IT Service Catalogue - January 2024

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# Introduction

makes significant use of information technology to execute its programmes. This dependency has experienced substantial expansion in recent years, and there is an anticipation that this upward trajectory will persist as the organization undergoes further digitization of services. This Service Catalogue outlines IT services officially sanctioned for utilization by staff on infrastructure, all of which are supported or maintained by the IT department.

## Purpose

This document compiles information on all IT support services, systems, and applications. Its purpose is to articulate the range of services offered by to our users, which can be requested through a defined process. The catalogue establishes the Service Level Agreement (SLA) between the business unit and the IT function, allocates appropriate resources, and ensures a high level of operational control.

## Scope

This document applies to all the services currently supported by the IT Function.

## References

Information Security Policy

## Overview

Best Practices for the IT Service Management is to build and maintain a Service Catalogue. The Service Catalogue provides a central source of information on the IT services. This Service Catalogue is organized as follows:

* First, section 2 provides the categorisation of our services, and the Standard SLA.
* In section 3, every service is listed with all the relevant information filled.
* Then, in section 4, the list of services that are currently been operated or that are ready to be deployed and the definition of Availability Tiers.
* Finally, in section 5, the List of Services, defined Responsibilities and defined Availability Tiers.

## Service Management System (SMS)

The IT Team apply a Service Management System (SMS) methodology, which has an Operating-orientated focus. The SMS is used to manage our organization’s Services on a consistent and proficient basis over their lifetime. SMS environment consists of Service Catalogue Management, Service Level Management, Incident Management, Problem Management, Request Fulfilment, and Change Management

# Basic Information

## Categorisation of Services

Categories to organise services are shown in Table 3. Services Categories.

|  |  |
| --- | --- |
| Service Categories |  |
| Building, Rooms, Desk Space, and Other Services | Desktop and Office Applications |
| Desktop Services | Business Applications |
| [Communication,](#_Toc46240259) Voice, Meetings, and Video Conferencing | Professional Services |
| [Office Files, Content Management](#_Toc46240265) and Collaboration | [Network & Connectivity](#_Toc46240273) |

Table . Services Categories.

## Standard SLA responds

|  |  |  |  |
| --- | --- | --- | --- |
| **Severity** | **Incident Example** | **Response Time (Within)** | **Target time to resolve call** |
| P1 – incidents | * Critical server down * Exchange unavailable * Network outage | 30 Minutes | 4 working hours |
| P2 – incidents | * Intermittent network issues * Critical system performance issues | 1 Hour | 8 working hours |
| P3 – incidents | * Failed disk * Email access problem | 2 Hours | 3 days / 30 Hours |
| P4 - incidents | * Distribution list update * Technical ‘How-To’ query | 8 Hours | 5 days |
| Service General | * Event Supports * New user setup * Account change | 8 Hours | 5 days |
| Service Software or Hardware |  | 2 days | 2 Week |

# Service Catalogue

## Building, Rooms, Desk Space, and Other Desk Services

All staff are issued with a swipe card for secure access to the building and to the floor where you are seated. Cards are issued by Facilities or HR.

### Meeting Rooms - IT Kit

provides several Physical meeting Spaces across Offices

|  |  |
| --- | --- |
| Meeting Room x 6 | Dedicated bookable meeting spaces, including A/V, Videoconference (via HDMI,) and Wi-Fi. Bookable via Outlook |
| Board Room | Dedicated bookable Board Room (accommodate 15 people), includes A/V, Videoconference (via HDMI), and Wi-Fi. Bookable via Outlook |
| Conference Centre (An Blascoid Mor) | Dedicated bookable Conference Room (accommodate 125 people), includes A/V, Videoconference (via HDMI and VGA), and Wi-Fi. Bookable via Outlook |
| Training Room | Fixed bookable Space (see section 3.16) |

Note: 1. Support for on-premise and video conferencing events via standard helpdesk request

**Logitech MS Teams - Video Conference Meeting rooms**

Physical Room video conferencing rooms have integrated audio, video, and interactive collaboration tools to create a meeting experience. These physical rooms are fully integrated into Microsoft Teams.

Scheduling is via Outlook Calendar booking and each room is available as a searchable room via ‘Outlook Room Finder’.

Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

### Dedicated Desk - IT Kit

A desk of your own in the Open Plan Area or Assigned office. Set up with 24” monitors with integrated dock, monitor stand, and laptop riser (second screen on request). With hard-wired Ethernet, USB-C cable for mobile charging.



### Printer Services

Every work zone has its own high-speed Multi-Functional Printer. IT provides proactive remotely monitored Managed Print Services covering all print devices which includes service maintenance and consumables.

With ‘Direct’ and ‘Follow me’ (Secure print) via staff Card options.

|  |  |
| --- | --- |
| Dublin floor one | 1 x Xerox C8145 A3 Colour MFP  1 xXerox C505 A4 Colour MFP |
| Dublin floor two | 5 x Xerox C8145 A3 Colour MFP  4 x Xerox A4 B&W High Volume Printer |
| Dublin floor three | 3 x Xerox C8145 A3 Colour MFP |

### Training Room and Exam - IT Kit

maintains a physical fixed-purpose Training and Testing facilitate with 12 internet connected desktop computers and monitors. The purpose is to provide Licensing Exam System for Aviation Personnel (e.g. engineers and pilots).

The facility has a CCTV and Image Storage device. The room network is isolated from the core network and are not part of the domain. But are managed and patched via core IT support services.

The devices are restricted via Secure Kiosk Software.

PPL examinations are delivered using the online examination system (LPLUS-PEXO). LPLUS Test Studio Part Aviation Examination Office (abbreviated to LTS PEXO) is a special version of LPLUS TestStudio which has been specifically developed to be used by aviation authorities and aviation training companies. [https://-66-exams.ie/examination/Login.aspx](https://iaa-66-exams.ie/examination/Login.aspx). For access and booking contact the Licencing Team.

## Desktop Services

### Laptop Computer

as part of our service all incoming staff are provided with a state-of the art Laptop computer, the laptop computer has a four year refresh cycle ( estimate it will 2025 before this becomes normalise).

will maintain a next business day On-site warranty for all devices in use.

Laptops remain the property of but staff are responsible for the care of their computer and should review all the information within  [Information Security Policy](http://degvssp1:18080/IT/Information%20Library/SEAI%20Information%20Security%20Policy%20Ver%20%202%20.4.docx).

Laptop Models:

|  |  |  |
| --- | --- | --- |
|  | Light weight Dynabook Portege X20W-D or above | Minimum spec:  Windows 10 x64  Intel Core i7 2.8GHz Processor  8GB 1600MHz Memory  256GB Mobility Solid State Drive |
|  | HP Elitebook 840 Notebook | Minimum spec:  Windows 10 Enterprise,  Intel Core i7-1165G7, 14" Screen  16GB, 256GB SSD |
|  | HP X360 830 - 2-1 device plus stylus | Minimum spec:  Windows 10 Enterprise, Intel Core i7-1255U 12th Gen, 13.3" 2-in-1  16GB, 256GB SSD |

### ServiceDesk Support

IT provides a manned telephone and email support for End user point of contact. This also acts as a resolution center for Incidents with remote assistance, co-ordination of all 3rd party incidents and Service request management.

* An incident means any interruption in the normal functioning of a service or system.
* A service request means a request made by a customer for a service.
* Escalations, complaints, and compliments should be directed to IT Service Deliver Manager [Aidan.keogh@.ie]

**Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).**

|  |  |  |
| --- | --- | --- |
|  |  | *Default Priority* |
| Email | .Helpdesk@eirevo.ie | *P4* |
| Phone | (01) 218 7782 | *P1-P3* |
| Portal | https://clientportal.evros.ie | *Depends on selection* |

### Onsite Support

IT provides onsite support through the ServiceDesk support facility. This will be available as required for certain support scenarios and upon request to facilitate peak demands, required onsite events and mission critical activities. Access to this service is provided via a formal Services Request requiring approvals and then delivered through a General Service Desk SLA.

**Hours Coverage is 9:00 A.M. to 5:30 P.M. Monday – Friday (except Public Holidays).**

### Essential software (Commodity)

provides a set of preloaded essential desktop software. The list below includes some items which can be requested as formal Services Request process

Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

* Microsoft Office 365 Productivity Tools (Outlook, Excel, PowerPoint, Word)

Microsoft Word, PowerPoint, Excel are cloud-based services designed to help meet our organization's needs for robust security, reliability, and user productivity. These services are provided to the Staff Office locations and remote via Office365.

Office 365 ecosystem also includes.

* Microsoft OneNote a digital notebook that automatically saves and syncs your notes as you work. Type information in your notebook or insert it from other apps and web pages. Take handwritten notes or draw your ideas. Use highlighting and tags for easy follow-up.
* Microsoft Planner is an everyday project management and task app that bridges the gap between formal project management principles and, well, everyone’s “I just need to get stuff done” response to those principles. Planner sits happily in the middle between Outlook Tasks and To Do—which are simple tasking tools—and Microsoft Project—which is complex project management tool that may require training to understand and use.
* Microsoft Forms is a simple survey, poll, and quiz tool. MS Forms gives everyday workers the ability to create reasonably complex forms for garnering feedback, getting sign ups, submitting simple requests, and completing questionnaires.
* Microsoft Edge / Google Chrome
* Microsoft Visio 365 – On request
* Microsoft Project 365 – On request
* Microsoft Access 365 – On request
* Adobe Reader
* Microsoft Power BI – On request

Microsoft Power BI is a business analytics service by Microsoft. It aims to provide interactive visualizations and business intelligence capabilities with an interface simple enough for end users to create their own reports and dashboards. Power BI performs functions of data sourcing and preparation, data analysis and data visualization.

Power BI includes:

* “Power BI Service” the SaaS (software as a service) based online service used for consuming and publishing reports and dashboards.
* “Power BI Desktop” the Windows-desktop-based application for PCs and desktops, primarily for designing and publishing reports to the Service
* Adobe Pro – On request

Software developed by Adobe Inc. used to view, create, manipulate, print and manage files in portable document format (PDF). Adobe Pro is provided via IT Service Desk Asset request process.

### Computer Security, Antivirus and Patching Management

uses Kaseya endpoint manager to provide patching to desktops and .local servers. This process is administered by EirEvo.

* Computer Schedule Monthly, 3rd Thursday of each month, or next time devices is available.
* .local Server Schedule Monthly rotation, Scheduled on IT SharePoint Site.
* Virtual Hosts and network devices Bi-Annual, Scheduled on IT SharePoint Site.

IT Services provide Microsoft Defender Antivirus protection, policies, scheduled scans and quarantine on all computer and server devices.

Email is protected via Topsec email filtering (due for release January 2024), Microsoft Defender Anti-spam and Antivirus filter. Devices on the corporate network further protected via web proxy, firewall devices and IDS.

## Communications, Voice, Meetings and Video Conferencing

### Email (Outlook) and Calendar and Desktop Client

IT Service providers each user a standard mailbox on Microsoft Exchange, a sophisticated messaging tool platform that provides rich and efficient access to email, calendars, contacts, and tasks.

Exchange mailbox users have:

* + 100GB Storage,
  + Spam Filter, Virus scanning and Junk email filter
  + Integrated with Global Address list
  + Integrated with Calendar free/busy lookup
  + Distribution lists
  + Recovery of deleted items up to 14 days via Outlook Client
  + Meeting Room booking

IT provide an email desktop client as part of our Essential Software to each computer using Microsoft Outlook 365, Cache mode for mobile users, allowing offline access. Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

### Shared Mailbox

A shared mailbox is a mailbox that multiple users can use to read and send e-mail messages. The mailbox has a generic email address that work in the same way as conventional email accounts, they allow multiple users to view/send emails.

Request for a new shared mailbox for special purposes, for instance: departmental use, a project, a team or special function within the can be submitted with a defined owner to the ITT service desk. The mailbox should have a defined closing date, either for the duration of the project/event or it can be linked to the expiry of the requesters/owner’s account. Note only the mailbox owner can request to add or remove access to the mailbox by other staff via the service desk.

Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

### Telephone Services (MS Teams)

Microsoft Teams is a chat and audio/video-conferencing app for work. IT Solution provides a full range of enterprise grade telephony, voice messaging, Conference lines and advanced call features. Each employee gets a direct line number with their account. These services are provided to the Staff Office locations and remote via Office365 – MS Teams.

MS Teams provides you the ability to perform:

* Person-to-person communication via instant message, desktop sharing, voice and video calling, and availability status;
* Person-to-audience conferencing using the formerly mentioned features, plus dial-in telephone conferencing ability; and
* Telephone support, allowing MS Teams users to make voice calls to a standard telephone line

Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

### Mobile Services

contract is with Three to provide mobile phone services and handsets. The Three contract provides 24/7 support for all carrier issue thought the 171 call system. Changes to the existing plan can only be made through the IT service desk.

Mobile service on request with business requirement via IT ServiceDesk Asset request process and managers approval; the mobile devices have a thirty six-month (36) refresh cycle ( estimate it will 2025 before this becomes normalise).

Standard Mobile devices Models:

|  |  |
| --- | --- |
| Iphone | iPhone 13 (128 GB Black) |

(By Your Own Device) BYOD device will have limited support, restricted to provisioning of email and Calendar, only if setup is fully in line with  [Information Security Policy](http://degvssp1:18080/IT/Information%20Library/SEAI%20Information%20Security%20Policy%20Ver%20%202%20.4.docx)

Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

## Office365 Files, Content Management and Collaboration

### One Drive

OneDrive for Business (OD4B) is the personal file storage area that each employee gets with their account. OD4B is useful for saving personal work-related files (e.g., initial document drafts) These files can be share with a very small group of people.

OD4B is generally meant for you to store files that only you need. Many OD4B users also take advantage of the privacy it provides and start their document drafts in OD4B; once they’ve completed the draft and want input, they move the file to their SharePoint team site or to Teams so their colleagues can provide input and review.

Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

### SharePoint

SharePoint Online (SPO) is the major enterprise content management tool that comes as part of Office 365 ecosystem. SPO provides document and data management tools, intranet websites, and a built-in search engine. SPO is organized by Department/business function Microsoft Teams sites.

IT Service provides each user with access to Microsoft SharePoint; this provides a Web-based system that facilitates collaboration among individuals or groups. The System integrates with Essential software (such as our Office suite, IM, Project and Visio) allowing for coordination of projects, calendars, and schedules, having discussions, and sharing documents.

This service is available to member of the .local trusted domain. Administration of users and permissions on the file share is managed under IT Governance process via the IT support desk service. In general, access and support for these systems are governed via Organisation group membership and Access control process.

Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

### File Shares

Access to File Shares are provided to all staff by default to their departmental storage location where data files can be appropriately backed up and restored when needed. Files can be easily and conveniently accessed from anywhere within the corporate network.

Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

### Stream

Microsoft Stream comes as part of Office 365 ecosystem. It is a video service that allows you to upload, view, and share videos with others. You can share recordings of meetings, presentations, training sessions, or other videos.

Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

### Teams

Teams provides a persistent chat-based communication method that lets you separate topic-based conversation by channel. Teams are great for a project team to have open-ended discussion that skips the need for lots of back-and-forth, reply-all style email communication, which can get very overwhelming.

provides a std Team for each department and can provide more on request for specific programme/project activity. Teams provides calendaring (the same calendar you see in Outlook is accessible in Teams).

Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

## Additional Desktop Application

### Statistical Analysis tool (SAS)

SAS is a statistical software desktop suite developed by SAS Institute for data management, advanced analytics, multivariate analysis, business intelligence, criminal investigation, and predictive analytics. Application is provided via IT Service Desk Asset request process and level 1 support via ServiceDesk support SLA. **Product Owner: Kathleen Cussen**

### Zedencrypt

Zed1 is a file encryption desktop utility tool for encrypting files, as part of European Commission team communications. Application is provided via IT Service Desk Asset request process and Level 1 support via ServiceDesk support SLA. **Product Owner Eleanor Travers**, Primary Business Area Aviation Security

### Jeppesen: JeppView - Airport Charting Software

JeppView is a Windows application that provides a simple, intuitive way to search, view, and print any chart along your planned route. This includes enroute and terminal charts, Airway Manual text and revision letters. The application serves as a ground supplement and supports unique Routepacks and Trip Kits for inclusion in preflight planning, or for use as a flight deck backup. The primary business user is Flight Ops. Application is provided via IT Service Desk Asset request process and Level 1 support via ServiceDesk support SLA.

### ESRI: ARC GIS

ArcGIS Desktop is a client software to create, analyse, manage, and share geographic information so decision-makers can make intelligent, informed decisions. It allows you to create maps, perform spatial analysis, and manage data. You can import multiple data formats and use powerful analytical tools and workflows to identify spatial patterns, trends, and non-obvious relationships. The primary business user is Aerospace. Application is provided via IT Service Desk Asset request process and Level 1 support via ServiceDesk support SLA.

### Bowtie Risk Assessment Tool

Bowtie is a client software that helps to easily build and share bowtie diagrams.

It allows you to integrate bowtie diagrams into your organisation and improve risk management. The primary business user is Safety Analysis and Performance. Application is provided via IT Service Desk Asset request process and Level 1 support via ServiceDesk support SLA.

### ASAP PHX.

ASAP PHX software for instrument flight procedure design PHX, the procedure design software package developed by Aeronautical Services And Procedures (ASAP), is a “tool-based” software package, intended to assist professional procedure designers in the development, design, and validation of instrument flight procedure. The primary business user is Aerospace. Application is provided via IT Service Desk Asset request process and Level 1 support via ServiceDesk support SLA.

## Business Applications

In collaboration with key business owners and stakeholders IT Services delivers and/or supports core Information business systems. These systems support key functional Organisation such as HR, Finance.

### Corporate Website

The website is an essential channel for disseminating information to various target audiences in addition to a critical system for business activities such as flight planning. The public website is developed to provide access to information as the main communication vehicle, focus is to deliver a best-of-breed content management system, search, usability and accessibility to provide a first-class website solution. Access is browser based, via https://www..ie/

The system design, build, hosting and on-going support and maintenance contract is with Engine Solutions. The system is developed on Sitefinity CMS and hosted in Microsoft Azure.

**Product Owner Alec ELLIOTT**, In general, access and support for this system are governed under the Corporate Affairs and Public Relations. Level 1 support is under standard Service Desktop support and SLA, See Section 5 for Service Responsibility Matrix.

#### international

Online platform via IIA corporate website, delivering training material. Microsoft Form for registering interest in courses Power Automate workflow for auto response to course registrations through corporate website [Training@.ie](mailto:Training@iaa.ie) shared mailbox.

**Product Owner Barry Waldron**, Primary Business Area Regulatory Performance & Innovation. Level 1 support is under standard Service Desktop support and SLA, See Section 5 for Service Responsibility Matrix.

### AV8 - Intranet

This system provides the organisation Corporate Intranet site to securely share company information, computing resources and Central document management tool. Access is browser based, via https://irl.sharepoint.com/sites/av8/SitePages/DepartmentHome.aspx .

**Product Owner Alec ELLIOTT**, In general, access and support for this system are governed under the Corporate Affairs and Public Relations. Level 1 support is under standard Service Desktop support and SLA, See Section 5 for Service Responsibility Matrix. In general, access is provided by default to all staff.

### Financial Management and Payroll System

The finance team are the **Product Owner** for the following line of business applications. In general, access and application support for this system are governed under the Finance Team.

#### Sage (Payroll & Line 200)

SagePay (Desktop application) supports Payroll management and core financial systems, including accounting, payables, fixed assets, financial reports, and procurement. In general, access and support for these systems are governed under Head of Finance. has a contract with DBComputers to support the system.

#### Integra

Integra Financial provides read only access to legacy (pre-2023) Finance records. has a contract with Capitia to support the system.

#### SmartOffice

have retired SmartOffice, which is an online Accounts Payable cloud-based invoice processing automation solution.

#### Payment Service - Authipay

Authipay is an online web services from AIB that provides a convenient way to accept online payments. It combined payment gateway and merchant services in one.

### Oversight Systems and Applications

The Oversight Systems and Planning (OSP) Function are the **Product Owner** for several Enterprise line of business applications. In general, access and application support for this system are governed under the OSP Team. Tier 1 support is under standard Service Desktop support and SLA, See Section 5 for Service Responsibility Matrix

#### Safety Regulation System - MySRS

This platform provides Online regulatory for the provision of services (e.g. licenses) to external stakeholders.

The system utilizes the RegSys product to provide the platform upon which this system is built. have a support and maintenance contract with Enterprise Registry Solutions Limited (“ERS”). has a contract with ERS to support the system.

This Service Target Availability Tier 1 is **99.99% uptime** within hours of cover.

#### EMPIC

Aviation Staff Licensing, Medical System and European Occurrence Reporting, EMPIC. The system EMPIC provide Safety Oversight Management Software for Aviation Regulators. The system is hosted within . The primary business user is Aviation licensing, Air worthiness, Flight Operations.

The Aviation Staff Medical system provides an online portal to external doctors for documentation upload. has a contract with EMPIC EAP to support the system.

This Service Target Availability Tier 1 is **99.99% uptime** within hours of cover.

#### European Occurrence Reporting System, ECCAIRS / ECCAIRS2

European Occurrence Reporting System, ECCAIRS, is a digital platform enabling the implementation of the provisions defined in EU regulation 376/2014. This is a fully SaaS provide service

#### Safety Occurrence Tracking System - SOTS Portal

Browser based SharePoint Online application, Level 1 support is under standard Service Desktop support and SLA, See Section 5 for Service Responsibility Matrix.

### HR Applications

The HR team are the **Product Owner** for the following line of business applications. In general, access and application support for this system are governed under the HR Team. Level1 support is under standard Service Desktop support and SLA, See Section 5 for Service Responsibility Matrix.

#### Core HR

The CoreHR People system supports HR Records, time and attendance, workforce scheduling. has a contract with The Access Group to provide application support.

#### Recruitee & DocuSign

Recruitee is an ATS (Application Tracking System) used by the HR team to recruit new employees. Document tracking and electronic signature such as the Letter of Appointment are supported with Recruitee using DocuSign.

### Records Management System – RecMan

RecMan is a Microsoft Access based system hosting in which provides Management of all physical records which are stored offsite in our secure storage, Kefron Storage. has a contract with Andlau for support and maintenance of the system.

**Product Ownership is within the Facilities function.** Level 1 support is under standard Service Desktop support and SLA, See Section 5 for Service Responsibility Matrix.

This Service Target Availability Tier 1 is **99.99% uptime** within hours of cover.

### Egress - Secure Data Transfer Service

This Platform supports the sharing of confidential information in a secure manner – Email/File Share. In general, access to this system is governed by the Aviation Security. The system is a SAS cloud based solution. **Product Ownership is within the IT function.** IT Service Desk Asset request process. Service support is under ServiceDesk support SLA.

has a contract with Egress to support the system. This contract provides target availability of 99% uptime within hours of cover. Service support is under standard Service Desktop support and SLA.

### Diligent Board Papers

This board document management solution provides secure, encryption document management and administrators. Providing board circulation and approvals via a simple secure browser or mobile app.

has a contract with Diligent to support, manage and host the system. Service support 24 x 6 x 365 and direct via diligent support channel +44-800-234-6580. The primary business user Legal team. Level 1 support is under standard Service Desktop support and SLA.

This Service Target Availability Tier 1 is **99% uptime** within hours of cover.

### KSDA

Browser based website providing European Union database on supply chain security. Product Owner Eleanor Travers, Primary Business Area Aviation Security.

Level 1 support is under standard Service Desktop support and SLA, See Section 5 for Service Responsibility Matrix.

### Air Passenger Rights Portal

This is an online Portal for passengers to lodge complaints with the against airlines. In general, access to this system is governed by the APR. The system is hosted by Capita. The primary business user is APR.

has a contract with Capitia for support and maintenance of the system. Level 1 support is under standard Service Desktop support and SLA, See Section 5 for Service Responsibility Matrix.

This Service Target Availability Tier 1 is **99.99% uptime** within hours of cover.

## Network & Infrastructure Services

IT Services provide centralised server hosting, Windows system administration, Microsoft SQL database administration and Business continuity services

### Accounts & Access

IT provides a managed account, access and authority system to protect Information. Computing accounts are delivered in general by a central LDAP Directory Service. This is a network-accessible database that provides information about people, applications, and workgroups. The most common use of the Directory Service is our Outlook/Exchange email or MS Teams.

Access to IT systems is provide via an Helpdesk Portal requiring approvals and then delivered through a General Service request SLA. Access utilizes is support with Microsoft azure 2FA.

Some Business systems have internal system directories with user access provider via the application owner.

This Service Target Availability Tier 1 is **99.99% uptime** within hours of cover.

### Corporate Network

IT service provides a high speed WAN and LAN network, delivered within Staff locations as a 500 megabit/sec Ethernet link. Associated DNCP, DNS and Infrastructure networking are provided.

This service is available 24 hours a day, 7 days a week, except during scheduled and unscheduled maintenance.

This Service Target Availability Tier 1 is **99.99% uptime** within hours of cover.

### Wi-Fi Services

The Dublin Office has a centralised Wi-Fi solution. The objective of the solution is to support mobility across the building and provide guest access defined area.

There are four secure SSIDs configured

* “n” for private corporate access for Laptops
* “n Guest” for guest/visitor access
* “n Mobile” for staff devices
* “nexam” for exam devices

This Service Target Availability Tier is **99% uptime** within hours of cover.

### Remote Connection Services

provided a VPN service to connect remotely from outside office locations. This is only available to provides Laptop computers and enabled on all devices by default.

The target availability of **99% uptime** within hours of cover Service. Service support is under ServiceDesk support SLA. Hours Coverage is 8:00 A.M. to 6:00 P.M. Monday – Friday (except Public Holidays).

### Internet Access

IT service provides every HQ a connected wired Internet access point. This port provides a reliable, high-speed connection to the Internet as per below.

|  |  |
| --- | --- |
| D'Olier Street, Dublin | 500MB/500MB (P/S) |

Access to the public Internet is protected by FortiGate Firewall with Threat Protection.

This service is available 24 hours a day, 7 days a week, except during scheduled and unscheduled maintenance. .

This Service Target Availability Tier is **99.99% uptime** within hours of cover.

### Hosting

IT Services provides hosting for systems. This is provided in a secure, environmentally controlled, centrally managed facility, the primary hosting facility is Microsoft Azure Hosting.

This service is available 24 hours a day, 7 days a week, except during scheduled and unscheduled maintenance.

This Service Target Availability Tier is **99.99% uptime** within hours of cover.

### Server Services

IT service provides Windows servers and system administration services so all Information Systems system within Service Catalogue. The preferred method is via Virtualization Cloud technology which allows multiple virtual servers to be hosted independently on a single physical server.

This service is available 24 hours a day, 7 days a week, except during scheduled and unscheduled maintenance. .

This Service Target Availability Tier is **99.99% uptime** within hours of cover.

### Backup

The .local domain is protected by Microsoft Cloud backup, this process is administered by EirEvo.

* Backup are taken using a disk to disk solution and replicated offsite
* Recovery objective is within a 24 hour Cycle
* Rotation is based on monthly window.

Tiered disaster and business recovery (DR/BR) support services for  IT managed applications is outside the scope of this document.

## Professional Services

### Project Management

IT Service provides project management and project management services to better support information technology initiatives. This project management is delivered in a phased, structured process for managing projects. In general ownership, requirements and usage for this system are governed under Development Unit.

### Business Analysis Services

IT Service provides application development services as a service request. This service is delivered by application partner, maintain a panel of skills providers for small scale engagements. Larger delivery may require individual procurement process. In general ownership, requirements and usage for this system are governed under Development Unit

### Development Services

IT Service provides application development services as a service request. This service is delivered by application partner, maintain a panel of skills providers for small scale engagements. Larger delivery may require individual procurement process. In general ownership, requirements and usage for this system are governed under Development Unit

### Information Security Services

IT Service provides information security and risk services as a service request. This service is delivered by security partner, EirEvo. In general ownership, requirements and usage for this system are governed under Development Unit.

Information security services are in the following areas:

* Information Governance (including Information Security advice, Data Protection, ISO 27001, ISO 20000, risk assessments, information systems auditing, Web Application & Network Security Testing, Information Security Policy Development, Software Development Lifecycle and threat modelling reviews)
* Forensic & eDiscovery (Consultancy Services and Technology products for investigations)
* Security Testing & Monitoring (Configuration Management, Logging and Monitoring Managed Services)

# Service Levels and Priority Matrix

**Service Levels**

Level 1 – Service Desk will log tickets and provides basic support and troubleshooting, such as password resets, VPN, break/fix instructions, ticket routing and escalation to Level 2 and Level 3 support. Level 1 will gather and analyse information about the user’s issue and determine the best way to resolve their problem.

Level 2 – Level 2 generally handles basic user admin (i.e., creation of user accounts and permission assignment), break/fix and configuration issues, troubleshooting, software installations, hardware repair and other escalated issues that Level 1 support is not able to manage.

Level 3 – Non-performance of applications, troubleshooting unknown issues, database administration, configurations at application, server, network, and infrastructure level. This may be an external supplier.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Priority** | **Incident Example** | **Impact** | **Response Times** | **Target Resolution Times** |
| **1** | * + Critical server down   + Exchange unavailable   + Network outage | * + Business-wide impact | 30 Minutes | 4 Hours |
| **2** | * + Intermittent network issues   + Critical system performance issues | * + Department level impact | 60 Minutes | 8 Hours |
| **3** | * + Failed disk   + Email access problem | * + Minimal user impact | 2 Hours | 3 Days |
| **4** | * + New user setup   + Account change   + Distribution list update   + Technical ‘How-To’ query | * + Single user impact | 8 Hours | 5 days |

# Service Responsibility Matrix



Service Element Descriptions:



# Summary of services, Availability, and Business Impact

| Ref | Service Type | Service Components | Service Dependency | Service Provider | Service Hours | Service Target Availability Tiers | Recovery | Support Hours | Tier | Impact  Level |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| IT3.1 | Building, Rooms, Desk Space and Other Services | 3.1.1 Meeting Rooms | - | EirEvo | 8:00-18:00 Mon– Fri | Availability target 99% | RTO: 24hr | 9:00-17:00 Mon– Fri |  | Moderate |
|  |  | 3.1.3 Dedicated Desk | - | EirEvo | 8:00-18:00 Mon– Fri | Availability target 90% | N/A | 8:00-18:00 Mon– Fri |  | Low |
|  |  | 3.1.4 Printer Services | IT3.7 | EirEvo | 8:00-18:00 Mon– Fri | Availability target 99.9% | RTO: 12hr | 8:00-18:00 Mon– Fri | Tier2 | High |
|  |  | 3.1.5 WIFI | IT3.7 | EirEvo | 8:00-18:00 Mon– Fri | Availability target 99.9% | RTO: 12hr | 8:00-18:00 Mon– Fri | Tier2 | High |
|  |  | 3.1.6 Training Room and Exam (NC20, NC29) | IT3.7 | EirEvo | 8:00-18:00 Mon– Fri | Availability target 99.99% | RTO: 4hr | 8:00-18:00 Mon– Fri | Tier1 | Very High |
| IT3.2 | Desktop Services | 3.2.1 Computer | - | EirEvo | 24x7 | Availability target 99.9% | RTO: 12hr | 8:00-18:00 Mon– Fri | Tier2 | High |
|  |  | 3.2.2 Desktop Support | - | EirEvo | 8:00-18:00 Mon– Fri | Availability target 99.9% | RTO: 12hr | 8:00-18:00 Mon– Fri | Tier2 | High |
|  |  | 3.2.3 Onsite Support | - | EirEvo | 9:00-17:30 Mon– Fri | Availability target 99% | RTO: 24hr | 9:00-17:30 Mon– Fri |  | Moderate |
|  |  | 3.2.4 Essential software | - |  | - | - | - | - | Tier3 | Moderate |
|  |  | 3.2.5 Computer Security, Antivirus and Patching Management | IT3.7 | EirEvo | 24x7 | Target 99.99% | RTO: 4hr | 8:00-18:00 Mon– Fri | Tier1 | Very High |
| IT3.3 | Communications, Voice, Meetings and Video Conferencing | 3.3.1 Email (Outlook) and Calendar and Desktop Client | IT3.2 | Microsoft/EirEvo | 24x7 | Availability target 99.9% | RTO: 12hr  RPO: 12h | 8:00-18:00 Mon– Fri | Tier2 | High |
|  |  | 3.3.2 Shared Mailbox | - | Microsoft/EirEvo | 24x7 | Availability target 99.9% | RTO: 12hr  RPO: 12h | 8:00-18:00 Mon– Fri | Tier2 | High |
|  |  | 3.3.3 Telephone Services (MS Teams) | - | Microsoft/EirEvo | 24x7 | Availability target 99.9% | RTO: 12hr  RPO: 12h | 8:00-18:00 Mon– Fri | Tier2 | High |
|  |  | 3.3.4 Mobile Services | - | EirEvo | 24x7 | Availability target 99.9% | RTO: 12hr | 8:00-18:00 Mon– Fri | Tier2 | High |
| IT3.4 | Office365 Files, Content Management and Collaboration | 3.4.1 One Drive | IT3.2.1 | Microsoft/EirEvo | 24x7 | Availability target 99.9% | RTO: 12hr  RPO: 12hr | 8:00-18:00 Mon– Fri | Tier2 | High |
|  |  | 3.4.2 SharePoint | IT3.2.1 | Microsoft/EirEvo | 24x7 | Availability target 99% | RTO: 7days  RPO: 24hr | 8:00-18:00 Mon– Fri | Tier3 | Moderate |
|  |  | 3.4.3 File Shares | IT3.2.1 | Microsoft/EirEvo | 24x7 | Availability target 99.99% | RTO: 4hr  RPO: 30m | 8:00-18:00 Mon– Fri | Tier1 | Very High |
|  |  | 3.4.4 Stream | IT3.2.1 | Microsoft/EirEvo | 24x7 | Availability target 99% | RTO: 7days  RPO: 24hr | 8:00-18:00 Mon– Fri | Tier3 | Moderate |
|  |  | 3.4.5 Teams | IT3.2.1 | Microsoft/EirEvo | 24x7 | Availability target 99% | RTO: 7days  RPO: 24hr | 8:00-18:00 Mon– Fri | Tier3 | Moderate |
| IT3.5 | Additional Desktop Application | 3.5.1 Statistical Analysis tool (SAS) | IT3.2.1 |  | 24x7 | Availability target 90% | RTO:30day | 8:00-18:00 Mon– Fri | Tier4 | Low |
|  |  | 3.5.2 Zedencrypt | IT3.2.1 |  | 24x7 | Availability target 90% | RTO:30day | 8:00-18:00 Mon– Fri | Tier4 | Low |
|  |  | 3.5.3 Jeppesen: JeppView - Airport Charting Software | IT3.2.1 |  | 24x7 | Availability target 90% | RTO:30day | 8:00-18:00 Mon– Fri | Tier4 | Low |
|  |  | 3.5.4 ESRI: ARC GIS | IT3.2.1 |  | 24x7 | Availability target 90% | RTO:30day | 8:00-18:00 Mon– Fri | Tier4 | Low |
|  |  | 3.5.5 Bowtie Risk Assessment Tool | IT3.2.1 |  | 24x7 | Availability target 90% | RTO:30day | 8:00-18:00 Mon– Fri | Tier4 | Low |
|  |  | 3.5.6 ASAP PHX software for instrument flight procedure design | IT3.2.1 |  | 24x7 | Availability target 90% | RTO:30day | 8:00-18:00 Mon– Fri | Tier4 | Low |
| IT3.6 | Business Applications | 3.6.1 Corporate Website | IT3.7.3 | Engine Solutions | 24x7 | Availability target 99.9% | RTO: 12hr  RPO: 12hr | 9:00-17:00 Mon– Fri | Tier2 | High |
|  |  | 3.6.1.1 international | IT3.7.3 |  | 24x7 | Availability target 99% | RTO: 7days  RPO: 24hr | 9:00-17:00 Mon– Fri | Tier3 | Moderate |
|  |  | 3.6.2 AV8 - Intranet | IT01, IT04 | EirEvo | 24x7 | Availability target 99.99% | RTO: 4hr  RPO: 30m | 8:00-18:00 Mon– Fri | Tier1 | Very High |
|  | Financial Management and Payroll System | 3.6.3.1 Financial – Sage | IT3.7 | DBComputers | 9:00-17:00 Mon– Fri | Availability target 99.9% | RTO: 12hr  RPO: 12hr | 9:00-17:00 Mon– Fri | Tier2 | High |
|  |  | 3.6.3.2 Financial – Integra | IT3.7 | Capita | 9:00-17:00 Mon– Fri | Availability target 99% | RTO: 7days  RPO: 24hr | 9:00-17:00 Mon– Fri | Tier3 | Moderate |
|  |  | 3.6.3.3 Financial – Smart Office | IT3.7 |  | 9:00-17:00 Mon– Fri | Availability target 99.9% | RTO: 12hr  RPO: 12hr | 9:00-17:00 Mon– Fri | Tier2 | High |
|  |  | 3.6.3.4 Payment Service - Authipay | IT3.7 |  | 9:00-17:00 Mon– Fri | Availability target 90% | RTO:30day  RPO:48hr | 9:00-17:00 Mon– Fri | Tier3 | Low |
|  | Oversight Systems and Applications | 3.6.4.1 Safety Regulation System - MySRS | IT3.7.3 | ERS | 24x7 | Availability target 99.99% | RTO: 4hr  RPO: 30m | 9:00-17:00 Mon– Fri | Tier1 | Very High |
|  |  | 3.6.4.2 Aviation Staff Licensing, Medical System and European Occurrence Reporting, EMPIC | IT3.7.3 | EMPIC | 24x7 | Availability target 99.99% | RTO: 4hr  RPO: 30m | 9:00-17:00 Mon– Fri | Tier1 | Very High |
|  |  | 3.6.6.10 European Occurrence Reporting System, ECCAIRS | IT3.7.3 |  | 24x7 | Availability target 99.9% | RTO: 12hr  RPO: 12hr | 9:00-17:00 Mon– Fri | Tier2 | High |
|  | HR Applications | 3.6.5 HR Applications - CoreHR | IT3.7.3 | Access Group | 9:00-17:00 Mon– Fri | Availability target 99.9% | RTO: 12hr  RPO: 12hr | 9:00-17:00 Mon– Fri | Tier2 | High |
|  |  | 3.6.6 RecMan | IT3.7 | recman.no | 9:00-17:00 Mon– Fri | Availability target 99% | RTO: 7days  RPO: 24hr | 9:00-17:00 Mon– Fri | Tier3 | Moderate |
|  |  | 3.6.7 Secure Data Transfer Service | IT3.7.3 | Egress | 24x7 | Availability target 99.9% | RTO: 12hr  RPO: 12hr | 9:00-17:00 Mon– Fri | Tier2 | High |
|  |  | 3.6.8 Diligent Board Papers | IT3.7.3 |  | 24x7 | Availability target 90% | RTO:30day  RPO:48hr | 9:00-17:00 Mon– Fri | Tier4 | low |
|  |  | 3.6.9 KSDA | IT3.7.3 |  | 24x7 | Availability target 99% | RTO: 7days  RPO: 24hr | 9:00-17:00 Mon– Fri | Tier3 | Moderate |
|  |  | 3.6.10 Air Passenger Rights Portal | IT3.7.3 | Capita | 24x7 | Availability target 99.99% | RTO: 4hr  RPO: 30m | 9:00-17:00 Mon– Fri | Tier1 | Very High |
| IT3.7 | Network & Infrastructure Services | 3.7.1 Accounts & Access | IT3.7 | EirEvo | 24x7 | Availability target 99.99% | RTO: 4hr  RPO: 30m | 8:00-18:00 Mon– Fri | Tier1 | Very High |
|  |  | 3.7.2 Corporate Network | IT3.7.3 | EirEvo | 24x7 | Availability target 99.99% | RTO: 4hr  RPO: 30m | 8:00-18:00 Mon– Fri | Tier1 | Very High |
|  |  | 3.7.3 Remote Connection Services | IT3.7.1 IT3.2.4 | Kedington/EirEvo | 24x7 | Availability target 99.9% | RTO: 4hr  RPO: 30m | 8:00-18:00 Mon– Fri | Tier1 | High |
|  |  | 3.7.4 Internet Access | IT3.7.1 IT3.2.4 | EirEvo | 24x7 | Availability target 99.99% | RTO: 24hr | 8:00-18:00 Mon– Fri | Tier1 | Very High |
|  |  | 3.7.5 Hosting | IT3.7.1 | Microsoft/EirEvo | 24x7 | Availability target 99.99% | RTO: 4hr  RPO: 24hr | 8:00-18:00 Mon– Fri | Tier1 | Very High |
|  |  | 3.7.6 Server Service | IT3.7.1 | Microsoft/EirEvo | 24x7 | Availability target 99.99% | RTO: 4hr  RPO: 24hr | 8:00-18:00 Mon– Fri | Tier1 | Very High |
|  |  | 3.7.7 Backup | IT3.7 | EirEvo | - | Availability target 99.99% | RTO: 4hr  RPO: 30m | 8:00-18:00 Mon– Fri | Tier1 | Very High |
| IT3.8 | Professional Services | 3.8.1 Project Management | - | - | - | - |  | - |  |  |
|  |  | 3.8.2 Business Analysis Services | - | - | - | - |  | - |  |  |
|  |  | 3.8.3 Development Services | - | - | - | - |  | - |  |  |
|  |  | 3.84 Information Security Services | - | - | - | - |  | - |  |  |

Table . List of services provided.

## Availability Tiers

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Tier | Label | Description | Characteristics | Unavailability Impacts | Availability Requirement | SLA – Target Uptime | RTO | RPO | Disaster Recovery |
| Critical Services | 1 | Mission Critical | Requires continuous availability. Breaks in service are intolerable immediately and significantly damaging. Availability required at almost any price | Generates Revenue  External customers are direct users  Underpins several other services | Direct impact on public/national safety  Immediate damage to reputation  Damage to revenue generation  Regulatory penalties and Non-compliance | High(est) | 99.99% or better  (4 mins downtime per month) | <= 4 hours | <= 30 min | Yes |
| 2 | Business Critical | Requires continuous availability but short outages are not catastrophic. Availability required for effective business operation. | Indirectly affects revenue generation  Supports activities essential for effective business operation  Org-wide dependency/pervasiveness | Indirect impact on Public/Staff safety  Prevents collection of revenue  Significant impact on customer service  Significant disruption to operations | High | 99.9%  (43 mins downtime per month) | <= 12 hours | <= 12 hours | Yes |
| Non-Critical Services | 3 | Business Operational | Contributing to efficient business operation but out of direct line of service to customer | Supports Operational Activities  Mostly internal users only  Affects efficiency and cost of operation | Reduced efficiency and increased cost of operation | Medium | 99%  (7 hours downtime per month) | <= 7days | <= 24 hours | Optional |
| 4 | Administrative | Office productivity tools for businesses to operate. Failure does not affect customers | Used by internal users exclusively  Supports individual productivity | Reduced individual performance and productivity | Low | 90%  (3 days downtime per month) | <= 30days | <= 48 hours | No |
|  | N/A | Not Applicable | IT system or service is not managed by ICT | Software/Service is hosted in suppliers environment of which ICT have no control of. | May be similar to those of any of Tiers 1, 2, 3, 4 | May be similar to those of any of Tiers 1, 2, 3, 4 | As agreed through third party SLA | As agreed through third party SLA | As agreed through third party SLA | As agreed through third party SLA |

## Definitions, Acronyms, and Abbreviations

| Term | Definition |
| --- | --- |
| Availability | Ability of an IT service or other configuration item to perform its agreed function when required. |
| Backup | Copying data to protect against loss of integrity or availability of the original. |
| Business Impact Analysis | The activity in business continuity management that identifies vital business functions and their dependencies. |
| Business Unit | A segment of the business that has its own plans, metrics, income and costs. Each business unit owns assets and uses these to create value for customers in the form of goods and services. |
| Capacity | The maximum throughput that a configuration item or IT service can deliver. |
| Charging | Requiring payment for IT services. |
| Configuration Item (CI) | Any component or other service asset that needs to be managed in order to deliver an IT service. |
| Customer-facing service | An IT service that is visible to the customer. They normally support the customer’s business processes and facilitate one or more outcomes desired by the customer. |
| Downtime | The time when an IT service or other configuration item is not available during its agreed service time. |
| Escalation | An activity that obtains additional resources when these are needed to meet service level targets or customer expectations. |
| Impact | A measure of the effect of an incident, problem or change on business processes. |
| Pricing | The activity for establishing how much customers will be charged. |
| Priority | A category used to identify the relative importance of something. |
| Process | A structured set of activities designed to accomplish a specific objective. |
| Request For Change (RFC) | A formal proposal for a change to be made. |
| Role | A set of responsibilities, activities and authorities assigned to a person or team. |
| Service Catalogue | A database or structured document with information about all live IT services, including those available for deployment. The service catalogue is part of the service portfolio and contains information about two types of IT service: customer-facing services that are visible to the business; and supporting services required by the service provider to deliver customer-facing services. |
| Service Contract | A contract to deliver one or more IT services. |
| Service Hours | An agreed time period when a particular IT service should be available. |
| Service Level Agreement (SLA) | An agreement between an IT service provider and a customer. A service level agreement describes the IT service, documents service level targets, and specifies the responsibilities of the IT service provider and the customer. A single agreement may cover multiple IT services or multiple customers. |
| Service Owner | A role responsible for managing one or more services throughout their entire lifecycle. |
| Service Reporting | Activities that produce and deliver reports of achievement and trends against service levels. |
| Supporting Service | An IT service that is not directly used by the business, but is required by the IT service provider to deliver customer-facing services. Supporting services may also include IT services only used by the IT service provider. |

Table . Definitions, Acronyms, and Abbreviations