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| Infrastructure Services Team  Departmental Charter |

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| Organizational Structure |  |

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Overview

The Infrastructure services team (IST) is part of the operational ICT team. It has the responsible for the operational support of the underpinning ICT infrastructure used to provision services to all customers.

As part of a group that supports multiple complex infrastructure systems, documentation and knowledge distribution is a critical success factor in sustainable service delivery.

Purpose

The purpose of this document is to outline the model used for identifying the areas of responsibility and operational interaction within the Infrastructure services team. The intended audience should be able to obtain the following information from this document;

1. Understanding of the *Organizational Structure* of the Infrastructure services team
2. Understanding of the *Operational Responsibilities* of the various hierarchical layers within the Organizational Structure.
3. Understanding of the *Intra-Operational Model* in the Infrastructure services team
4. Understanding of the *Inter-Operational Model* in the Infrastructure services team

Charter

The Infrastructure and Applications Support branch is responsible for the efficient functioning of the infrastructure services and Applications operational environment. This includes the network, access devices, technology platforms and applications technical software that form the infrastructure environment.

Core functions include:

* Maintaining an operational environment for the systems infrastructure that supports a level of reliability in accordance with established Service Level Agreements
* Delivery of infrastructure services including:
  + Facilities services
  + Systems monitoring and alerting services
  + Network services
  + Server hardware services
  + Operating systems services
  + Storage/backup services
  + Relational database management

Organizational Structure

The Infrastructure services team consists of three horizontal hierarchical layers and multiple vertical layers to define boundaries for Management and Technical responsibility.

| **Infrastructure Services Manager** | | **Tony Smith** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Team Leader** | | Ron Brown | | John Smith | | Tom Hanks | Lou Morelli | |
| **Vertical and Horizontal Layers** | | **Network and Security Services** | | **Windows Services** | | **Novell Services** | **Unix and Storage Services** | |
| **Support Lead Engineer** | **Design Engineer** |  |  |  |  |  |  |  |
| **Support Engineer** |  |  |

Operational Responsibility

## Horizontal Layers

Management responsibility comprises three horizontal layers as outlined below. These layers are designed to define the areas of management responsibility within the Infrastructure services team and path of escalation if and when required.

| **Management Layers** | **Description** |
| --- | --- |
| **Infrastructure Services Manager** | Has overall operational responsibility for the Infrastructure services team and reports directly to the Infrastructure and Application Manager.  **Key accountabilities;**   | **Technical** | **Management** | **Operational** | | --- | --- | --- | | 1. Endorsement of the Technical Infrastructure Blueprint. 2. Maintaining resource capabilities to adequately support the service accountabilities. 3. Provide Technical Leadership in the delivery of Infrastructure Services to Customers 4. Provide operational knowledge into the development of the Technical Architecture and Related Standards 5. Provide Governance of the implemented Infrastructure Technologies. 6. Support the Strategic Technical Architecture. | 1. Staff Performance Management against Key Accountabilities and assigned Business Plan Performance Objectives 2. Development of Staff Job Descriptions in accordance with Stream Accountabilities and yearly Business Plan objectives. 3. Contribute as required to periodic reporting of service metrics as defined by Corporate governance and reporting requirements 4. Defining and communicating Business Plan objectives across Infrastructure services team. 5. Provide budgetary management across the Infrastructure Service Group. | 1. Ensure relevant services are delivered in line with operating processes, and managed and monitored in a consistent manner across the infrastructure Services teams. 2. Collaborate with peer to ensure that operating processes are implemented in a standardized manner across all teams to ensure consistent outcomes 3. Collaboration with Infrastructure and Business Application Services Manager in Policy Development. 4. Collaboration across the organization’s operational streams in the delivery of IT Services. 5. Ensuring that the network and platform infrastructure is robust and operates in a reliable manner consistent with agreed service levels 6. Define and Execution of the Groups Operational Charter. | |
| **Team Leader** | Provides day-to-day operational management of a specific technical team within the Infrastructure services team and reports directly to the Services Manager  **Key Accountabilities;**   | **Technical** | **Management** | **Operational** | | --- | --- | --- | | 1. Definition/Approval of Technical Standards. 2. Alignment to Infrastructure Technology Blueprint. 3. Provide Technical Leadership 4. Maintain serviceability of Technical Infrastructure through hardware/software lifecycle management. | 1. Allocation of managed resources across Operational and Project activities. 2. Staff Performance Management against Key Accountabilities and assigned Business Plan Performance Objectives. 3. Development of Staff Job Descriptions in accordance with Stream Accountabilities and yearly Business Plan objectives. 4. Meeting defined business reporting requirements | 1. Maintaining of Team Operational Manuals in accordance with documented methodology. 2. Collaboration with Infrastructure Services Manager in Policy Development. 3. Leadership within the Vertical Technology Stream to meet organizational Service Level Management objectives. 4. Ensure a procedures and processes are regularly reviewed to improve the reliability and consistency of service delivery. | |
| **Design Engineer** | An operational resource in an Infrastructure services Technical Team who reports on a day-to-day basis to the Support Lead Engineer, both of whom report directly to the specific Team’s Team Leader.  **Key accountabilities;**   | **Technical** | **Management** | **Operational** | | --- | --- | --- | |  |  |  | |
| **Support Lead Engineer** | An operational resource in an Infrastructure services team Technical Team who reports on a day-to-day basis to the Support Lead Engineer, both of whom report directly to the specific Team’s Team Leader.  **Key accountabilities;**   | **Technical** | **Management** | **Operational** | | --- | --- | --- | |  |  |  | |
| **Support Engineer** | An operational resource in an Infrastructure services team Technical Team who reports on a day-to-day basis to the Support Lead Engineer, both of whom report directly to the specific Team’s Team Leader.  **Key accountabilities;**   | **Technical** | **Management** | **Operational** | | --- | --- | --- | | 1. Input into the development of Technology Standards. 2. Alignment with Infrastructure Technology Blueprint. 3. Provide technical expertise to resolve operational work assignments (Incident, Problem, Change, Release and Configuration Database) as per Service Level Agreements. 4. Maintenance of infrastructure in accordance with industry best practice and operational configuration documentation. | 1. Personal time management to achieve assigned operational and project activities. 2. Escalate Operational and Project resource issues through Team Leader | 1. Contribution to Team Operational Manuals in accordance with documented methodology. 2. Collaboration with Team Leader in the development of Procedure and Work Instruction documentation. 3. Assist in the compilation of Operational Reporting for the Infrastructure services team. 4. Deliver services to customers to achieve agreed service levels | |

## Vertical Teams

Operational responsibility comprises vertical teams as outlined below and is designed to define the areas of technical specialization. Each team is characterized by a common technology set, which is used to determine the products, services and management tools that it has operational accountability of and where future products ownership may resides.

| **Operational Layers** | **Network and Security Services** | **Windows Services** | **Novell Services** | **Unix and Storage Services** |
| --- | --- | --- | --- | --- |
| **Technology Set** | Network and Security Enforcement Services   * Switches * Routers * Firewalls * SMTP Filters * WAN Services * ID/IP Services * VPN Concentrators | Operating System and Services.   * Operating Systems * Platform Hardware * Patch Management * Web Content Filtering | Operating System and Services.   * Operating Systems * Platform Hardware * Patch Management * Reverse Web Proxy | Operating System and Services.   * Operating Systems * Platform Hardware * Patch Management   Data Storage Infrastructure.   * Shared Storage * Information Lifecycle Management * SAN Services * Backup Libraries and Software |
| **Technology**  **Accountability** | Products   * Catalyst Switches * Catalyst Routers * Checkpoint * Nokia * Crossbeam * McAfee * MailMarshal * F5 Big IP & 3DNS * Packeteer   Core Services   * Switching/Routing * Traffic Shaping * Multicast * Load Balancing * MPLS * ISP * Firewall * IP/SSL VPN * RRAS (Dialup) * SPAM   Management   * Ciscoworks * NTOP * Provider One * Horizon Manager | Products   * Windows Server * MS Clustering * x86 Server Hardware * Computer Associates * MS ISA * Websense * Hummingbird * Insight Manager * HP Radia * HP RDP   Core Services   * OS Platform * DNS (Internal) * Printing * Anti-virus Distribution * Web Proxy * FTP * NFS & SMB File * Content Filtering (WebWatch) * Directory Service * DHCP * WINS * Secure ID   Management   * Server Patch Management * x86 Hardware Management | Products   * Novell Server OS * Novell Clustering * NDS * Zenworks * Computer Associates * iChain   Core Services   * OS Platform * File Services * FTP * Desktop NTP * Printing * Web Reverse Proxy * Directory Services * Distribution Services * DHCP   Management | Products   * Solaris OS * HP-UX OS * Linux OS * VMWare ESX * UNIX Clustering * RISC Server Hardware * HP Storage/Libraries/Switches * HBA Fibre Cards * Symantec * Legato   Core Services   * Server KVM * ISE Support BigBrother * Backup/Restore * SAN/NAS * OS Platform DNS (External) * Printing (Application Only)DNS (External) * Printing (Application Only) * OS Platform Virtualization   Management   * Big Brother/MRTG * Jumpstart * SMA Appliances |

Operational Model

This section provides an outline of the Internal (Intra) and External (Inter) Operating Model used within the Infrastructure services team. It is designed to provide the following information;

1. Define how Infrastructure Services staff interacts internal, across the horizontal and vertical layers, and externally, across the organization and the broader customer/vendor base.
2. Define how external staff engages into the Infrastructure services team.

These two relationships are illustrated below



## Intra Flows

When looking at the Infrastructure services team in isolation, various horizontal and vertical interactions can be identified. These interactions, for the purpose of this document, are defined within this Intra-Operational Model section and are designed to;

1. Assist internal IST staff in their day to day operational duties
2. Assist external IST staff to understand how external engagement is processed within the Infrastructure services team, with respect to Service Support, Service Escalation, and Procedures and Policy Development.



## Inter Flows

When looking at the Infrastructure services team, several horizontal interactions have been defined. These interactions provide an initial understanding of how the Infrastructure services team is engaged at the operational level. These interactions, for the purpose of this document, are defined within this Inter-Operational Model section and are designed to provide additional clarification for parties, both internal and external to the IST, on where the defined operational interactions engage into Infrastructure Services horizontal and vertical layers.

