Assist, including approving the standardised menu of services to be delivered and charging regime
- . Managing funding and expenditure so that it is simple, fair, predictable and controllable
- . Exercising responsibility to DFP Accounting Officer
- . Determining the performance management regime to be applied and ensuring links to broader performance management mechanisms
- . Moderating and approving plans, priorities and investment
- . Ensuring delivery of IT Assists objectives
- . Addressing and resolving shared services issues which threaten to limit achievement of overall objectives by acting as the ultimate escalation to resolve conflicts between stakeholders; and
- . Ensuring the overall governance framework is (and remains) as effective as possible

6.2 The role of the Planning and Operations Committee (POC) – Terms of Reference

- . To contribute to the production of the annual IT Assist Business Plan and to monitor actual performance achieved against targets
- . To monitor the quality of service provided by IT Assist as against Service Level Agreement targets
- . To make recommendations on the proposed IT Assist Programme of Projects and monitor progress on a regular basis
- . To identify and initiate Projects aimed at for example providing new services or improved quality/value for money for existing operations
- . To make recommendations on the acceptance of IT Assist spending plans and monitor actual expenditure in-year
- . To make recommendations on proposals for how any unallocated budget funds are spent
- . To develop and recommend policies and standards in relation to services provided by IT Assist
- . To provide input on enterprise architecture and technology advancement and assess their relevance to the delivery of ICT SSC services
- . To advise the SSC Management Board (SSMB) on all matters related to the scope and scale of services and the quality of service delivery

- To address potential areas of conflict between stakeholders

Please see appendix D for the list of members appointed by their Departments to attend the Management Board and Planning and Operations Committee.



7 Charges and Payments for Services

[Placeholder – to be completed]

The work is currently undergoing with regards to charges and payment for services.

8 Service Hours

8.1 Standard Service Hours

Service Desk supported hours will be available between 8:00 am to 6:00 pm Monday to Friday excluding Northern Ireland Public Holidays.

8.2 Out of Hours Support

Out of support has now been approved by members of the planning and operations committee and the TUS. This service has been operational since April 2008 and has diverted a number of major incidents to date. Out of Hours support is essentially a proactive monitoring of all key services and a reactive fault resolution. Out of Hours is providing 24 x7 support for all underpinning Infrastructure services. Out of hours support is available for all faults resulting in major priority 1 incidents calls.

9 Category A Services

The following Category A Services are provided directly to end users in Departments and Agencies.

An explanation for the format and terms within the tables below is contained in Appendix A.

9.1 SA1: Service Desk

9.1.1 Provide Service Desk and 2nd / 3rd Line Support

IT Assist will provide a Service Desk supported by 2nd and 3rd line support services to act as the single point of contact for End Users who use IT Assist Category A or Category B Services - "IT ASSIST Services". The Service Desk will provide three channels for communication - Calls, E-mails and Web Browser requests (via the SMT). In addition voice mail will be available for out of hours contact. The channel that should be used is dependent on the type of issue the End User is experiencing and is covered in the table below.

	New Incident	Existing Incident	New Service Request	Existing Service Request	Complaint
Calls	✓	✓	X	✓	✓
E-mails	X ²	✓	X	✓	✓
Web Browser	X	X	✓	X	X

Table 1 Service Desk Channels

The Service Desk will provide Service Desk agents, an ACD system, a Service Management Tool (SMT) and other supporting infrastructure, as required, to meeting the Service Levels in Service Element SA1.

² Automatic creation of incident records will not be available in the SMT. However, if a user e-mails the details of an incident then the Service Desk will call the user on receipt of the mail to collect all the necessary information and formally create an incident record. If the mail is sent out of hours, then the Service Desk will respond the next morning.

<i>Service Element Identification Details</i>	
Service Element ID	SA1
Service Element Name	Provide Service Desk and 2 nd and 3 rd line support. See Appendix C for more details
Service Element Description	Provide a single point of contact for all users of IT ASSIST services. It will <ul style="list-style-type: none"> • Allow users to report or follow up on incidents • Allow users to follow up on Service Requests • Allow users to file complaints • Manage the resolution of Incidents, the completion of Service Requests and the handling of Complaints
Point of Service Delivery	
Hours of Service and Timing	Hours when the Service Desk is available 08:00 – 18:00 M-F ex BH Supported Hours (Service Desk infrastructure) 08:00 – 18:00 M-F ex BH Web access is available for the submission of Service Requests on a 24 hours a day, 7 days per week basis, but any Incidents with the use of this are not supported outside the supported hours
Reliability	Not more than 1 failure in any Measurement Period Note. A failure refers to the inability of the Service Desk to respond to calls, e-mails or Web Browser requests either as a result of infrastructure incidents or the unavailability of Service Desk agents.
Availability	99% of Supported Hours
Maintainability	The resolution time for Incidents relating to the unavailability of the Service Desk is based on the priority of these Incidents as described in Service Element SA1.3.
Service Level Measurement	
Workload	Around 4500 incidents per month.
Dependencies	
References	
General Information	

9.1.2 SA1.1 Answer Call

The Service Desk will answer calls to the Service Desk ensuring call response times and abandonment rates are in accordance with the Service Levels below.

	Service Element Definition
Service Element ID	SA1.1
Service Element Name	Answer Call
Service Element Description	The Service Desk will ensure that calls are answered in accordance with the agreed service levels.
Point of Service Delivery	User placing call to Service Desk
	Service Element Measures
Response	<ul style="list-style-type: none"> • 90% of calls will be answered within 15 seconds
Service Level Measurement	<p>Time to answer a call shall be measured as starting at the time at which the End-User first connected to the Service telephone equipment and ending at the time at which the Service Desk agent answered the call.</p> <p>Abandoned Calls shall be measured as the number of calls that are abandoned by the caller without being answered after the expiry of the target time to answer the call as a percentage of all calls, with the exception of calls abandoned as a result of voice mail messages or IVR notifications.</p> <p>Measurement data will be available from the ACD system.</p> <p>The percentage of calls answered in 15 seconds shall be measured as the number of calls answered in 15 seconds or less as a percentage of total calls answered and abandoned. This does not include calls discontinued by the user before 15 seconds has elapsed.</p>
Dependencies	N/A

9.1.3 SA1.2 Incident Logging and Initial Support/Assignment

The Service Desk will classify and categorise Incidents and initially attempt to resolve these at first point of contact but failing that will escalate such Incidents to Resolver Groups and External Vendors as appropriate in accordance with the Service Levels defined below.

	Service Element Definition
Service Element ID	SA1.2
Service Element Name	Incident Logging and Initial Support/Assignment
Service Element Description	<p>The Service Desk will determine the nature of any call for Service Desk support in terms of:</p> <ul style="list-style-type: none"> Type (Incident, How To, Follow up, Service Request) Category (Hardware/software etc.) Priority Level <p><u>Note</u> if a user is identified as a VIP then the system will increase the urgency so that the incident becomes Priority 2 or Priority 1. However, incidents from VIP users that result in a Priority 1 classification will not be handled as a Major Incident</p> <p>and will log the request on the SMT and endeavour to resolve the same at first point of contact or route the request to an appropriate Resolver Group and will inform the End-User that further diagnosis is required quoting a unique identifier for the request.</p>
Point of Service Delivery	Service Desk
	Service Element Measures
Response	<p>(1) 40% of Incidents originating from calls will be resolved at first point of contact with the End User.</p> <p>(2) 99% of Incidents that cannot be resolved by the Service Desk will be reassigned to an appropriate Resolver Group within 15 minutes of the Incident being reported.</p>
Notes	<p>1. IT Assist is committed to resolving a percentage of Incidents reported to the Service Desk at first point of contact with the End User.</p>
	Constraints
Service Level Measurement	<p>1. This will be measured as the timestamp the incident was created on the SMT subtracted from the timestamp the Service Desk assigned the Incident to a Resolver Group.</p>
	Additional Notes
References	VIPs are identified by the business areas and will attract higher charging once introduced.

9.1.4 SA1.3 Incident Resolution

The Service Desk will provide an Incident Resolution service to resolve all Incidents with IT ASSIST Services. Incidents will be managed from first being reported through to closure in accordance with the Service Levels defined below.

	Service Element Definition
Service Element ID	SA1.3
Service Element Name	Incident Resolution
Service Element Description	The assigned Resolver Group will accept the assigned incident and take action to resolve it.
Point of Service Delivery	Within Resolver Group
	Service Element Measures
Response	90% of calls marked as resolved within the priority time scales.
	<u>Priority</u> <u>Target Time to Resolve</u>
	1 2 hours
	2 5 hours (1/2 day)
	3 1 working day
	4 5 working days
5 10 working days	
	The priority classification is defined in Appendix B.
	Constraints
Service Level Measurement	Each stage in the progress of the incident will be time stamped in the SMT. Resolution time of the incident is measured as the time from the start of logging of the incident to the time when the Resolver Group marks it as "Resolved" on the SMT.
Dependencies	N/A

9.1.5 SA1.4 Incident Closure

The Service Desk will examine all Incidents reassigned to them by Resolver Groups for closure and will confirm with the End User that the Incident can be closed and will either close the same or reassign the Incident back to the Resolver Group for further action in accordance with the Service Levels defined below.

	Service Element Definition
Service Element ID	SA1.4
Service Element Name	Incident Closure
Service Element Description	When an incident is marked as “Resolved” the Service Desk will call the user and confirm that they are satisfied that the incident has been resolved, and upon receiving satisfactory confirmation will close the incident.
Point of Service Delivery	End User
	Service Element Measures
Response	95% of Incidents marked as resolved will result in End User contact within 3 days. Once 2 days has been exceeded, if the service desk agent is unable to contact the user then a further attempt through an e-mail will be made then the call will be closed by default.
	Constraints
Service Level Measurement	The time will be measured starting at the time stamp for resolution of the incident subtracted from the timestamp for closure.
Dependencies	N/A

9.1.6 SA1.5 Escalation Monitoring

The Service Desk will monitor Incident resolution targets for Incidents handled by IT ASSIST staff or external vendors and will provide escalations as appropriate. The Service Levels are defined below.

	<i>Service Element Definition</i>
Service Element ID	SA1.5
Service Element Name	Escalation monitoring
Service Element Description	The SMT will monitor each incident based on the priority and the SLA and will raise an alert at milestones with the resolution process. The alert will be notified to appropriate levels of management according to the priority of the incident and the time elapsed.
Point of Service Delivery	IT ASSIST management.
	<i>Service Element Measures</i>
Response	For incidents not resolved within 90% of the SLA target the SMT will alert the Service desk manager. For incidents not resolved within 100% of the target the SMT will alert the Incident Manager who will alert other members of IT Assist Team as required. The Account Manager will be alerted and will manage the expectations of the customer.
Service Level Measurement	The Service Desk Tool will record escalations.
Dependencies	Escalations will be reported in summary by priority as part of the monthly report. N/A

9.1.7 SA1.6 Complaint Handling

The Service Desk will log all Complaints logged by End Users of IT ASSIST Services. These Complaints will be escalated to the Head of Customer Services who will respond to these in the Service Level defined below.

	<i>Service Element Definition</i>
Service Element ID	SA1.6
Service Element Name	Complaint handling
Service Element Description	Provide a service to allow users to register complaints about the services provided by IT ASSIST.
Point of Service Delivery	
	<i>Service Element Measures</i>
Reliability	N/A
Availability	N/A
Maintainability	N/A
Response	The Head of Customer Services shall respond to the complainant within 3 working day from the complaint being logged.
	The complaint will be logged in the SMT.
Service Level Measurement	Performance will be measured as the timestamp the complaint was first logged on the SMT subtracted from the timestamp that the Complaint record was updated by the Head of Customer Services after contacting the End User.
Dependencies	N/A

9.1.8 SA1.7 Resolve Service Requests

The Service Desk will monitor the status of Service Requests submitted by Service Request Managers and will acknowledge receipt of the same automatically via the SMT and will escalate breaches in the completion targets as defined below.

	Service Element Definition
Service Element ID	SA1.7
Service Element Name	Resolve Service Requests
Service Element Description	The Service Desk will monitor Service Requests from first being entered in the SMT to the Service Request being marked as Resolved and will acknowledge and escalate as required.
Point of Service Delivery	
	Service Element Measures
Reliability	N/A
Availability	N/A
Maintainability	N/A
Response	90%of Service Requests will be resolved within the resolution time as defined for each type of Service Request in the Service Catalogue document.
Service Level Measurement	This will be measured as the timestamp the Service Request was Resolved subtracted from the time the Service Request was submitted via the Web Browser. All measurement data is on the SMT.
Dependencies	N/A
	Additional Notes
References	
General information	Please see Service Catalogue for detailed break down.

9.1.9 SA1.8 Incident progress updates

During the resolution of significant Incidents the Service Desk will for Incidents of Priority 1 or 2 provide regular status updates to End Users that include such information as to the identity of the Resolver Group to who is dealing with the Incident and the estimated time to resolve. The frequency of the updates will be decided by the Service Desk Manager or the Incident Manager based on impact and priority.

	<i>Service Element Definition</i>
Service Element ID	SA1.8
Service Element Name	Incident Progress Updates
Service Element Description	From time to time during the resolution of significant Incidents the Service Desk will for Incidents of Priority 1 or 2 provide regular status updates to End Users.
Point of Service Delivery	End User
	<i>Service Element Measures</i>
Reliability	N/A
Availability	N/A
Maintainability	N/A
Response	As required, based on Incident priority and impact.
Service Level Measurement	
Dependencies	N/A
	<i>Additional Notes</i>
References	
General information	

9.2 SA2: E-mail

Comment [H2]: This will be updated following on the migration into RMS

9.2.1 Provide E-mail Service

IT Assist will provide an Electronic Mail Service (E-mail) for End Users using IT ASSIST Services during the Service Hours. The Service will include the support and provision of the necessary server infrastructure, network components, internet gateways and desktop software required to provide the service.

This service will allow End Users to:

- Send/receive e-mails with or without attachments between one End User in an NICS Department and another in the same Department in accordance with the Service Levels defined in Service Element S2.1 (Internal E-mail)
- Send/receive e-mails with or without attachments between an NICS Department and other NICS Departments in accordance with the Service Levels defined in Service Element S2.2 (Intra Department E-mail)
- Send/receive e-mails with or without attachments between an NICS Department and an external e-mail address via the Internet or GSI (External E-mail)
- Use calendar, contacts (Personal Productivity)
- Provide virus checking of e-mails (E-mail Virus Checking); and
- Provide spam checking for incoming e-mails (Spam Control)

Service Element Identification Details	
Service Element ID	SA2
Service Element Name	E-Mail
Service Element Description	The e-mail service will provide the mailboxes for users to send and receive e-mail internally and externally. The service will include provision of a gateway to send and receive e-mail to external e-mail addresses. The service will include an integrated calendar and appointments system
Hours of service and timing	Available 24 hours per day and seven days per week Planned maintenance may be required at any time. Customers will be advised 3 days in advance of any planned maintenance.
Point of Service Delivery	
Hours of Service and Timing	Not more than 1 failure in a measurement period.
Reliability	For the E-mail service, a failure will count towards the reliability target if the e-mail service is disrupted for all users by failure of one of the following core components: <ul style="list-style-type: none"> • Server hardware • MS Exchange software • A core network switch • A SAN failure • Failure of anti-spam software components • Failure of virus checking software • Loss of connectivity to the data centre
Availability	24 x 7
Maintainability	See Service Element SA1.3
Service Level Measurement	
Workload	IT Assist is currently managing this service for around 11,000 users which will increase to around 18,000 by end of the 2008 financial year.
Dependencies	
References	
General Information	Service level targets for e-mail apply only to MS Exchange installations supported by IT Assist. DFP is currently managing its e-mail service, however it is expected by the end of this year all departments to be migrated into Resilient Mail System supported by IT Assist.

Comment [H3]: This section will be revised following on migration to RMS

9.2.2 SA2.1 Intra-departmental e-mail

	Service Element Definition
Service Element ID	SA2.1
Service Element Name	Intra-departmental e-mail (within department)
Service Element Description	The ability of an End User to send e-mail or receive e-mail from another End User in the same Department.
Point of Service Delivery	The desk top of the End User.
	Service Element Measures
Availability	Note: Availability refers to the percentage of service hours where the e-mail service was fully available in terms of all functions. Thus the ability to send e-mails but there is an issue where e-mails cannot be received is unavailability.
Maintainability	See the Incident Resolution Service in Service Element SA1.3.
Response	N/A
	Constraints
Workload	TBA
	Currently the availability of the e-mail service is only measured based on Mail and Messaging availability and fails to take account of local failures in network components etc. We recognise that not all components can not be measured automatically.
	The end to end experience of an e-mail user is based on the availability of the different technologies that make up the service:
Service Level Measurement	<ul style="list-style-type: none"> • Desktop, including the mail client (normally Outlook) • Network connections, LAN and WAN • Mail servers and mailboxes, centrally housed • Active Directory Infrastructure <p>Ultimately, IT Assist is aiming to measure all components listed above as composite measurement for e-mail service.</p>
	Additional Notes
References	

9.2.3 SA2.2 Inter-departmental e-mail

	Service Element Definition
Service Element ID	SA2.2
Service Element Name	Internal e-mail (inter-department)
Service Element Description	The ability of an End User to send or receive an e-mail to another End User in a different NICS Department.
Point of Service Delivery	The desk top of the End User.
	Service Element Measures
Availability	99% of supported hours
Maintainability	See the Incident Resolution Service in Service Element SA1.3.
Response	N/A
	Constraints
Workload	TBA
Service Level Measurement	See the measurement method in Service Element SA2.1
	Additional Notes
References	

Comment [H4]: Subject to change following on migration to RMS

9.2.4 SA2.3 External e-Mail

	Service Element Definition
Service Element ID	SA2.3
Service Element Name	External e-mail
Service Element Description	The ability of a service user to send an e-mail to a recipient on an external e-mail service, or to receive an e-mail sent by a user on an external e-mail service.
Point of Service Delivery	The desk top of an End User.
	Service Element Measures
Availability	99% of Supported Hours
Maintainability	See the Incident Resolution Service in Service Element SA1.3.
Response	N/A
	Constraints
Workload	TBA
Service Level Measurement	See the measurement method in Service Element SA2.1
	Additional Notes
References	
General information	This Service only applies to the components within IT Assist. The boundary includes IT Assist Internet connection. No guarantees are offered on the quality of the service outside that boundary.
Constraints	

Comment [H5]: Subject to Change following on migration

9.2.5 SA2.4 Personal Productivity Services

	Service Element Definition
Service Element ID	SA2.4
Service Element Name	Personal Productivity Services
Service Element Description	Users will be provided with calendar, tasks and messaging services.
Point of Service Delivery	The desk top of an End User.
	Service Element Measures
Reliability	N/A
Availability	99% of supported hours
Maintainability	See Service Element SA1.3.
Response	N/A
	Constraints
Workload	TBA
Service Level Measurement	$\frac{((\text{Planned user hours}) - (\text{Lost User Hours}))}{(\text{Planned user hours})} \times 100 \%$
	Additional Notes
References	
General information	This service has similar dependencies to internal e-mail. Note that two users services are delivered with the same technology which means there will be some double counting of the effects of certain failures.

Comment [H6]: Subject to Change

9.2.6 SA2.5 e-Mail Virus Checking

	Service Element Definition
Service Element ID	SA2.5
Service Element Name	e-mail Virus Checking
Service Element Description	Virus checking is carried out on all e-mail traffic from the Internet and all intra-departmental e-mail traffic. Cleaned files are then forwarded to the originally intended e-mail address. Infected files are quarantined and the intended recipient is notified of the incident. If the recipient does not respond within 30 days, the files are automatically deleted.
Point of Service Delivery	The servers hosting the e-mail service.
	Service Element Measures
Reliability	N/A
Availability	99% of supported hours
Maintainability	As described in Service Element SA1.3
Response	N/A
	Constraints
Workload	
Service Level Measurement	
Dependencies	
	Additional Notes
References	
General information	IT Assist will advise Users when this service is unavailable as soon as possible after they become aware of the loss of service. Non-availability of the Virus Checking Service will delay all incoming e-mails.

9.2.7 SA2.6 e-Mail Spam Control

	Service Element Definition
Service Element ID	SA2.6
Service Element Name	e-mail Spam Control
Service Element Description	All inbound e-mails will be screened for Spam, including bulk e-mails originated from the Internet and unsolicited mail.
Point of Service Delivery	The servers hosting the e-mail service.
	Service Element Measures
Reliability	N/A
Availability	99% of supported hours
Maintainability	As described in Service Element SA1.3
Response	N/A
	Constraints
Workload	
Service Level Measurement	Any outage of the Spam Service will be reported via the Incident Management process and recorded on the Service Management tool. Non-availability will be the duration of any incident with a service "e-mail", component "Spam Service", from the initiation of the incident to the resolution of the incident. Availability will be calculated as : $\frac{(\text{Planned Availability Hours}) - (\text{Non-availability})}{(\text{Planned Availability Hours})} \times 100\%$
Dependencies	
	Additional Notes
References	
General information	IT Assist will advise Users when this Service is unavailable as soon as possible after they become aware of the loss of service. Non-availability of the Spam Control Service will delay all incoming e-mails.

9.3 SA3: Desktop Services

9.3.1 Service Element Identification for Desktop Support Service

IT Assist will provide Desktop services to NICS Users. This Service includes:

- Provision and installation of a Desktop PC OR Laptop for every user NB each user may only have a single client, either desktop or laptop but not both
Where necessary, a new user id will be provided at the same time. Note, this service is requested by using the Service Request process
- Provision and support of a set of standard software products as part of IT Assist standard Build
- Provision of Printers/Scanners
- Hardware support of PCs, laptops, printers and scanners
- Provision on request of optional software tools/ approved software that are proven compatible with the standard build
- Installation and support of application agents supplied by LoB for LoB supported applications including proving that they are compatible with the standard desktop build (such installations are subject to a valid business case and authorisation from IT ASSIST Change Management)
- Desktop security / patching including anti-virus updates
- Maintenance and upgrade of IT Assist build
- periodic upgrade / refresh of hardware to keep abreast of technical and strategic developments and to maintain security
- Removal and disposal of Hardware

<i>Service Element Identification Details</i>	
Service Element ID	SA3
Service Element Name	Desktop
Service Element Description	Provide desktop services as described in the service catalogue.
Point of Service Delivery	
Hours of Service and Timing	Available and supported 08:00 – 18:00, Mon – Fri, ex BH
Reliability	N/A
Availability	No user will be without a working PC or laptop for more than 1 working day (applies to Northern Ireland only). Note in the event that a desktop or laptop hardware failure cannot be resolved in the specified time. IT Assist will supply a replacement system built to the same standard as the original.
Maintainability	See Service Element SA1.3
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	

9.3.2 SA3.1 Provision of new hardware or software

	<i>Service Element Definition</i>
Service Element ID	SA3.1
Service Element Name	Provision of new hardware or software
Service Element Description	Deliver and install a new desktop or laptop computer in response to a Service Request.
Point of Service Delivery	User's workplace
	<i>Service Element Measures</i>
Response	In accordance with the Service Request Register.
	<i>Constraints</i>
Workload	N/A
Service Level Measurement	Measurement will be the time taken to install the computer from the time that the service request is logged on the Service Desk Tool to the time that the request is marked resolved.
Dependencies	Target times are included in the Service Request Register.
	<i>Additional Notes</i>
References	

9.3.3 SA3.2 Installation of software

	<i>Service Element Definition</i>
Service Element ID	SA3.2
Service Element Name	Installation of software
Service Element Description	Implement a standard software package additional to the standard desktop build. This will include the desktop agent for any LoB application where IT ASSIST supports the desktop agent.
Point of Service Delivery	User's workplace
	<i>Service Element Measures</i>
Response	In accordance with the Service Request Register
	<i>Constraints</i>
Workload	N/A
Service Level Measurement	Measurement will be the time taken to install the software package from the time that the service request is logged on the SMT to the time that the request is marked resolved. Target times are included in the Service Request Register.
Dependencies	
	<i>Additional Notes</i>
References	
General information	LoB applications will be proved suitable for the desktop before being deployed.

9.4 SA4: Telephony

9.4.1 Description and Service Element Identification for Telephony

IT ASSIST will report on the service but support will still be provided by the Dial Team within IT Assist and there will continue to be a Customer Support Service desk for DIAL.

Service Element Identification Details	
Service Element ID	SA4
Service Element Name	Telephony
Service Element Description	<p>Provision of voice telephone services.</p> <p>The DIAL (Direct Interdepartmental Access Lines) Network is a private telecommunications network serving over 160 Government buildings in Northern Ireland. The DIAL Network Service is a managed telecommunications service available to Government Departments (including their Agencies) and other public bodies within Northern Ireland.</p> <p>The service can provide, or arranges the provision of typically:-</p> <ul style="list-style-type: none"> • procurement and project management expertise • switching equipment • telephones • headsets • manager/secretary facilities • wiring • exchange line connections • network connections (including tie-lines) • Government Telecommunications Network (GTN) connections • installation • overall management; and • maintenance <p>as required, to provide a fully managed telecommunications service in an office environment.</p>
Point of Service Delivery	Available 24 x 7
Hours of Service and Timing	<p>Supported Hours (Routine and Remedial Maintenance) 08:00 - 18:00, Mon - Fri, excluding NI BH</p> <p>For faults categorised as Category 1 support is available 24 x 7</p>
Reliability	N/A
Availability	<p>Overall. 99.6% @ Grade of Service (GOS) 0.02 in any one month In any one building, 98.5% @ GOS 0.02 in any one month</p> <p>All faults reported to the BT Fault Management Centre will be categorised as follow</p>
Maintainability	<p>Category 1 Fault</p> <ul style="list-style-type: none"> A. Any Fault which causes degradation of service to more than 10% of the us at the affected location. B. Any Fault which affects users at more than one location. C. Any fault which causes loss of service affecting a permanent call provided data purposes; and D. Any fault designated from time-to-time by BT, a designated site contact or

Service Level Measurement Workload Dependencies References General Information Constraints	other DIAL User as being a Category 1 fault.															
	<p>Category 2 Faults</p> Any fault other than those defined as a Category 1 fault.															
	Response and Clear times shown in the table below. Clear times start at the time a fault is reported and ends when the fault is cleared and the user notified. Response and Clear times for Category 2 faults exclude any times outside normal working hours (i.e. 9.00 am to 5.00 pm Monday to Friday excluding NI bank and public holidays).															
	<p>Response/Clear Time (Hours) (CLEAR = Response + Repair)</p>															
	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 30%;">Category 1 Urgent 24 hour cover</th> <th style="width: 30%;">Non Urgent 9-5 Mon-Fri</th> </tr> </thead> <tbody> <tr> <td style="background-color: #003366; color: white;">Location</td> <td>Belfast</td> <td>Province</td> </tr> <tr> <td style="background-color: #003366; color: white;">Response time</td> <td>1</td> <td>2</td> </tr> <tr> <td style="background-color: #003366; color: white;">Repair time</td> <td>2</td> <td>2</td> </tr> <tr> <td style="background-color: #003366; color: white;">CLEAR time</td> <td>3hrs</td> <td>4hrs</td> </tr> </tbody> </table>		Category 1 Urgent 24 hour cover	Non Urgent 9-5 Mon-Fri	Location	Belfast	Province	Response time	1	2	Repair time	2	2	CLEAR time	3hrs	4hrs
		Category 1 Urgent 24 hour cover	Non Urgent 9-5 Mon-Fri													
	Location	Belfast	Province													
	Response time	1	2													
	Repair time	2	2													
	CLEAR time	3hrs	4hrs													
TBA																
<ul style="list-style-type: none"> The service specified here is limited to the DIAL service. It does not cover the future provision of voice over IP (VOIP), which will be the subject of a separate Service Level Agreement The service is not supported by IT Assist Service Desk; there is two separate DIAL support service desk For Faults dial, 111 which is supported by BT For all other queries dial 155 																
TBA																
TBA																
TBA																

9.4.2 SA4.1 Voice Telephone

	Service Element Definition
Service Element ID	SA4.1
Service Element Name	Voice telephone
Service Element Description	<p>The basic service will provide at least the following features, which will be available across the network:-</p> <ul style="list-style-type: none"> • Fast and Reliable Call Set-up • Call Diversion • Call Back When Free • Call Back When Next Used • Hunt Group/Pick-up Groups (Site based only) • GTN Access; and • Direct Dialling In (DDI)
Point of Service Delivery	160 + locations
	Service Element Measures
Response	N/A
Availability	<p>Overall 99.6% @ Grade of Service (GOS) 0.02 in any one month In any one building, 98.5% @ GOS 0.02 in any one month.</p>
	Constraints
Workload	<p>No of users 30,000 160 sites</p>
Service Level Measurement	Measurements are provided by DIAL support team, based on performance reports from the service provider.
Dependencies	N/A
	Additional Notes
References	
General information	This service element is limited to DIAL, and excludes VOIP.

9.5 SA5: Service Requests

9.5.1 Description and Service Element Identification for Service Requests

This Service allows authorised users to use the NICS intranet to submit a request for a standard activity. Each business unit will have approved Requesters of service requests. It will be their responsibility to ensure that a request is authorised before it is submitted

The Service will e-mail notification to the Requester that the request has been received.

The Service will manage the workflow to the satisfactory completion of the request. Progress will be monitored by the Service Desk and they will take action to escalate the completion of the request in the event that it may not be completed within the target.

Upon completion the Requester will be notified by e-mail of the successful completion of the request.

<i>Service Element Identification Details</i>	
Service Element ID	SA5
Service Element Name	Service Requests
Service Element Description	<p>This service allows users to request predefined services via an intranet web page, and manages the satisfactory resolution of authorised requests. The service will include validation of the authorisation of requests.</p> <p>The Service Request Register, which catalogues the standard requests that are supported, will be maintained in the Service Management Tool.</p> <p>Each standard request on the Service Request Register has a target time for completion which is treated as a SLA. The Service Management Tool monitors the SLA and manages escalation of the completion of the request.</p> <p>Where a request requires procurement to complete the request this will be initiated as part of the service request.</p>
Point of Service Delivery	
Hours of Service and Timing	Available 24 x 7
Reliability	No more than one failure of the Web- Browser in any one month.
Availability	99% of supported hours
Maintainability	See Service Element SA1.3
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	

9.5.2 Completion of a Service Request

	<i>Service Element Definition</i>
Service Element ID	SA5.1
Service Element Name	Completion of a Service Request
Service Element Description	When a Service Request is submitted there will be a target time attached to it. This service element will monitor the progress on each service request and will escalate it if there is a probability that the target for completion will be missed.
Point of Service Delivery	To the point requested by the Requester.
	<i>Service Element Measures</i>
Response	Satisfy 90% of all Service Requests in the standard time given for each request in the Service Request Register
	<i>Constraints</i>
Workload	The Service Management Tool will extract the target time for each request from the Service Request Register. It timestamps the start time for each request and the resolution time for each request.
Service Level Measurement	(Resolution time) – (start time) must be less than the target time for the request. Count the number of requests completed within the target and the number of requests that fail the target.
Dependencies	N/A
	<i>Additional Notes</i>
References	
General information	Requests will be entered via the web site and stored within the Service Management Tool

9.6 SA6: Secure Remote Access

The Secure Remote Access service is designed to enable Departmental staff to securely access Departmental networks in accordance with the NICS Community Security Policy.

There are service elements for Secure Remote Access, which correspond to the different access mechanisms that are available:

- Dial in (PSTN access)
- Broadband (DSL access)
- Mobile (3G/GPRS access)
- Citrix SRA

Each of these service elements uses slightly different components of the infrastructure, hence 3 separate sets of targets are reported against.

<i>Service Element Identification Details</i>	
Service Element ID	SA6
Service Element Name	Secure Remote Access
Service Element Description	The Secure Remote Access service is designed to enable Departmental staff to securely access departmental networks in accordance with the NICS Community Security Policy.
Point of Service Delivery	
Hours of Service and Timing	Available 24 x 7 Supported Hours 08:00 Mon – 18:00 Monday to Friday. Service is not guaranteed outside this time to allow for planned maintenance.
Reliability	
Availability	99% of Supported Hours
Maintainability	In accordance with Service Element SA1.3
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	

9.6.1 SA6.1 Dial in (PSTN access)

	<i>Service Element Definition</i>
Service Element ID	SA6.1
Service Element Name	Dial in (PSTN access)
Service Element Description	The Secure Remote Access service is designed to enable Departmental staff to securely access departmental networks in accordance with the NICS Community Security Policy. This service element provides access via a PSTN phone line.
Point of Service Delivery	To the point that the users dials out from
	<i>Service Element Measures</i>
Response	
	<i>Constraints</i>
Workload	
Service Level Measurement	
Dependencies	N / A
	<i>Additional Notes</i>
References	
General information	

9.6.2 SA6.2 Broadband (DSL access)

	<i>Service Element Definition</i>
Service Element ID	SA6.2
Service Element Name	Broadband (DSL access)
Service Element Description	The Secure Remote Access service is designed to enable departmental staff to securely access departmental networks in accordance with the NICS Community Security Policy. This service element provides access via a DSL circuit.
Point of Service Delivery	Point where DSL phone line is installed.
	<i>Service Element Measures</i>
Response	
	<i>Constraints</i>
Workload	
Service Level Measurement	
Dependencies	N / A
	<i>Additional Notes</i>
References	
General information	

9.6.3 SA6.3 Mobile (3G/GPRS access)

	<i>Service Element Definition</i>
Service Element ID	SA6.3
Service Element Name	3G/GPRS access
Service Element Description	The Secure Remote Access service is designed to enable departmental staff to securely access departmental networks in accordance with the NICS Community Security Policy. This service element provides access via 3G or GPRS.
Point of Service Delivery	Any location with a suitable 3G/GPRS signal
	<i>Service Element Measures</i>
Response	
	<i>Constraints</i>
Workload	
Service Level Measurement	
Dependencies	N / A
	<i>Additional Notes</i>
References	
General information	

9.7 SA7: Blackberry

BlackBerry is an "always on" wireless solution which enables remote access to e-mail, calendar and Corporate data. Blackberry devices may also have full mobile phone functionality. The service operates over the GPRS wireless network which has data coverage for 99% of the population across the UK.

The BlackBerry service 'pushes' e-mail in real time to the handheld device which is, in effect, always logged-on to the Departmental e-mail system. Therefore, a separate log-on to check e-mails etc is not required. From the handheld device it is possible for the user to read e-mail and attachments, compose and send e-mails, update their calendar and contact information, notes and tasks. The device has full mobile phone functionality for making and receiving calls, sending and receiving text messages, access to voice-mail etc.

The service consists of a handheld device carried by the user, plus a connection over the GPRS service to a central gateway server that synchronises with the corporate e-mail service.

IT Assist have inherited pilot Blackberry services, all of which need to be confirmed and consolidated into fully supportable services if they are to continue. Until that is done support can be provided only on a reasonable endeavours basis.

Service Element Identification Details	
Service Element ID	SA7
Service Element Name	Blackberry
Service Element Description	The BlackBerry service provides an "always on" wireless solution for accessing corporate e-mail and also enables remote access to corporate data and personal information management (PIM) applications, such as contacts, appointments, tasks, plus full mobile phone functionality.
Point of Service Delivery	
Hours of Service and Timing	Available 24 x 7 Supported Hours 08:00 – 18:00 Mon - Fri Ex NI BH
Reliability	
Availability	
Maintainability	
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	
Constraints	IT Assist is not responsible for GPRS/3G blackspots that affect connectivity of Blackberry devices.

Comment [H7]: To be updated following on to migration to RMS

9.8 SA8: Internet Access

IT Assist provides a service to allow access to the Internet.

This includes a gateway to the internet, security measures on the connection to the gateway including firewalls and content monitoring.

Access to the gateway is via normal WAN / LAN connections.

Desktop Services include the provision of a browser that is compatible with the internet access service.

<i>Service Element Identification Details</i>	
Service Element ID	SA8
Service Element Name	Internet Access
Service Element Description	Provision of a connection from services provided by IT Assist to the public internet to allow users to use internet services.
Point of Service Delivery	
Hours of Service and Timing	Available 24 hours per day, seven days per week. With the exception of 1800 hours on Fridays until 0800 hours on Mondays and Public Holidays when planned maintenance may be required; Customers will be advised 24 hours in advance of any planned maintenance.
Reliability	Not more than 1 failure in any Month
Availability	99% of Supported Hours
Maintainability	See Service Element SA1.3
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	

9.9 SA9: IPTV

This service allows permitted users to view services on the NICS backbone by Multicast, three channels based on the business of the Assembly and one live TV news feed.

In addition training and information videos can be viewed; Departments can ask for their own videos to be included for transmission on the service.

<i>Service Element Identification Details</i>	
Service Element ID	SA9
Service Element Name	IPTV
Service Element Description	Provision of streamed TV services over the NICS backbone
Point of Service Delivery	
Hours of Service and Timing	Available 24 x 7
Reliability	No targets have been published for support (See Constraints below)
Availability	No targets have been published for support (See Constraints below)
Maintainability	No targets have been published for support (See Constraints below)
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	
Constraints	<p>This service has been running as a pilot.</p> <p>There is no commitment at this stage for the provision or support of the component parts of the service, particularly the feed from the Assembly Building. The service levels given are for reasonable endeavours based on other support services. This cannot be taken as a commitment until all of the underpinning agreements are in place.</p>

9.10 SA10: Network File Shares

IT Assist will provide access to file storage and retrieval through network shares that are hosted on servers. It is expected that some of the requirement for this service will diminish with the introduction of the new TRIM EDMS system.

<i>Service Element Identification Details</i>	
Service Element ID	SA10
Service Element Name	Network File Shares
Service Element Description	Provision of a network-based storage for saving and retrieving files
Point of Service Delivery	
Hours of Service and Timing	Available 24 x 7
Reliability	N/A
Availability	99% of Supported Hours
Maintainability	In accordance with Service Element SA1.3
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	

9.11 SA11: Printing Service

IT Assist will provide access to a printing service for all supported NICS Users. The printing service will provide all such users with a minimum of mono printing capability on A4 paper. Depending on policy and location, colour printing may also be available for some users.

<i>Service Element Identification Details</i>	
Service Element ID	SA11
Service Element Name	Printing Service
Service Element Description	Provision of a corporate facility to print to documents through network-attached or locally attached printers
Point of Service Delivery	
Hours of Service and Timing	Available 24 x 7
Reliability	N/A
Availability	99% of Supported Hours
Maintainability	In accordance with Service Element SA1.3
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	

9.12 SA12: Networks (WAN)

The Wide Area Network provides high bandwidth connectivity up to Restricted level between and within Department's data networks. This service is delivered by a third party supplier Eircom under IT Assist management.

<i>Service Element Identification Details</i>	
Service Element ID	SA12
Service Element Name	Wide Area Network
Service Element Description	This is the provision of wide area data networks between sites in the NICS. Individual connections are the subject of separate agreements but all are covered by the same service conditions.
Point of Service Delivery	
Hours of Service and Timing	
Reliability	
Availability	
Maintainability	
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	

Comment [H8]: This service is being delivered by in large by Eircom. Service report currently provides performance targets for the 4 categories delivered. The service is managed by IT Assist –

9.13 SA13: Networks (LAN)

IT Assist will maintain and support the Local Area Networks (LAN) at the premises of their customers. This includes the maintenance and support of routers, switches and firewalls at a local level.

<i>Service Element Identification Details</i>	
Service Element ID	SA13
Service Element Name	LAN
Service Element Description	Provision and support of local area data networks within NICS buildings.
Point of Service Delivery	
Hours of Service and Timing	24 x 7 Support is available 8:00 to 18:00, Mon – Fri, ex BH
Reliability	TBA
Availability	TBA
Maintainability	In accordance with SA1.3
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	The availability will be reported based on incidents raised against the LAN via Management Information from the Service Desk. This will be in terms of user hour based on an assumed number of users being affected per switch incident/failure.
Data volumes and Limitations	Users will receive a minimum connection speed of 10Mb to the desktop; however there is no guarantee that this will be uncontended. For new LAN installations a minimum connection speed of 100Mb to the desktop will be provided – this will be fully switched and therefore uncontended.
Constraints	This service covers only data networks within NICS premises. It does not cover wide area networks between buildings, or voice networks.

9.14 SA14: Authentication Services

Any individual requiring access to the Departmental network must have a *login* account and *password* assigned. This defines how the user accesses system resources – applications, internet and e-mail privileges, etc. This service manages the allocation of IDs and privileges. Authorised users may request new accounts and changes to existing accounts using the Service Request service.

Service Element Identification Details	
Service Element ID	SA14
Service Element Name	Authentication Services
Service Element Description	This service Controls the allocation and suspension of user IDs and passwords, and the assignment of privileges to individual users and groups of users. It authenticates users who wish to log on to services and confirms that they have the necessary privileges for the services and resources that they wish to access. The service is an important part of the security of all other services.
Point of Service Delivery	
Hours of Service and Timing	24 x 7
Reliability	
Availability	99%
Maintainability	
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	
Data volumes and Limitations	17000 users initially, rising to 18000
No. of Users by Locations and in total	17000, rising to 18000, at all locations served by IT Assist
Constraints	N/A

10 Category B Services

Category B Services are the underpinning Infrastructure services which may be delivered to Intermediaries who use these as components of their own Service to End Users

10.1 SB1: Web Hosting

IT Assist provides a web hosting service for internet and intranet web sites.

There are various levels of support, from housing 3rd party provided services to the full provision and maintenance of hardware and software environments, including backups and service continuity.

There is a separately costed web design and support service.

There is a service desk for support of web services that provides support to web customers outside the hours of support provided by IT Assist Service Desk. This out of hours support service will be accessed from the Service Desk main number through the use of the IVR system (i.e. "Press 1 to be redirected to the Web services support team").

For more details see Service Description below.

<i>Service Element Identification Details</i>	
Service Element ID	SB1
Service Element Name	Web Service Hosting
Service Element Description	<p>Provision and support of a managed service for web service hosting as indicated in the Web Hosting Policy including a suitable hardware and software environment.</p> <p>Housing hardware in a secure environmentally controlled environment.</p> <p>Provision and maintenance of the software environment.</p> <p>Operation of hardware, including starting / stopping services.</p> <p>Monitoring and measuring performance and availability of services.</p> <p>Service continuity planning and management including the creation and storage of backup copies of data and systems on a regular planned basis. Backups will be tested at least every 6 months.</p> <p>Virtual meeting places and collaborative working systems.</p> <p>Connection to NICS intranet to allow use of the service by internal users.</p> <p>Secure external connection to internet including the government gateway to allow access by members of the public.</p> <p>Provide support/maintenance and backups as indicated in the Web Hosting Policy.</p> <p>Managed services.</p> <p>Virtual meeting places and collaborative working systems.</p> <p>Website maintenance/housekeeping.</p> <p>Represent the interests of NICS on the Domain Registrations Committee for the management of the ".gov.uk" name space.</p> <p>Provide the following additional services:-</p> <ul style="list-style-type: none"> • Contingency facilities/testing • Advice and guidance on hosting options • Domain Name Service (DNS) registration, management and maintenance • Ultraseek search engine configuration and management • Provision of access to both the Webtrends and Analog Web Access Statistics services for customer websites

Point of Service Delivery	<ul style="list-style-type: none"> Support and maintain NICS Quickplace and Sametime services <p>IS Services will evaluate this service by issuing a quarterly Customer Satisfaction Survey to Heads of ISU.</p>
Hours of Service and Timing	<p>24X7</p> <p>Support will be provided:- 08:00 - 18:00 Mon-Fri ex BH and 'out of hours support' could be 24 x 7 for major incidents / priority 1 calls.</p>
Reliability	<p>Not > 2 outages in any 1 month.</p>
Availability	<p>Strive to make the Hosting service available 24 hours a day, 7 days a week. 99% during support and emergency support hours.</p>
Maintainability	<p>In accordance with the Priority of any incident.</p>
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	
Data volumes and Limitations	<p>There are over 300 web sites hosted by this service. Volumes and performance will vary according to the web site. See Constraints below.</p>
Transaction volumes	<p>There are over 300 web sites hosted by this service. Volumes and performance will vary according to the web site.</p>
Constraints	<p>IT Assist does not measure individual services. Access is provided to Webtrends and Analog Web Access Statistics services for customers to monitor their web services. This could provide the basis for setting targets for individual web sites and monitoring and managing the customer experience delivered by IT Assist. To date this has not been attempted for any of the sites managed by IT Assist.</p>
Transition	<p>N/A</p>

10.2 SB2: Server Hosting

IT ASSIST will provide facilities for the hosting of servers in IT Assist Data Centre. This will be based on two secure data centres. The second data centre will be used to host contingency servers. Contingency arrangement for each LoB system will need to be developed by the customer.

Server Hosting will typically be provided under a Customer SLA that defines the specific responsibilities of both IT Assist and customer for maintenance of the servers to be hosted.

Service Element Identification Details	
Service Element ID	SB2
Service Element Name	Server Hosting
Service Element Description	<p>IT Assist will host server and data storage hardware and other facilities necessary to deliver services, and provide necessary skills and support. This will include some or all of the following:</p> <ul style="list-style-type: none"> • Security for the physical server, operating system, network and file storage This includes the provision of antivirus software with up-to-date definitions • Backup and restoration of the server and SAN file systems in accordance with backup and recovery plan for each system • Server housing in correct environmental conditions • Provision of resilient power to servers with appropriate backup systems (including UPS systems and backup generators) • Maintenance of hardware, operating systems. Maintenance includes the installation of critical and required patches for the operating system • Monitoring for availability and performance of CPU, memory and disk access • Build and imaging of servers up to the operating system level • Backup and storage of data as required, either locally or via a Storage Area Network (SAN) • Contingency planning for recovery of servers up to the operating system level and file storage as agreed per customer SLA
Point of Service Delivery	24 x 7
Hours of Service and Timing	Operational presence 08:00 - 18:00 Mon - Fri, ex BH For major incidents and priority 1 faults, out of hours could be contacted 24 x 7
Reliability	
Availability	99% of specified supported hours
Maintainability	Depending upon priority of any incident and the underpinning contracts and support arrangements with external suppliers.
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	
Constraints	All components of databases are excluded from this service, including installation, maintenance and configuration (note that IT Assist will provide backups and restoration of databases at a file system level only and this will not include hot backups).

Transition	<p>application-level security.</p> <p>New servers to be hosted by IT Assist should adhere to IT Assist ICT Strategy for platform standards.</p> <p>N/A</p>
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Backup and recovery plan should be developed between IT Assist and the business. The plan should include detailed instructions and interactions with suppliers to restore ---

Table 3: Example of services required for Server Hosting

Fully managed - These are primarily Infrastructure servers that are managed in it's entirety by IT Assist.

Back up and Recovery - IT Assist will provide Hardware Hosting plus Backup and Recovery in accordance with Plan provided by the customer. Backup and Recovery plan should be developed between IT Assist and the business. The plan should include detailed instructions and interactions with suppliers to restore.

Server and OS monitoring - IT Assist will provide Hardware Hosting plus Server and Operating system monitoring service.

Anti Virus - IT ASSIST will provide Hardware Hosting plus anti virus protection with regular updates.

Hardware Hosting - Servers are housed in data centres and provided with power, UPS, and correct environmental condition.

Security patching - IT ASSIST will provide Hardware Hosting plus application of security patches.

10.3 3B3: Government Gateway / DIS

Government Gateway is a core element of the UK Government's Common IT Infrastructure and is an enabler to the provision of online Government Services.

As part of this infrastructure IT Assist host, provision and support a NI Departmental Integration Server (DIS).

Service Element Identification Details	
Service Element ID	SB3
Service Element Name	Government Gateway Departmental Integration Server
Service Element Description	<p>The Government Gateway DIS is an infrastructure provided by Delivery and Innovation Division that provides facilities for NICS Departments and Agencies to interact with Government Gateway in order to provide secure access to online government services; and it also supports online payment services.</p> <p>Security is of key importance in the Government Gateway. It provides security through:</p> <ul style="list-style-type: none"> - secure connections - encryption - use of digital certificates - user IDs
Point of Service Delivery	24 x 7
Hours of Service and Timing	<p>Support is provided by the EDT Customer Front Office (CFO)</p> <p>Support is available 09:00 - 17:30 Mon-Fri. ex English BH. Normal service on NI BH (except where they correspond to English BH)</p> <p>Out of hours support is provided at all other times but only for incidents which CFO designate as priority 1 (entire Gateway Service or a critical component is unavailable) or priority 2 (an entire Departmental service is unavailable or experiencing severe disruption).</p>
Reliability	
Availability	99% of specified supported hours
Maintainability	
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	
Constraints	Reporting on service restoration after an incident will be provided by EDT CFO only for Priority 1 incidents.

Comment [HS9]: DIS infrastructure is currently under review.

10.4 SB4: Government Secure Intranet

IT Assist provides a service to allow access to the Government Secure Intranet (GSI). This provides access to secure Government sites and also provides access to GSI internal mail.

This service includes a gateway to the GSI, and security measures on the connection to the gateway including firewalls and content monitoring. Access to the gateway is via normal WAN / LAN connections.

Desktop Services include the provision of a browser that is compatible with the GSI.

The e-mail service allows access to and from GSI.

Service Element Identification Details	
Service Element ID	SB4
Service Element Name	Government Secure Internet (GSI)
Service Element Description	Telecoms provide an access service to the Government Secure Intranet (GSI). This service provides access to the secure intranet provided by OGC for the use of Government Departments. This allows access to secure content and also allows access to the GSI internal mail system that allows secure transmission of e-mail from within NICS to other Government Departments.
Point of Service Delivery	
Hours of Service and Timing	The service is designed to be available 24 hours per day for 365/6 days per year.
Reliability	
Availability	<p>The service will have a planned availability of 99% except between 1800 hours on Fridays and 0800 hours on Mondays and Public Holidays; these exception periods will be used for planned maintenance. Customers will be advised 24 hours in advance of any planned maintenance. Availability will be measured on a quarterly basis by the maintenance contractor and confirmed by Telecoms through the use of network monitoring equipment. Availability is determined by the formula:</p> <p>$A = (C-D)/C\%$ where:-</p> <ul style="list-style-type: none"> A = availability C = the total possible hours of connection in the quarter D = the downtime in hours, downtime being defined as the total hours to the nearest hour that customers are unable to connect to GSI as a consequence of a fault with the Maintained Equipment and/or failure of network services
Maintainability	
Service Level Measurement	
Workload	
Dependencies	
References	
General Information	
No. of Users by Locations and in total	
Constraints	Only Networks with a current accreditation from the NICS Accreditation Panel may be considered for connection to GSI.

11 Appendix A: Format of Service Levels

The Service Level Agreements are defined in tabular format in order to maintain a logical structure and ensure consistency of the information for each agreement.

The tables define the Service Level Agreements in terms of each Service and its associated Service Elements. Each Service is identified by its Service ID, the first character is always S and the second character denotes if the element is Category A or Category B. Next is a numeric that starts with 1 for the first Service and is incremented for each Service, e.g. the Service Desk Service is S1 and the e-mail Service is S2.

Within each Service are its Service Elements which represent a component of functionality of the Service, e.g. the Service Desk amongst other Service Elements has one element known as Answer Call and another known as Resolve Incidents. Service Elements are identified by the Service ID followed by a full stop and a number incremented for each Element e.g. the Service Element, Answer Call is S1.1 and the Service Element Log request and analyse, then assign for resolution is S1.2

The table format for each Service Level Agreement starts with a table that describes the overall description of the Service known as the Service Identification. The Service Identification contains data that applies to all Service Elements unless specifically overridden in a particular Service Element. What is included in this table is:

- The Service ID e.g. SA1
- Service Name e.g. Provide Service Desk and 2nd and 3rd line support
- Service Description
- Timing – expressed as two ranges, the hours that the Service will be available and the hours that the service will be supported (known as the Planned Service Hours)
- Availability - the target percentage of service hours that the service will be available
- Reliability - the target for the maximum number of failures if the Service in any one month
- Maintainability - the target time to resolve Incidents for the Service
- Workload – The expected workload for this Service expressed as numbers of users, number of calls etc.; and
- Transaction Volume Limit – the limit when the Service Level targets can no longer be met without additional resources and a revised SLA. This is expressed e.g. as maximum number of calls to the Service Desk

These topics are discussed in more detail in the sections below.

11.1 Hours of Service and Timing

This covers the hours when the service is available and the hours when it is supported.

Hours when Service is Available

This is not a committed target but the expectation of when the service will be available e.g. the service may be able to operate unattended, but there may not be the commitment to support the service if it fails outside certain hours.

Hours when service is supported

This is known as “Planned Service Hours”. It represents the firm commitment to provide the service. This includes a commitment to have resources available to resolve any Incident that occurs in this period. There may be lower level commitment outside a core period, for example it is not unusual to have support on call out of hours to respond to priority 1 Incidents.

11.2 Availability

Availability is expressed as the percentage of Planned Service Hours that the Service was available. The time when the service is not available may arise as a result of planned outages, or as the result of a failure. This is calculated using the following formula.

$$\frac{(\text{Planned Service Hours} - \text{Time during Planned Service Hours when service is not available})}{\text{Planned Service Hours}} \times 100\%$$

11.3 Reliability

This represents the frequency of unscheduled interruptions of the service. This is expressed as the number of unscheduled failures allowed in a given period which in the case of IT Assist services is 1 calendar month.

11.4 Maintainability

This is the maximum time allowed to resolve any Incident affecting the Service based on its priority.

11.5 Workload

The anticipated workload that this Service will handle ---. This should be based on the number of End Users, number of calls, number of e-mails etc.

11.6 Transaction Volume Limit

When this limit is exceeded there is a risk that the SLA will not be achievable because resources will not be in place to support the higher volumes. At this point the SLA must be renegotiated in the light of additional resource requirements. While the new SLA is being agreed the Service Levels will continue to be breached and will be reported as "breached pending new SLA".

Following the table that describes the Service Definition there are numerous tables that follow it that describe the Service Elements for the Service.

11.7 Service Element Definition

Each Service Element is specified in tabular form and consists of the following items

<u>Service Element ID</u> -	As described above e.g. SA1.1
<u>Service Element Name</u>	Short description e.g. Answer Call
<u>Service Element Description</u>	A description that defines the scale and scope of the activities included in the service element.
<u>POINT OF SERVICE DELIVERY</u>	Point of Service Delivery – the target recipient for delivery of the Service Element e.g. for Answer Call this would be the End User.
<u>Reliability</u>	As described above include this only if different to the overall Service Definition
<u>Availability</u>	As described above include this only if different to the overall Service Definition
<u>Maintainability</u>	As described above include this only if different to the overall Service Definition

<u>Service Level Measurement</u>	The method by which the targets for reliability and availability will be measured. This is crucial as if the targets cannot be measured the SLA
<u>Workload</u>	As described above include this only if different to the overall Service Definition
<u>Dependencies</u>	Any Service Element that is a precursor to this element
<u>References</u>	Documents and files that may Assist interpretation of this definition.
<u>General Information</u>	Any other information that may be helpful to the reader

12 Appendix B: Incident Priority Classification

In Service Element SA1.3 reference is made to different Incident priorities and the associated target resolution times. This section describes how priority is derived.

Incident Priority:

Priority determines the sequence in which Incidents need to be resolved based on their impact and urgency. There are five possible Priority grades, from 1 to 5. The Priority of an Incident is based on the cumulative total of its **Impact & Urgency**.

Impact is a measure of the business criticality of an Incident and has the values - High, Medium, and Low. This is measured against the percentage of Users that have been affected by the Incident and balanced by the criticality of the Service they are using. Within each NICS department the following Impact parameters apply:

% of total users affected	Service Criticality	IMPACT
1 User to < 10% of Users	Normal	Low
	Critical	Medium
10% to 50% of Users	Normal	Medium
	Critical	High
> 50% of Users	Normal	High
	Critical	High

Note. The Service Criticality of a particular Service will be defined in the Service Catalogue

Urgency relates to the speed with which an Incident of a certain impact should be resolved. As with Impact, the urgency of an Incident is graded **High, Medium** and **Low**. The measurement of Urgency is an assessment of how quickly the Incident must be fixed from the End Users perspective.

Required fix time	URGENCY
< 2 hours	High
< 24 hours	Medium
> 24 hours	Low

It is recommended that an Incident that requires to be fixed in less than 2 hours is high urgency, by the next business day is medium urgency and greater than one business day is low urgency.

If the User is a VIP User the Urgency is set to high

To use examples,

1. If one user reports an Incident with printing but indicates he/she is going on holiday for a week this would be treated as low priority and low urgency and be given a priority of 5.
2. In a department of 20 users half are unable to send e-mails but are happy this is in fixed by the next business day this would be treated as high impact and medium urgency and the priority would be set as 2. Note here the impact was moved to the next higher band due to the fact that e-mail is a critical business service.
3. In a department of 100 users where 20 users in a departmental unit are unable to access their MS Outlook mailbox due to a switch failure but are attending a conference the next day the impact would be high (again moved to the next band) the urgency low and the priority would be set to 3.
4. However if one user reports an Incident with a failure to print at 3pm and requires to print a critical financial report by 5pm that day as it is end of financial year this would be treated as high urgency and low impact and the priority would be set to 3.

5. In a department of 50 users all of which are unable to access e-mail the impact would be high and the urgency high and the priority would be set to 1
6. A VIP user reports an Incident with local printing in his/her department this would be set as Urgency High and Impact Medium (as file and print is a critical Service). The resulting priority would be 2.

The following table shows how the Priority of an Incident is derived from Impact and Urgency.

Urgency	Impact		
	High	Medium	Low
High	1	2	3
Medium	2	3	4
Low	3	4	5

13 Appendix C: Terminology

The following table provides a definition of terms that are used throughout this document:

1st, 2nd, 3rd Line Resolver Groups	<p><u>1st line Resolver group</u> They are the Technician grade who log and manage the incidents from end to end. It is IT Assists intention that this group within a year or two could resolve high percentage of calls at the first point of contact.</p> <p><u>2nd line Resolver group</u> If 1st line can't resolve then it gets passed on to 2nd line who have expert knowledge on desktop services and a good general knowledge of all other areas within the Infrastructure.</p> <p><u>3rd line Resolver group</u> If 2nd line can't resolve the incident then it gets passed on to 3rd line who have expert knowledge on specific Infrastructure components such as Servers and Networks.</p>
Availability	<p>Ability of a component or service to perform its required function at a state instant or over a stated period of time. It is usually expressed as the availability ratio, i.e. the proportion of time that the service is actually available for use by the Customers within the agreed service hours. <i>ITIL Service Delivery, Appendix A2, Glossary</i></p>
Complaint	<p>A Service Event involving communication between a Customer and a Service Centre relating to unsatisfactory levels of service.</p>
CMDB	<p>Configuration Management Database a database which contains all relevant details of configurable items such as application modules, infrastructure components, documentation etc. and also shows the important relationship between these items.</p>
Incident Manager	<p>A single role owning the Incident Management process to ensure the process operates efficiently.</p>
Incident	<p>A Service Event relating to any event which is not part of the standard operation of a service and which causes or may cause an interruption to or reduction in the quality of that service.</p>
Incident Reference Number	<p>The unique identifier that describes an Incident, Complaint or Service Request on the SMT.</p>
Maintainability	<p>Time to repair failures - see also Serviceability.</p>
Measurement Period	<p>The Measurement Period for all services is defined as 1 calendar month.</p>
OLA	<p>Operational Level Agreement. An agreement with a resolver group to carry out specific tasks in support of the service within specified timescales.</p>
PMF	<p>The OGC Process Maturity Framework for the assessment of the maturity ITIL service management processes.</p>
Problem	<p>The unknown underlying cause of one or more Incidents.</p>
Procedure	<p>The specific tasks which will define how the activities are to be carried out</p>
Process	<p>The series of related activities which defines what is to be achieved.</p>
Record	<p>An entry stored on the Service Management Tool relating to any Service Event.</p>
Reliability	<p>Frequency of failures.</p>

Resolution Group	The relevant support group within a particular technical area who will investigate and resolve problems.
Serviceability	Time to repair failures - see also Maintainability.
Service Event	Any unexpected event that occurs during normal running of a production service such as a Problem, Incident, Complaint or Service Request.
Service Level Agreement	Contract between a customer and supplier of a service in which the supplier agrees to provide a minimum service level for a variety of metrics (availability, performance, etc.).
Service Level Management	Gradual improvement of service quality through service level reporting and review.
Service Request	A Service Event that is not associated with the interruption or reduction of quality of the service.
IT ASSIST	Previously known as the NICS ICT Shared Service Centre.
UC	Underpinning Contract. An agreement or contract with a third party for support services that underpin the SLA. See also OLA
User	Any person using any aspect of IT Assist's services, who experiences a problem with that service requests a Service Request or makes a complaint.
Underpinning	The targets committed to in the SLA must be supported (underpinned) by agreements with internal and external resolver groups that commit the resolver groups to provide support capable of meeting the SLA targets. Where more than one group may be involved in resolving a particular class of incident the OLAs must align so that the total of the OLAs is still within the target of the SLA.
Vendor supported	An application or infrastructure component that is supported by a software hardware vendor under a formal support agreement.
Workaround	Method of temporarily bypassing the effect of an Incident or Problem either by a temporary fix or by a technique that means the Customer is not reliant on a particular aspect of the service that is known to have a problem.
Work Log	The history of all activities involved with the resolution of a Problem or Incident.

14 Appendix D: Customers

14.1 NICS Departments

The 11 NICS Department avail of the full range of Services which IT Assist provide (see IT Assist Service Catalogue 4.1)

No. of Users based on AD 12 Feb 09

Department / Agency	No. of Users	No. of Devices	Relationship Manager	Comments
DARD	2602	3200	Brendan Monk	Excl. AFBI
DE	843	947	John Caldwell	
DETI	722	962	Pat Cunningham	Incl. HSE
HSE				
DFP	2761	2488	Linda Connelly	Incl. LPS (RCA and VLA)
NISRA				
OSNI			Paul Dobbin	To migrate in April 09
LRNI				
DHSSPS	822	1303	Gerry Miskelly	
DRD	489		John McMurray	
Roads	1587			
DOE	347		Bernie Cosgrove	
Planning	874			
DCAL	323		Paul McAllister	
PRONI	70			
DSD	666	846	David McCalmont/Gerry Miskelly	Incl. part of CMED
OFMDFM	424	500	Joe Beattie	

14.2 NICS Agencies

The following NICS Agencies are currently provided with a subsection of the Services which IT Assist can offer.

Agency	Parent Dept	No. of Users	No. of Devices	Contact	Comments
LPS LRNI	DFP			Stephen McHugh	
LPS OSNI	DFP				
Driver & Vehicle Licensing Agency	DOE	438			
Driver & Vehicle Agency	DOE	578			
NI Environment Agency (was EHS)	DOE	989			
CMED	DSD	570			
SSA	DSD				

14.3 Non NICS Organisations

Body	Assoc. Dept	No of Users	No. of Devices	Contact	Comments
AFBI	DARD	789	811	John Ward	
Arts Council				Ken Bartley	
Causeway				Bob Barker	
CCEA				Colum Miles	
Crown Solicitor's Office				Carol McClean	
Electoral Office				Jimmy Corr	
FSNI				Tony Mullin	
General Consumer Council	DETI	47		Donna Magee	
Invest NI	DETI				
NI Assembly					
NIAUR	DETI	80	120	Gerry McNeill	
NI Civil Service Sports & Social Assoc	DHSSPS				
NILGOSC				Colin Carlisle	
NIHE				Pat Cree	
NI Medical & Dental Training Agency	DHSSPS				
NI Ombudsman					
NI Sports Council				Marcus Smith	
NI Tourist Board	DETI				Incl. DFP & DETI outposts
Police Ombudsman				Conor McCann	
Policing Board NI				Allan Crone	

15 Appendix E: List of staff in Planning and Ops + Governance Board

Structure	SSC Management Board (G5 Group)	SSC Planning & Operations Committee (G7 Group)
Department		
DFP	Bill McCluggage	Linda Connolly
OFMDFM		Joe Beattie
DRD	Brendan Devlin	John McMurray
DOE		Bernie Cosgrove
DCAL	Edgar Jardine (Chair)*	Paul McAllister
DETI	-	Pat Cunningham
DE	-	John Caldwell
DHSSPS	Colum Boyle	Gerry Miskelly
DSD		David McCalmont
DARD	Paul McGurnaghan	Brendan Monk
DEL	-	Stephen Jackson
NIHE	Mark Graham	External, independent member