Ambulance Victoria

ICT Business Service Catalogue

Framework	ICT Business Service Catalogue	**Document No.**	ICT 001
Date First Created	01 March 2018.	**Version**	3.0
Authorisation	CIO Mark Gardiner ICT	**Department**	ICT
Applicable to	All of AV	**Date Approved**	07 June 2021

1   Purpose

This document defines the Information and Communications Technology (ICT) Business services and critical information about the services including:

- the description of each service.
- the business and ICT owners of each service.
- roles and responsibilities of service owners.
- the method for accessing the service; and
- service tier classifications and related service levels.

2   Scope

All ICT business services (e.g. rostering systems) and core ICT Services (e.g. Networks) provided by the ICT Division, except those identified as out of scope.

3   Out of Scope

The following ICT services are out of scope of the Service Catalogue:

- Project services.
- ICT Strategy and Governance services.
- ICT Business Planning, estimation or consultancy services; and
- Cost identification or recovery model for services.

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4 Responsibility

4.1 ICT Governance Committee:

- Endorse the Business Service Catalogue and major updates involving new services or changes to service levels impacting service performance and costs:
- is informed about risks to services; and
- is informed about service level performance.

4.2 Chief Information Officer:

 Is accountable for:

- Maintenance of the Business Service Catalogue.
- Service Level Reporting; and
- ICT Risk Register including risks to business services service levels.

4.3 Senior Manager ICT Service Delivery

Is responsible for:

- Maintenance of the Business Service Catalogue, including ensuring each service has a business owner and ICT Service Owner.
- Service Level Reporting; and
- ICT Risk Register including risks to services.

4.4 Business Owners

Are accountable for:

- ensuring any new service is appropriately classified under the Service Tier classification framework at initiation of the project delivering the new service.
- have appropriate maintenance and support agreements.
- have suitable agreed windows for the ICT Service Owner to perform patching and maintenance activities.
- have appropriate user access, by validating lists of valid users and their access.
- have Business users available to perform user acceptance testing after changes, maintenance releases and during Disaster Recovery testing.
- approving or escalating service-related risk plans, exceptions and mitigations.
- have approved exemption requests where they contain known breaches of policy, contain risks or security issues.
- Approving and verifying that new business services have a plan to be transitioned into production with:
    - support plans, under pinning contracts aligned to service levels and associated budget approvals for ongoing operational cost impacts.
    - appropriate security and privacy impact assessments.
    - appropriate Disaster Recovery (DR) and Business Continuity Plans (BCP); and
    - appropriate impact assessments and risk reviews.

Business Owners Continued

- Review and verify that existing services in production have:
    - appropriate support plans, under pinning contracts aligned to service levels and associated budget approvals for operational cost impacts.
    - appropriate security and privacy impact assessments.
    - appropriate Disaster Recovery (DR) and Business Continuity Plans (BCP); and
    - appropriate impact and risk assessments are reviewed.

4.5 ICT Service Owners:

Have responsibility for:

- Service Availability service levels are met and reported on.
- Providing technical support functions for the business owner, to ensure that the service meets operational service levels.
- Review and maintain the relevant maintenance and support agreements.
- Supporting the project teams and the Business owner with transition to support plans.
- Reviewing and approving technical support plans.
- Support risk management process by highlighting technical and support risk that would result in a service not meeting service levels.
- Providing technical skills to support the service.
- Ensuring that technical changes are reflected in related support plans, technical documentation and configuration management database (CMDB) according to the AV Change Management Policy.
- Maintenance and patching activities to ensure the service remains secure and supportable.
- Prepare risk, security or policy exemption requests where a service is known to have known vulnerabilities, security or policy issues.
- Providing a list of known user accounts to be approved by business owners or delegates and updating user access in line with business feedback; and
- Appropriate Disaster Recovery Plans exist, and DR testing is performed according to the DR Policy. Procedure and testing schedule.

4.6 Project Managers:

Supported by the ICT Leadership Team are responsible for ensuring new services are transitioned to support with appropriate system design, support documentation, configurations, and contracts to support the defined service level tier.

4.7 ICT Service Desk Manager and Resolver Team Managers:

Have responsibility to ensure all ICT standard request and minor incident service levels are met.

4.8 ICT Service Desk Manager:

Supports reporting on Service Desk, Incident, and requests.

4.9 Major Incident Manager (ICT Duty Manager):

Has the responsibility to ensure all Major ICT incidents are managed and reported in line with defined service levels as per the Service Catalogue.

4.10 Security Incident Manager:

Has the responsibility to ensure all Major ICT Security incidents are managed and reported in line with defined service levels as per the Service Catalogue.

5 Engaging with ICT

5.1 Service Desk

The usual first point of contact for all routine ICT matters is the ICT Service Desk.

To contact the Ambulance Victoria ICT Service Desk 365 days a year, 7 days a week, 24 hours a day for support:

Phone: 1800 44 22 88

Quick Dial from Business Centre [**88]

Email: service.desk@ambulance.vic.gov.au

Service Desk Self Service Kiosk - Intranet Link 'Tools & Forms – Service Desk

Self Service Kiosk and E-mail should only be used for routine requests, whereas telephone contact is appropriate for more immediate requirements.

The Service Desk can assist with a wide variety of technology questions, incidents and requests.

The Service Desk Officers will raise a ticket in the Service Management tool for resolution/escalation based on the Ambulance Victoria Service Management ticket priorities.

The Service Desk is the means to:

- **Request an ICT Service**: software installation or license request, new user request, modify user access, remove user access, VPN, password resets, application support etc.
- **Report an ICT Incident (Fault)**: software, hardware or system is not operating as it should.
- **Request an IT Asset**: request for desktop, laptop, printer, hand-held device, server, database storage etc.; and
- **Basic Troubleshooting**: system access, login, email, web, intranet, print or files issues, general enquiries etc.

When the Service Desk needs to escalate an incident to a specialised resolver team, only Critical and/or Major priority incidents will be escalated to an after-hours support team. All other incidents are resolved in business hours.

The Service Desk should **not** be used for project related requests:

- For inflight projects (both ICT and business led) contact the assigned Project Manager; and
- For requests for a new ICT Business Service contact the ICT Enterprise Solutions and Application Integration Manager.

5.2 ICT Business Partners

ICT Business Partners understand the ICT strategic plan and the future direction proposed for core applications used within AV. In this way, they can assist you in ensuring that your ICT needs are met with appropriate solutions, and that your ICT solutions are contemporary, fit-for-purpose, secure and resilient.

ICT Business Partner will endeavour to understand your departments business's strategy. They will understand what drives your strategy, and how you are planning to implement your strategy. They will be able to guide you in understanding where ICT Services may be able to assist you in executing your strategy, and they will be able to speak to your strategic direction, and represent your priorities, within ICT. This will help to inform the ICT strategy.

The ICT Business Partners are the first point of call for new ICT services. They will be able to speak with you about your new initiatives and may be able to assist with the documenting of your business need and they will be interested in knowing the business strategy or driver that you are trying to address. Not all new initiatives require a technology solution – however if you think that it may, then ICT will help to assess the requirement.

5.3 ICT Department

ICT is responsible for information and communications technologies including:

- critical voice and data services and participation in whole-of-government communications contracts and strategy development.
- knowledge management systems.
- business intelligence, reporting and analytics.
- data governance; and
- records management.

The ICT department comprises of six capabilities/sections:

- ICT Business Partners.
- ICT Governance.
- Enterprise Solutions & Applications Integration;
- ICT Project Management Office.
- ICT Service Management;
- VACIS.

6   ICT Service Management Processes

ICT Service Management Processes are aimed at delivering a consistent approach and service across Ambulance Victoria

ICT Service Management Support follows the following defined processes to minimise the impact of ICT service disruptions.

- Incident Management.
- Request Management.
- Problem Management.
- Change and Release Management; and
- Service Level Management Reporting.

6.1 Incident Management

An "Incident" is defined as, "any event which is not part of the standard operation of an ICT Service, and which causes, or may cause, an interruption to, or a reduction in, the quality of that service".

Incident Management is the process of identifying, recording, classifying and progressing incidents until affected services return to normal operation. Incident management can provide a fix to the root cause of an incident or a workaround to restore service. Incident Management is primarily concerned with restoring the service within the service level target.

Refer to Section 9 for information about how incidents are classified.

6.2 Request Management

Request management focuses on fulfilling service requests and work orders, such as ICT asset deployment, requests to change a password or requests for information.

The term "standard request" means pre-approved, repeatable, pre-defined, low risk requests. If the request does not meet these criteria, then it is defined as a "non-standard request" and not governed by standard request service levels. Creating a highly customised report that requires scoping to determine clear requirements and implementation effort might be an example of a non-standard request that would be negotiated with the resolver team or ICT Business Partner

A work order is a Service Request that requires expenditure, multiple activities from the various support teams to complete and can be scheduled.

A work order may include one or more of the following:

- Customer Information
- Cost estimates and funding approvals
- Description of work to be performed
- Date and time to complete the work order
- Information about the location and entities to execute the work order and
- The person to whom the work order is assigned

6.3 Problem Management

Problem management process aims to proactively identify root causes of an issue or reoccurrence of an incident by using the use of trend analysis and ICT technical staff to correctly identify and initiate a correction to ICT services to reduce the likelihood of incidents recurring.

Problem management may seek to resolve the root causes through business-as-usual resolver teams or escalate the solutions for funding as a discrete project(s).

The impacted business unit(s) will be consulted in the first instance, confirming the actual problem, development of the solution and subsequently confirming the resolution.

6.4 Change and Release Management

Change and Release Management ensures that changes to the business and ICT core services are recorded and then reviewed, prioritised, planned, built, tested, scheduled, authorised, implemented, and closed in a control manner – all based upon risk to the business service.

The ICT Change Advisory Board (CAB) is part of the overall governance framework implemented by the ICT Service Management function to govern changes to the ICT environment. It is a forum designed to bring the appropriate people, business and technical who can advise the Change Manager in the assessment, prioritisation, and scheduling of changes.

The Business Owners play a key role in ensuring that changes are implemented successfully by engaging collaboratively with the relevant ICT technical resources prior to, during the change implementation and after the change is implemented.

6.5 Service Level Management Reporting

Monthly service level reports are produced to ensure management of the Service Catalogue Service Levels.

7   ICT Hours of Operation

Team	Function / Purpose	Operational Hours	After Hours
ICT Governance			
ICT Security	Management of ICT Security strategy and security related incidents.	Monday – Friday 0830 - 1700	No formal After Hours On call
Data Governance	Providing a service of AV's Data Quality visibility of issues and opportunities for greater transparency and improving customer experience.	Monday – Friday 0830 - 1700	After Hours support not required
Records Management	Provide guidance and support to staff in the management of AV records. Ensure records captured in the official recordkeeping system are maintained in accordance with the Public Records Office standards.	Monday – Friday 0830 - 1700	After Hours support not required
Infrastructure	ICT Network Infrastructure Systems Administration (Servers and Storage) Voice Communications, Telephony & Radio	Monday – Friday 0830 - 1700	On-Call Support for ICT Major Incident for Core Infrastructure, Platinum and Gold Services

ICT Hours of Operation Continued

Team	Function / Purpose	Operational Hours	After Hours
ICT Service Management			
Service Desk	Single point of contact 1st Level Support Service Request Fulfilment	Monday to Sunday: 24 hours a day 365 days a year	Operates 24x7
ICT Field Services	Computer Device support	Monday – Friday 0830 - 1700	On-Call Support for ICT Major Incident for Platinum and Gold Services
Service Process and Quality	Provides support for various ICT policies, procedures, and processes. Major Incident Management Change and Release Management Problem Management	Monday – Friday 0830 - 1700	On-Call Support for ICT Major Incident Management
Enterprise Solutions & Applications Integration			
Application support	Application support	Monday – Friday 0830 - 1700	On-Call Support for ICT Major Incident for Core Infrastructure and Platinum and Gold Services
Database support	Database support	Monday – Friday 0830 - 1700	On-Call Support for ICT Major Incident for Core Infrastructure and Platinum and Gold Services
Enterprise Integration	Data Integration support	Monday – Friday 0830 - 1700	On-Call Support for ICT Major Incident for Core Infrastructure and Platinum and Gold Services
Business Intelligence	Data Warehouse and Reporting support	Monday – Friday 0830 - 1700	On-Call Support for ICT Major Incident Platinum and Gold Services

8   Service Classification

Each service is classified according to its relative importance to the business.

- **Platinum** - Critical services that are required 24 x 7 to support AV's Primary Operational functions, Ambulance dispatch, response or patient clinical outcomes where a Service interruption could result in an Extreme or Major risk consequence.
- **Gold** - Important services that are required in business hours or extended hours. Service interruption could result in a Moderate risk consequence.
- **Silver** – Important Services that are required in business hours. Service interruption could result in a Minor risk consequence.
- **Bronze** - Services that are required in business hours. Service interruption could result in an insignificant risk consequence.

Note: Refer to the Enterprise Risk Management framework for the definition of risk consequence

9   ICT Incident

An "Incident" is defined as, "any event which is not part of the standard operation of an ICT service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service".

A Major ICT incident is one that that affects or may affect Ambulance Victoria's delivery of one or more multiple Mission Critical Business Services to a region(s) or the state. These are managed by the ICT Major Incident Process to ensure appropriate co-ordination, escalation, and communication with the goal to minimise the disruption to the business.

The Major Incident Manager and ICT Management members are authorised to approve after-hours emergency changes for the restoration of service. Where possible the business owner and stakeholders will be notified of any outage or Emergency change.

All ICT incidents, regardless of Priority are assigned to the most appropriate support team for restoration. The resolver group is required to respond, restore, and resolve incidents in line with the agreed metrics for the impacted ICT Service.

9.1 ICT Incident Ticket Priority

ICT assigns a priority to each incident reported to the Service Desk based on the following matrix, which accounts for:

- the criticality of the service, which considers the Enterprise risk management framework factors like disruption consequence, strategic failure, revenue or cost impacts, safety, compliance obligations and service disruption impact; and
- the number and types of users impacted.

Service Impact	Service			
	Platinum	Gold	Silver	Bronze
All Sites, Data Centre multiple Operations Centres	P1	P2	P3	P3
Operations Centre	P2	P2	P3	P4
Business Centre / Regional Office	P2	P2	P3	P4
Branch Site	P3	P3	P4	P4
Single user	P3	P4	P4	P4
Service Request Standard	P5	P5	P6	P6

9.2 Priority Service Level Target Model - summarised

Priority	Acknowledgement	Restoration Target
P1	30 mins	4 Hours
P2	30 mins	8 Hours
P3	1 Business Days	3 Business Days
P4	3 Business Days	5 Business Days
P5	3 Business Days	5 Business Days
P6	By Negotiation Only	By Negotiation Only

9.3 Support Matrix

Service Type	Support Coverage	Availability	Priority	Management Type	Acknowledgement / Updates	Workaround, or Resolution Targets	Disaster Recovery RTO	RPO
Platinum	24x7	99.90%	P1	Major Incident Management	30 mins	4 Hours	~0 Hours	~0 Hours
			P2	Major Incident Management	30 mins	8 Hours		
			P3	Incident Management	1 Business Days	3 Business Days		
			P4	Incident Management	3 Business Days	5 Business Days		
			P5	Request Management	3 Business Days	5 Business Days		
			P6	Request Management	By Negotiation	By Negotiation		
Gold	24x7	99.50%	P1 not applicable for Gold services				4-24 Hours	~0-4 Hours
			P2	Major Incident Management	1 Hour	8 Hours		
			P3	Incident Management	1 Business Days	3 Business Days		
			P4	Incident Management	3 Business Days	5 Business Days		
			P5	Request Management	3 Business Days	5 Business Days		
			P6	Request Management	By Negotiation	By Negotiation		
Silver	Business Hours	98.00%	P1 not applicable for Silver Service				1-3 days	24 - 48 Hours
			P2	Major Incident Management	1 Hour	8 Hours		
			P3	Incident Management	1 Business Days	3 Business Days		
			P4	Incident Management	3 Business Days	5 Business Days		
			P5	Request Management	3 Business Days	5 Business Days		
			P6	Request Management	By Negotiation	By Negotiation		
Bronze	Business Hours	N/A	P1 & P2 not applicable for Bronze services				7 Days	48 Hours
			P3	Incident Management	1 Business Days	3 Business Days		
			P4	Incident Management	3 Business Days	5 Business Days		
			P5	Request Management	3 Business Days	5 Business Days		
			P6	Request Management	By Negotiation	By Negotiation		

9.4 Incident or Request Escalation

An incident or request may require escalation when either the business impact has changed, or the response time has been exceeded. If an existing ticket requires escalation, please follow the order of escalation to ensure the appropriate support is provided.

Stage	When to escalate your ticket	Procedures and contacts for escalating your ticket
1	A ticket previously logged with the Service Desk has not been actioned as defined within the Service Catalogue and Service Levels.	Contact the Service Desk on 1800 44 22 88 and ask for your ticket to be escalated. Your ticket will be escalated to second or third level support and you will be contacted with a progress update and agreed actions.
2	Agreed actions have not been met as defined at stage 1. Actions cannot be agreed between the customer and the Service Desk. No feedback provided within the ticket's acknowledgement service level	Contact the Service Desk on 1800 44 22 88 and ask for your ticket to be escalated to the manager responsible for the particular service. The Service Desk will record the incident escalation against the ticket and forward to the immediate manager responsible. The Manager will review/update the action plan and communicate back to the requestor.
3	Agreed actions have not been met as defined in Stage 2. Actions cannot be agreed. No feedback provided within the ticket's acknowledgement service level	Contact the Service Desk on 1800 22 44 88 and ask for your ticket to be further escalated to the Manager ICT Service Management. The Service Desk will record the incident escalation against the ticket and forward to the {ICT Service Management Mgr or ICT CIO} Responsible. The Manager will review/update the agreed action plan and communicate back to the requestor.

At each stage of the escalation the following is to be documented in the support ticket:

- That the ticket has been formally escalated.
- What are the agreed actions?
- What communication has taken place with the requestor

10 Service Offerings

Section 13 through 16 provides a list of active ICT Service Offerings by Business Service Name, Business Owner, ICT Owner, and a description of the Service.

Each Service is classified according to its importance to the business which is determined through the Business Impact Assessment (BIA) process.

- **Platinum**- Critical services that are required 24 x 7 to support AV's Primary Operational functions, Ambulance dispatch, response or patient clinical outcomes where a Service interruption could result in an Extreme or Major risk consequence (as defined in the enterprise risk management framework)

- **Gold** – Important services that are required in business hours or extended hours. Service interruption could result in a Moderate risk consequence. (as defined in the enterprise risk management framework)

- **Silver**- Services that are only supported in business hours. Service interruption could result in a Minor risk consequence, (as defined in the enterprise risk management framework)

- **Bronze** - Services that are only supported in business hours. Service interruption could result in an insignificant risk consequence, (as defined in the enterprise risk management framework)

Appendix 1. Provides current state compliance for Platinum Services.

Appendix 2. Provides current state compliance for Gold Services.

11 Platinum Service Summary

Service Name	Business Owner	Business Contacts		ICT Service Owner	ICT Contact	Description	Maintenance Window
AmbFlight	Director Complex Care	Manager Air Operations		Enterprise Solutions & Application Integration Manager	Manager Business Applications	AmbFlight is an internal web application used by Air Ambulance, ESTA, staff at BalSecc and Tally Ho for the management of Air Ambulance resources and cases.	
Ambulance Arrivals Board (AAB) – Hospital Display	Executive Director Operational Communications	Director Communications Centres		Enterprise Solutions & Application Integration Manager	Manager Data Solutions	Ambulance Arriving at Hospital Emergency Departments. State-Wide The Ambulance room at hospital emergency department two presentations of the AAB • Standard Hospital AAB data	
Ambulance Arrivals Board (AAB) - VACIS room	Executive Director Clinical Operations	Regional Director(s)				• Arrived at hospital but not Off-Stretcher" Arrived at hospital but not Off-Stretcher" presentation has a hyperlinks to enable crews to enter triage and off-stretcher time.	
ARV Information System (ARVIS) / REACH	Director Complex Care	Director Adult Retrieval Victoria	Manager Adult Retrieval Victoria	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Adult Retrieval Victoria (ARV) is a single contact point for Major Trauma Advice (Adult and Paediatric), Adult Critical Care Advice, Critical Care Bed Access, and Retrieval of Critical Care Adult Patients State-wide.	
Comms e-Log	Executive Director Operational Communications	Director Communications Centres	Communications Centre Manager(s)	Enterprise Solutions & Application Integration Manager	Manager Data Solutions	Comms e-Log is used to capture issues and reminders relating to case management for auditability by the AV Duty Manager onsite at ESTA	
ESTA CAD ESTA Data Feed ESTA CAD Citrix Access	Executive Director Operational Communications	Director Communications Centres	Director Communications Centres & Director Triage Services	ICT Governance Manager	Manager Data Solutions	000 Call taking and dispatch system operated by ESTA, access by AV Duty Managers, Clinicians & Referral Service Call Takers	
ESTA Line-up Tool	Executive Director Operational Communications	Director Communications Centres	Communications Centre Manager(s)	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Externally hosted by ESTA. Used by rural paramedics and DM's Allows team to login to CAD	
Gallagher	Executive Director Corporate Services	Manager Property Services	Regional Director(s)	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Controls Building & Medication Safe Access	
Rostering - Mizzisoft	Director Operational Logistics	Manager Rostering	Regional Director(s)	Enterprise Solutions & Application Integration Manager	Manager Business Applications	On road paramedic rostering system. Roster data feeds into Chris 21 for payroll Roster data is constantly updated into Gallagher Access System (drug safe access is only accessible if paramedics are rostered on).	
Noggin	Director Emergency Management	Manager Emergency Management		Enterprise Solutions & Application Integration Manager	Manager Business Applications	Noggin is the externally hosted application EMU use to manage major incidents.	

Service Name	Business Owner	Business Contacts		ICT Service Owner	ICT Contact	Description	Maintenance Window
Operational Triage – Referral service (Adastra) Gologic Fax	Executive Director Operational Communications	Director Operational Triage Services	Referral Service Team Leader(s)	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Secondary Triage Management system for referral cases (i.e., enter system as 000 calls, and redirected to referral area for additional assistance and referral to 3rd party services). 3rd Party addon to provision faxing functionality from Adastra.	
Paging – EAS Viper – EAS Paging	Executive Director Operational Communications	Director Communications Centres	Communications Centre Manager Ballarat	ICT Governance Manager	Manager Infrastructure	Used to dispatch rural paramedics. Service Desk utilise to contact ICT support staff after hours. EAS Paging Website	
RAVNET	Executive Director Operational Communications	Director Communications Centres	Communications Centre Manager Ballarat	ICT Governance Manager	Manager Infrastructure	Telstra hosted UHF radio service for communications with operational staff. AV provides base stations to provide 'in building' coverage at major regional centres.	
VACIS VACIS-CAD Paperless ePCR	Executive Director Clinical Operations Executive Director Clinical Operations Executive Director Clinical Operations	Director Communications Centres Director Communications Centres Director Communications Centres	Director Communications Centres	VACIS Manager Enterprise Solutions & Application Integration Manager VACIS Manager	Manager Business Applications Manager Data Solutions Manager Business Applications	Victorian Ambulance Clinical Information System. Web messaging service updating CAD Case data to VACIS tablet The electronic transfer of a completed Patient Care Record (PCR) to the Hospital Emergency Department.	

12 Gold Services Summary

Service Name	Business Owner	Business Contact		ICT Service Owner	ICT Contact	Description	Maintenance Window
Electronic Timecard System (ETCS)	Executive Director People and Culture	Director Workforce Planning	Lead Process & Systems	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Electronic Time Card System for paramedics to enter overtime and allowance claims.	
Enterprise Data Warehouse	Chief Information Officer	Enterprise Solutions & Application Integration Manager	Data and Solutions Manager	Enterprise Solutions & Application Integration Manager	Manager Data Solutions	Used for collating data from multiple sources that Business Intelligence primarily use to provide state-wide reporting	
EMIS	Director Operational Logistics	Manager Operational Fleet & Equipment		Enterprise Solutions & Application Integration Manager	Manager Business Applications	The purpose of the Electronic Medication Inventory System (EMIS) is to provide a near real time centralised view of medications across AV that will support a less error prone process for recording of medications in and out of branch and vehicles which, minimises opportunities of medication misappropriation.	
GoodSAM	Director Operational Capability	Manager First Responder & Community Programs	Lead Community & Co-Responder Program	Enterprise Solutions & Application Integration Manager	Manager Data Solutions	The GoodSAM program aims to significantly improve survival from cardiac arrest by dispatching community responders to provide immediate CPR and defibrillation where necessary prior to emergency service arrival GoodSAM is an externally hosted Mobile application that registers trusted responders and Automated External Defibrillators (AED's) locations. AV passes the dispatch/alert data from ESTA to the GoodSAM application via the ESB.	
InformCAD	Executive Director Operational Communications	Director Communications Centres	Lead Communications Clinic Transport Services	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Non-Emergency Booking and Dispatch System for Clinic Transport Services (CTS) at Ambulance Victoria (AV).	
Optima Live	Executive Director Operational Communications	Director Communications Centres	Communications Centre Manager(s)	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Optima Live is a real-time decision support tool for use in emergency service dispatch centres. Its purpose is to provide support for redeployment decisions by optimising the use of available resources to improve operational performance in both Rural and Metropolitan regions. Optima Live uses visualisation and algorithms for decision support that directly affect emergency response times. The redeployment recommendations from Optima Live optimise the use of currently available resources, resulting in improved coverage for emergency response.	00:00 to 05:30

Service Name	Business Owner	Business Contact		ICT Service Owner	ICT Contact	Description
Oracle e-Business Suite – - Oracle Financials	Executive Director Corporate Services	Financial Controller or Manager Financial Transactional Services	Financial Controller or Manager Financial Transactional Services	Enterprise Solutions & Application Integration Manager	Manager Business Applications	AV Financial management system, Financial Transaction Services, Procurement, PCR Billing, Asset Management, Financial Reporting
- MatMan		Financial Controller AND Manager Operational Fleet & Equipment	Manager Financial Transactional Services AND Lead Fleet Operations			A component of AV Financial management system used by Fleet for the management of the AV vehicular fleet
- GL Wand		Financial Controller or Manager Financial Transactional Services	Financial Controller or Manager Financial Transactional Services			Financials Reporting Application running from within Excel
More4Apps Wizards		Financial Controller or Manager Financial Transactional Services	Financial Controller or Manager Financial Transactional Services			Inputting data into Oracle Financials from within Excel (Requisition, Purchase Order, Invoices).
Transport Invoice Portal (AR Portal)		Financial Controller or Manager Financial Transactional Services	Financial Controller or Manager Financial Transactional Services			The AR Web Portal is a service designed to allow members of the public to provide additional information related to Transport Invoices. The service also provides an administration interface for AR offices in Finance to view and manage the submissions.
Analytics & Reporting	Executive Director Transformation & Strategy	Director Data and Insights	Analytics Development Manager			Oracle Business Intelligence Enterprise Edition (OBIEE) is the reporting tool for the Operational and Financial reporting suite.
FBT Simplifier	Financial Controller	Manager Financial Transactional Services				FBT Simplifier is an application used by finance to calculate and track fringe benefit tax obligations.
Paging - Metro Admin Application & Delivery Service	Executive Director Operational Communications	Director Communications Centres	Communications Centre Manager(s)	ICT Governance Manager	Manager Infrastructure	Apex application for sending administration pages to paramedics via web page (paramedics are usually paged by crew or by team lead/manager). Note Case Details are paged direct from ESTA CAD
Public Websites	Executive Director Strategic Communication & Engagement	Director Communication – Digital Content and Channels		Enterprise Solutions & Application Integration Manager	Manager Business Applications	The AV Public Website, external hosted service is used for general public to find information on Ambulance Victoria. It has an AV members section and an AV Staff section to enable to access various staff sites including Webmail and Employee Kiosk.
VACIS ACT	Chief Information Officer			VACIS Manager		Hosting VACIS Application & Database for ACT Ambulance Service
VACIS TAS	Chief Information Officer			VACIS Manager		Hosting VACIS Application & Database for Tasmanian Ambulance Service
VACIS eRA	Executive Director Clinical Operations	Executive Advisor Clinical Operations AND Emergency Management Operational Communications		VACIS Manager		Application to retrieve case information (Electronic Patient Care Record) from the VACIS database.

Service Name	Business Owner	Business Contact		ICT Service Owner	ICT Contact	Description
Victorian Stroke Telemedicine –VST (Stroke Services) RedCAP	Director Complex Care	Director Stroke Services	Manager VST	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Web application hosting the neuroscience program under the Victorian Stroke Telemedicine (VST) program. VST links participating emergency departments (ED) to a network of stroke consultants who provide treatment advice for patients who present to ED with acute stroke symptoms. REDCap is a web application linking regional Victorian hospitals to a network of Melbourne-based neurologists who can provide treatment advice about patients with acute stroke symptoms.

13 Silver Services Summary

Service Name	Business Owner	Business Contac	ICT Service Owner	ICT Contact	Description
Analytical & Reporting (Tableau Analytics & Reporting)	Executive Director Transformation & Strategy	Manager Performance Reporting & Analysis	Enterprise Solutions & Application Integration Manager	Manager Data Solutions	Tableau - Business Intelligence analytics systems used by Analytics & Reporting users.
Automated External Defibrillator (AED) Register	Director Operational Capability	Manager First Responder & Community Programs	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Register of Automated External Defibrillator (AED) locations
AV Community Events System (ACES)	Director Emergency Management	Manager Emergency Management	Enterprise Solutions & Application Integration Manager	Manager Business Applications	AV Community Events Management System Used for resource planning for public events and major incidents
Ambulance Victoria Reference Data System (AVRDS)	Chief Information Officer	Manager Data Governance	Manager ICT Governance	Manager ICT Governance	AVRDS is a tool that is used to manage the organisation's reference data via Microsoft Dynamics CRM.
Bi Teamwork	Chief Information Officer	Enterprise Solutions & Application Integration Manager	Enterprise Solutions & Application Integration Manager	Manager Business Applications & Manager Data Solutions	3rd Party add-on for OBIE. Team/area managers use to add comments to case in dashboard, Finance & paramedic education
CCTV	Manager Property Services	Manager Property Maintenance, Compliance & Security	Externally Supported		Closed Circuit Television system for AV building internal and external security and surveillance
CHRIS21	Director People Services	Lead HR Process & Systems, People and Culture	Enterprise Solutions & Application Integration Manager	Manager Business Applications	HR and Payroll management system including employee Kiosk.
Clinical Data Warehouse – AV	Executive Director Transformation & Strategy	Chief Information Officer	VACIS Manager		The CDW has been designed to enable the data from multiple instances of VACIS (e.g. AV Metro, AV Rural) to be loaded into a single instance of the CDW; allowing state-wide reporting. The AV-hosted instance also includes Ambulance Tasmania and ACT Ambulance Service data, viewing of which is restricted to users from those services (and vice versa).
Clinical Data Warehouse - ACT	Executive Director Transformation & Strategy	Chief Information Officer	VACIS Manager		
Clinical Data Warehouse - TAS	Superintendent Support Services Ambulance Tasmania	Chief Information Officer	VACIS Manager		
Confluence	Executive Director Transformation & Strategy	Chief Information Officer	Enterprise Solutions & Application Integration Manager	Manager Business Applications	The purpose of Confluence is to collaborate on writing and sharing content within AV, which is editable and updated regularly.
Content Manager	Executive Director Transformation & Strategy	Chief Information Officer	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Electronic Document and Records Management System

Service Name	Business Owner	Business Contac	ICT Service Owner	ICT Contact	Description
Demand Bids	Director Operational Logistics	Manager Rostering	Enterprise Solutions & Application Integration Manager	Manager Business Applications & Manager Data Solutions	Application used to bid for paramedic time for non-standard rosters such as training, events, etc.
Health Direct	Director Adult Retrieval Victoria	Operations Manager Adult Retrieval Victoria	Enterprise Solutions & Application Integration Manager	Manager Business Applications & Manager Data Solutions	Healthdirect is a virtual health service providing access to health advice and information via website, app and telephone helpline to assist make informed health decisions.
Health Safety & Claims System (HSCS)	Director Health & Safety	Operations Integration (HSW)	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Application for the recording and management of OH&S incidents and actions.
Hyperion – Forecasting Hyperion – AV Resource Modelling Tool (AV ARM)	Financial Controller Director Operational Logistics	Financial Accounting & Reporting Manager Operations Business & Planning Manager	Enterprise Solutions & Application Integration Manager Enterprise Solutions & Application Integration Manager	Manager Business Applications Manager Business Applications	Application that provides budgeting and forecasting functionality, interfaces with Oracle E Business suite Application that provides budgeting and resource planning functionality for Operations staff.
Learning Hub	Director Operational Capability	Lead Organisational Development	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Online learning management system to deliver online content.
Intranet	Executive Director Strategic Communication & Engagement	Director Communication – Digital Content and Channels	Enterprise Solutions & Application Integration Manager	Manager Business Applications	SharePoint 2013 hosts the intranet, team sites and EPM
MIMS Online	Executive Director Clinical Operations	Executive Advisor Clinical Operations	Enterprise Solutions & Application Integration Manager	Manager Business Applications	MIMS Online is a website provided to AV via the Victorian Government Department of Health Clinicians Health Channel MIMS Online provides a wide range of Australian medicines information, including: • full product information • abbreviated product information • Consumer Medicines Information • drug interactions • pill identification
Oracle Discoverer	Executive Director Corporate Services	Financial Controller AND Manager Operational Fleet & Equipment	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Discoverer Reporting tool utilised by Fleet Management Centre and Finance for ad-hoc queries, data analysis and Web-publishing from Oracle database(s).
Omnicom	Executive Director Corporate Services	Manager Procurement & Commercial	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Omnicom is AV's Contract Management System (CMS), used by the Tenders and Commercial team to track contracts

Service Name	Business Owner	Business Contac	ICT Service Owner	ICT Contact	Description
Riskman	Executive Director Quality & Patient Experience	Director Patient Safety & Experience	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Web-based application for clinical incidents (clinical incidents could include corners incident, clinical feedback complaints, holds health and legal requirements)
Spectrum Spatial Analyst	Enterprise Solutions & Application Integration Manager	Manager Spatial Services	Enterprise Solutions & Application Integration Manager	Manager Spatial Services	Mapping Application to share latest spatial data about location of assets, businesses and services to assist with decision making and planning
Telemetry (Telematics)	Director Operational Logistics	Manager Operational Fleet & Equipment	Enterprise Solutions & Application Integration Manager	Manager Business Applications	The Fleet Telemetry service is a multi-component service used to view AV technical fleet telematics data.
VACAR	Director Research and Evaluation	Performance Analyst	Enterprise Solutions & Application Integration Manager	Manager Business Applications	In house-built APEX application used for collating cardiac arrest data for research purposes.
VASQI	Director Research and Evaluation	VASQI Project Coordinator	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Internally hosted system used for collating ST-Elevation Myocardial Infarction (STEMI) data for research and reporting purposes.

14 Bronze Services Summary

Service Name	Business Owner		ICT Service Owner		Description
Abloy Key Manager	Manager Property Services	Manager Maintenance, Compliance & Security	Enterprise Solutions & Application Integration Manager	Manager Business Applications	An application which Property use to manage physical keys at all AV locations.
ACES (EMU)	Director Emergency Management	Manager Emergency Management	Enterprise Solutions & Application Integration Manager	Manager Business Applications	AV Community Event System utilised by EMU and Operational managers
Alex	Executive Director Transformation & Strategy	Director Data and Insights	Enterprise Solutions & Application Integration Manager	Manager Data Solutions	Data linage tool provides description of where data comes from and its analytic life cycle.
ArcGIS	Director Data and Insights	Manager Operational Planning & Improvement	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Suite of geospatial processing programs, used primarily to view, edit, create and analyse geospatial data.
AV App Store	Chief Information Officer	Enterprise Solutions & Application Integration Manager	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Externally hosted site from where AV staff can download and install password protected apps (AV CPG, Trauma Victoria and Air Watch)
AV Phone Directory	Manager Financial Transaction Services	Billings PCR Team Leader	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Record of employee names, phone numbers and building locations.
Livewell	Director of Wellbeing & Support Services	Project Coordinator Wellbeing & Support Services	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Mobile Phone App for AV's digital health and wellness hub.
Map Info	Enterprise Solutions & Application Integration Manager	Manager Spatial Services	Enterprise Solutions & Application Integration Manager	Manager Business Applications	GIS Local PC Tool for MAP Development
Monday.com	Manager Operational Fleet & Equipment	Leas Equipment operations	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Logistics management tool – Restricted access
My AV	Executive Director Strategic Communication & Engagement	Director Communication – Digital Content and Channels	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Nine Dashboards that displays CAD information, including: • Chronology • Unit status • Case mapping • Open / Pending / Multiple unit events • Fleet availability
PCR Audit Application	Executive Director Quality & Patient Experience	Director Patient Safety & Experience	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Capture results of review of completion of patient care records.
People @AV	Director of People Services	Lead Process & System Workforce Planning	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Cloud based software solution that creates organisational charts from AV's HR Information System (iChris) to
Poppulo	Director Communication Employee & Digital	Senior Manager Employee Communications	Enterprise Solutions & Application Integration Manager	Manager Business Applications	e-Mail communications management platform system for target communication.

Service Name	Business Owner		ICT Service Owner		Description
Property Service Request System (Uptick)	Manager Property Services	Manager Maintenance, Compliance & Security	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Uptick is a request for maintenance and security ticketing system.
Service Improvement System	Manager Service Quality & Improvement	Manager Service quality & Improvement	Enterprise Solutions & Application Integration Manager	Manager Business Applications	A SharePoint application for recording and management AV employees' suggestions.
Springboard Recruitment	Director of People Services	Lead Process & System Workforce Planning	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Hosted Service for the management of recruitment.
Uniform Ordering	Director Operational Logistics	Manager Operational Fleet & Equipment	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Online ordering for Operational uniforms
VETtrak	Director Operational Capability	Manager Commencing & Continuing Education	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Training management system records. Managed service.
Workplace (AV Corporate Facebook)	Executive Director Strategic Communication & Engagement	Director Communication – Digital Content and Channels	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Corporate version of Facebook, limited to AV staff.
Zoll Online	Manager Operational Fleet & Equipment	Leas Equipment operations	Enterprise Solutions & Application Integration Manager	Manager Business Applications	Lead Equipment Operations

15 Core Services Summary

The Core Services refer to technology-based services that often underpin other ICT Business Services.

In the event of a Major Incident or Disaster Recovery the underpinning Platinum Core services are restored before the business services as the highest priority. Each Core Service will be made up of multiple underpinning Technical Services that are not described in this catalogue.

Service Name	Service Tier	ICT Service Owner	Description
Data Protection	Platinum	Manager Infrastructure	The Supporting IT Services required for Data Backup and Recovery
Database Services	Platinum	Manager Business Applications	The Supporting IT Services required for management of the data base management services
Email Services	Platinum	Manager Infrastructure	The Supporting IT Services required for managing, distributing and storing emails for users or systems. Includes Webmail, but Active sync for mobile devices is silver
Enterprise Service Bus - ESB	Platinum	Manager Data Solutions	The middleware solution that promotes interoperability between heterogeneous environments. Primarily uses Service Oriented Architecture (SOA) where various services are provided through application components.
File Services	Platinum	Manager Infrastructure	The Supporting IT Services required for storing files for individual users, groups or applications
Fixed Voice	Platinum	Manager Infrastructure	Fixed Voice Services primarily provide voice connectivity to enable interaction with external parties such as the public or business partners.
ICT System Services	Platinum	Manager ICT Service Management	The Supporting IT Services required for Servers, End user computing and applications to run (e.g. DNS, DHCP, Load Balancing)
Identity and Access Management	Platinum	Manager ICT Governance	The Supporting IT Services required for managing user accounts and permissions
Internet Access	Platinum	Manager Infrastructure	All technical services required to provide Access to the external internet
IT Security Services	Platinum	Manager ICT Governance	The Supporting IT Services to protect our business services and data
Middleware and Integration Services	Platinum	Manager Infrastructure	The Supporting IT Services required for management of Web Services, Enterprise Service Bus and data exchange between systems
Network Services	Platinum	Manager Infrastructure	Network and Network services such as Application, Load balancing, WAN Acceleration, Local Area network switching, and Wide Area Network routing Wi-Fi services within AV sites including 'Guest Wi-Fi' Note that individual sites are classified from Platinum to Bronze – see the Section 17
Printing at selected Platinum Sites	Platinum	Manager Field Services Printing	Printing at Burwood East Business Centre (BEBC) and South Melbourne Business Centre (SMBC)
Server and Hosting	Platinum	Manager Infrastructure	The Physical and Virtual Compute platforms that hosts IT Services
Storage	Platinum	Manager Infrastructure	The Compute Storage and Storage Networks that hosts applications and data
Telecommunication Services – Mobile	Platinum	Manager Service Desk	The Supporting IT Services for mobile voice services
Telecommunication Services – Operational	Platinum	Manager Infrastructure	The Supporting IT Services for Voice, video and facsimile telephony services
Voice Recording	Platinum	Manager Infrastructure	ESTA, Ballarat SECC, Tally Ho SECC & Williams Landing SECC, South Melbourne Business Centre, AEOC – Emergency Management, AAV – Essendon Fields, East Burwood Business Centre, Ballarat Business Centre, Grampians Regional Centre
File Transfer Protocol (FTP)	Gold	Manager Data Solutions	Standard network protocol used to transfer files between a client and a server, over a network
Genesis Cloud	Gold	Manager Service Management	Call centre telephone management system (replaces TCC)
Service Desk Management (VSM)	Gold	Manager Service Management	The IT Application that records, tracks and reports on ICT incidents, requests change and assets
Telecommunication Services – Administration	Gold	Manager Infrastructure	The Supporting IT Services for voice telephony services
Desktop Services	Silver	Manager Field Services	The Supporting IT Services required for developing and maintaining the standard desktop computing environment for application delivery to users
Print Services	Silver	Manager Field Services	The Supporting IT Services required for printing documents
Remote Access Services	Silver	Manager Infrastructure	The Supporting IT Services required for accessing and protecting IT Services from external networks and remote locations
Box	Gold	Manager Business Applications	Online content manager to manage, secure, share and govern content for internal and external collaboration and processes. Paperless ePCR and hospital invoicing. TAC invoicing
RAVNet Query Tool	Bronze	Manager Infrastructure	The Supporting IT Services for the management of the RAVnet Radio system
Telecommunication Services –Conferencing	Bronze	Manager Infrastructure	The Supporting IT Services for video and voice conferencing calls
Microsoft OFFICE 365	Gold	Manager Infrastructure	Microsoft Hosted Office Suite, OneDrive data storage, email, Teams.
Azure API Management	Platinum	Manager Business Applications	A single Business Applications Policy for new Enterprise Applications requiring Multi Factor Authentication developed or managed by Business Applications.
CISCO Webex	Silver	Manager Infrastructure	Video conference, online meeting, screen share & webinar platform
Zoom	Silver	Manager Infrastructure	Clod based communications platform for Video and audio conferencing, chat and webinars.

16 Site Classification

Each AV occupied site is classified according to its relative importance to the business.

- **Platinum** - Critical sites where ICT services are required to support AV's Primary Operational functions, Ambulance dispatch, response or patient clinical outcomes, normally operational 24x7. An interruption to ICT Services could result in an Extreme or Major risk consequence (as defined in the enterprise risk management framework).

- **Gold** - Important sites where ICT services are required to support AV's Operational and business functions, normally operational f or extended hours. An interruption to ICT Services could result in a Moderate risk consequence. (as defined in the enterprise risk management framework)

- **Silver** – Important sites where ICT services are required to support AV's Operational and business functions normally in business hours. An interruption to ICT Services could result in a Minor risk consequence, (as defined in the enterprise risk management framework)

- **Bronze** - Sites where ICT services are required to support AV's Operational and business functions normally in business hours. An interruption to ICT Services could result in an insignificant risk consequence, (as defined in the enterprise risk management framework)

17 Sites Summary

Site	Site Classification	Service Tier	Description	Address
AEOC	Operational	**Platinum**	Emergency Management Department (AEOC)	Level 1, SEMC at DHHS, 50 Lonsdale Street, Melbourne, Vic. 3000
Air Ambulance Victoria (AAV)	Operational	**Platinum**	Hems 1 & 5 Plus Fixed Wing	4/12 Global Avenue Essendon Fields
Azure	Data Centre	**Platinum**	Externally Managed Data Centre	Located in Melbourne and Sydney
Eastern Hill Data Centre	Data Centre	**Platinum**	Externally Managed Data Centre	East Melbourne
ESTA Ballarat SECC	Operational	**Platinum**	AV – ESTA Network Interface	15 Enterprise Way Mt Helen, Vic, 3350
ESTA Tally Ho SECC	Operational	**Platinum**	DTM, Clinicians. –	33 Lakeside Drive, Burwood East, Vic, 3151
South Melbourne Business Centre	Operational	**Platinum**	Fleet Support Centre Central, Rosters, ARV	75 Brady Street, South Melbourne, Vic, 3205
State Data Centre	Data Centre	**Platinum**	Externally Managed Data Centre	East Burwood
Telstra Next DC Data Centre	Data Centre	**Platinum**	Externally Managed Data Centre	Port Melbourne
Wesley Court Business Centre	Operational	**Platinum**	Referral Service, CTS, DTM	Level 4, 12 Wesley Court, Burwood East
Aegis	Partner	**Gold**	Data Link – Membership Vendor	
Blackburn North Business Centre	Business Centre	**Gold**	Administration Business Centre, ICT	31 Joseph St Blackburn North Vic 3130
Doncaster Head Office	Business Centre	**Gold**	Executive & Administration Business Centre	375 Manningham Road Doncaster, Vic, 3108
Grampians Regional Centre	Business Centre	**Gold**	Regional Office, Finance Services, ICT	303 Gillies Street, Wendouree Vic 3355
Hanson Dc (Frontier)	Partner	**Gold**	Data Link – Chris 21 Hosted Service	
Hems 2	Operational	**Gold**	Hems 2	97 Village Avenue Traralgon
Hems 3	Operational	**Gold**	Hems 3	35 Victa Road East Bendigo
Hems 4	Operational	**Gold**	Hems 4	146 Mailors Flat-Koroit Road, Yarpturk
Azure Cloud	Data Centre	**Silver**	Externally Hosted Data Centre Service	N/A
Ballarat Branch	Special	**Silver**	Service Desk Redundant Site	46 Humffray Street, North, Ballarat, Vic, 3350
Barwon South West Regional Centre	Business Centre	Silver	Regional Office	2-4 Colac Rd, Belmont 3216

Site	Site Classification	Service Tier	Description	Address
Cheltenham Branch	Special	**Silver**	MMR Repeater 'Black Spot' Coverage.	1259 Nepean Highway, Cheltenham, Vic, 3192
Fleet Support Centre West	Fleet	Silver	Fleet Support Centre West	25 Spencer Road, West Sunshine
Fleet Support Centre East	Fleet	**Silver**	Fleet Support Centre - East	287 Burwood Highway, Burwood East, Vic, 3151
Fleet Support Centre North	Fleet	**Silver**	Fleet Support Centre - North	1/55 Northgate Drive Thomastown., Vic, 3074
Fleet Support Centre South	Fleet	**Silver**	Fleet Support Centre - South	Building 2 11-13 Capital Place, Carrum Downs, Vic, 3201
Gippsland Regional Centre	Business Centre	**Silver**	Regional Office	2 Saskia Way, Morwell 3840
Grampians Regional Centre	Business Centre	**Silver**	Regional Office, ICT	303 Gillies Street, Wendouree Vic 3355
Hillside	Special	**Silver**	Super Response Centre	2 Beatty's Road, Hillside, Vic, 3037
Hume Regional Centre	Business Centre	**Silver**	Regional Office	113-121 Tone Rd, Wangaratta 3677
Loddon Mallee Regional Centre	Business Centre	**Silver**	Regional Office	105-125 Holdsworth Rd, Nth Bendigo 3550
Metropolitan East Regional Centre	Business Centre	**Silver**	Regional Office	372 Wellington Road, Mulgrave 3170
Metropolitan West Regional Centre	Business Centre	**Silver**	Regional Office:	Suite 102, 65 Fennell Street, Port Melbourne Vic 3207
Next Data Centre	Data Centre	**Silver**	Hosted Data Centre Service	N/A
SRC East	SRC	**Silver**	Super Response Centre	Factory 4b, Clipsal Drive, Bayswater North
SRC North	SRC	**Silver**	Super Response Centre	47 Metrolink Circuit Campbellfield
SRC North East	SRC	**Silver**	Super Response Centre	92a Bell Street, Preston, Vic, 3072
SRC North West	SRC	**Silver**	Super Response Centre	21 Global Drive, Westmeadows, Vic, 3049
SRC South	SRC	**Silver**	Super Response Centre	82 Smeaton Avenue Dandenong South
SRC West	SRC	**Silver**	Super Response Centre	24 Agosta Drive, Laverton North
Williams Landing	Operational	**Silver**	BCP Site for Metro Communications	
Standard Branch	Branch	**Bronze**	Ambulance Station	Multiple locations

18 Computer Software

18.1 Managed Operating Environment (MOE)

The below list of software is installed on all AV laptops and Desktops (where appropriate)

Application	Type
IE Client x64	Package
IE OEM Toolkit	Package
7-Zip (x64 edition)	Application
Adobe Acrobat Reader DC x64	Application
Cisco AnyConnect Secure Mobility Client (SIG)	Application
Cisco Jabber x64	Application
Cisco WebEx Meetings	Application
Cisco WebEx Productivity Tools	Application
Cylance Unified Agent 64-bit	Application
ERA 3 Shortcut	Application
ESTA CAD Line-up Tool Shortcut x64	Application
Google Chrome x64 89.0.4389.90	Application
GP Files Branch Only - Auto Log Off Script	Application
Java 8 Update 261 (32-bit)	Application
Java 8 Update 261 (64-bit)	Application
Microsoft 365 Apps for Enterprise (MEC) (CDN)	Application
Microsoft Edge	Application
Microsoft Internet Explorer	Application
Microsoft Local Administrator Password Solution (LAPS) 6.2	Package
Microsoft OneDrive	Application
Microsoft Teams	Application
Microsoft Visio Viewer 2016 x64	Application
NVIDIA Nvidia Control Panel	Package
VideoLAN VLC Media Player x64	Application
Virtual Paramedic	Application
Visual C++ 2008 Service Pack 1 Redistributable Package MFC Security Update x64	Application
Visual C++ 2008 Service Pack 1 Redistributable Package MFC Security Update x86	Application
Visual C++ 2010 Service Pack 1 Redistributable Package MFC Security Update x64	Application
Visual C++ 2010 Service Pack 1 Redistributable Package MFC Security Update x86	Application
Visual C++ 2013 Update 5 Redistributable Package x64	Application
Visual C++ 2013 Update 5 Redistributable Package x86	Application
Visual C++ Redistributable for Visual Studio 2012 Update 4 x64	Application
Visual C++ Redistributable for Visual Studio 2012 Update 4 x86	Application
Visual C++ Redistributable for Visual Studio 2019 x64	Application
Visual C++ Redistributable for Visual Studio 2019 x86	Application
VMWare VMTools	Application
Waves Maxx Audio Pro for Dell	Application
Note: version numbers have been removed as they don change regularly.	

18.2 Non MOE Software

The software below is software that is used within AV to assist with specific business requirements.

Software	Publisher	Software	Publisher
ABLOY Key Manager	WH Software Ltd	Microsoft Visio Viewer	Microsoft Corporation
Adastra HA	Adastra	Skype Meetings App	Microsoft Corporation
Adobe Acrobat DC	Adobe Systems Incorporated	Mozilla Firefox	Mozilla
Adobe Acrobat Reader DC	Adobe Systems Incorporated	NavDesk 7.50	Navman Technology NZ Limited
Adobe Acrobat XI Pro	Adobe Systems	Notepad++	Notepad++ Team
Ambulance Victoria Virtual Paramedic	Ambulance Victoria	Optima live	The Optima Corporation
Articulate 360	Articulate Global, Inc.	Oracle VM VirtualBox	Oracle Corporation
Blue Jeans	Blue Jeans	Plantronics Hub Software	Plantronics, Inc.
Box	Box, Inc.	RStudio	RStudio
CAD Prod	CAD Prod	Spotify	Spotify AB
chris21 Client (iChris)	Frontier Software	VACIS	VACIS Collaboration
Cisco AnyConnect Secure Mobility Client	Cisco Systems, Inc.	VLC media player	VideoLAN
Cisco Jabber	Cisco Systems, Inc	WinRAR (	win.rar GmbH
Cisco WebEx Meetings	Cisco WebEx LLC	WinZip	WinZip Computing, S.L.
Citrix Receiver	Citrix Systems, Inc.	Wireshark 64-bit	The Wireshark developer community
Code Review	ZOLL Medical Corporation	ZOLL Data Retriever	ZOLL Medical Corporation
DYMO Label	Newell Rubbermaid	ZOLL Notification Client	ZOLL Data Systems
EndNote X9	Clarivate Analytics	ZOLL RescueNet 12-Lead Import/Export agent	ZOLL Data Systems
Garmin Express	Garmin Ltd or its subsidiaries	Zoom	Zoom Video Communications, Inc.
Git version	The Git Development Community	Content Manager	Micro Focus
GitHub Desktop	GitHub, Inc.	VideoLan Media Player	VLC
Microsoft Office Access	Microsoft Corporation	7-Zip	
Microsoft Project Professional	Microsoft Corporation	KeePass	
Microsoft Visio Professional	Microsoft Corporation	FAID Fatigue Assessment Tool	
Microsoft Visio Standard	Microsoft Corporation	VSM – ICT Tool	
Microsoft Publisher	Microsoft Corporation		

Refer to the policy – PRO/TAS/102 - Acceptable use of ICT Services

19 Disaster Recovery Models

Below is a description of target state DR models.

19.1 Active-Active (Hot)

Not existent in AV data centres today -

- Ideal for Platinum and Core Services

- Most expensive to establish and maintain, but provides instant recovery

- Recovery Time RTO approximately zero (0)

- Recovery Point RPO approximately zero (0)

- Leverages synchronous replication of data and load balancing across sites and redundant hosts for instant recovery

19.2 Active- Passive (Warm)

Not existent in AV data centres today, but some hardware being deployed to partially support this.

- Ideal for Gold Services
- Still expensive but provides adequate recovery for most critical services
- Recovery Time (RTO) approximately 4-24 hours
- Recovery Point (RPO) approximately 0 -4 hours
- Leverages asynchronous replication and manual or scripted (rather than instant) failover

19.3 Active- Standby (Cold)

Some capability in AV leveraging the Non-production environments

- Ideal for Silver Services
- Less expensive,
- Recovery Time (RTO) approximately 1-3 days
- Recovery Point (RPO) approximately 1-2 days
- Leverages backups not replication technology or enterprise database licensing requirements

19.4 Single instance System Recovery

AV has some supporting contracts in place, but very dependent on internal or T&M resources

- Ideal for least important Bronze Services that are non-critical in nature
- Least expensive – no duplicated hardware (hosting, storage or network), no expensive replication software
- Recovery Time (RTO) approximately 1-5+ days
- Recovery Point (RPO) approximately 1-2+ days
- Leverages underlying contracts to fix and replace failed hardware

20 Standard Service Requests

Standard Service Requests are regularly performed as part of required tasks for day-to-day operation of existing Business Service.

They include examples such as requesting a new user, changed permissions to a system or requesting a standard ICT Procurement device, like a standard laptop or mobile phone.

Standard Service Requests are not system enhancements, or the creation of new business services.

Typically enhancements, such as a new report, or new services are delivered via work orders or projects.

All Service Requests are either Self-Service or require a request to the Service Desk via phone or email.

Service Name	Service Request name	Team responsible for Request	Service Request description
Identity and Access Management	Add/ Modify/Delete a user account	Service Desk	The creation, modification, or removal of any IT user account on any business service
Identity and Access Management	Reset a password	Service Desk	Resetting of any IT user account on any business service
Email	Create an email account	Service Desk	Create a user or group email account
	Create an Email distribution List	Service Desk	Create a distribution list
Communications	Request/ Repair/ Cancel a mobile phone	Service Desk	Requesting a mobile phone for work purposes as per Mobile Phone Procedure PRO/TAS/010
	Request a Desk phone	Infrastructure	Requesting a desk phone handset
Networks	Request Guest Wi-Fi Access	Service Desk	Provision access to the AV guest Wi-Fi network
	Request Remote Access	Service Desk	Provision of access to AV network from external locations and/or access to third party network from AV sites.
Desktop Software	Request standard desktop software	Service Desk/ Field Services	Request desktop-based software/applications
IT Security Services	Request Access to blocked website	IT Security	Investigation/assessment of security risks for access to external sites

21 Custom Requests/ Work Orders

Custom Requests or Work Orders are those that have not been identified as a repeatable service offering and usually involve an enhancement to an existing service. The ICT Service Owner or delegate will work with the Business Owner or delegate requestor to determine the feasibility, capability and approach for delivery of a custom request/ Work Order.

There are no Service Levels for Custom Requests/Work Orders.

Where a request cannot be meet from "Business as Usual" resources or budget capacity, a business case funding request may need to be developed to fund the work. Where a work order or sum of similar work orders for a service require significant resources, it may make sense to perform the activity with appropriate project leadership and governance.

22 ICT Service Management Key Performance Indicators (KPIs)

Ticket Type / Process	Description	Service Level Target
Incident and Major Incident	Incident Resolution Time to Priority 1 tickets	80% within 4 hours
	Incident Resolution Time to Priority 2 tickets	80% within 8 hours
	Incident Resolution Time to Priority 3 tickets	80% within 3 business days
	Incident Resolution Time to Priority 4 tickets	80% within 5 business days
Security Incident	Incident Resolution Time	80% within 8 hours
Service Request	Standard Service Requests	80% within 5 business days
Ageing Tickets (Incidents and Request)	Closed tickets open for 30 days or more	<2% per month
Problem	Root Cause Analysis (RCA) reports	> 90% Reports submitted within 7 business days of problem resolution
Change	Change Implementation	<10% Emergency changes ual<5% Failed changes 90% changes closed within 7 days of change implementation
Availability	Service Availability	Meet availability Target for Platinum applications over a 12 month periods No tools in place to report this
Configuration Item	Configuration Management Data base (CMDB) update	Updates made within 2 days following change
	CMDB accuracy	95% accurate CMDB *Reported annually
Service Continuity	Recovery Time Objective	As per DR SLA's * Tested Annually No capability until DR project delivered
	Recovery Point Objective	As per DR SLA's * Tested Annually No capability until DR project delivered
Fixed on First Contact	Calls resolved by the Service Desk without escalation.	65%
Grade of Service	Time for the Service Desk to answer inbound phone calls.	> 90% within 60 seconds

23 Definitions

Term	Definition
Availability	Ability of an IT service or other configuration item to perform its agreed function when required. Availability targets are measured as a percentage uptime of the system. The higher the availably target the higher the costs implementing the solution with specialised, highly redundant IT components Common corporate availability percentages include: 99% - 88 hours downtime per year 99.5% - 44 hours downtime per year 99.8% - 18 hours downtime per year 99.9% - 9 hours downtime per year
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.
Division / 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.
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.
Incident	An unplanned interruption to an ICT service or reduction in the quality of an ICT service
Major Incident	An ICT incident that that affects or may affect Ambulance Victoria's delivery of one or more multiple Mission Critical Business Services to a region(s) or the state.
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	A formal proposal for a change to be made to an ICT Service.
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 business services that are visible to the business; and supporting core services required by the service provider to deliver customer-facing business services.

Term	Definition
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 (SLA) describes the IT service, documents service level targets, and specifies the responsibilities of the IT service provider and the customer. A SLA is a target and not a guarantee of how quickly a service will be restored.
Service Business Owner	The business owner is the primary contact who is accountable for the initiation, ongoing maintenance and decommissioning of specific services. The business owner the responsibility to the ICT service owner to provide technical support and management for the service, but still holds the ultimate accountability for the confidentiality, integrity and availability of information within the service.
ICT Service Owner	The ICT Service Owner is the individual manager of the technical team that has approved management responsibility for the support of the Business Service from a 'Business As Usual' (BAU) or production perspective
Service Reporting	Activities that produce and deliver reports of achievement and trends against service levels.
Recovery Point Objective (RPO)	A **recovery point objective** (RPO) is a Disaster Recovery target noting the maximum targeted period in which <u>data</u> might be lost from an IT service due to a major incident. The RPO gives systems designers a limit to work to. For instance, if the RPO is set to four hours, then in practice, off-site mirrored backups must be continuously maintained – a daily off-site backup on tape will not suffice.
Recovery Time Objective (RTO)	The **recovery time objective** (**RTO**) is the targeted duration of time and a service level within which a <u>business process</u> must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated For purposes of Ambulance Victoria the clock starts on the time objective, once Disaster Recovery initiation is approved by the Executive Incident Management Team – see Business Continuity Management Framework}
Supporting Core 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.
Business Service	A business service is a collection of IT Service Components that when combined provide a specific business function through IT – e.g. Rostering or Payroll. A service may include other (child) services as well as specific offerings.
Business Service Catalogue	The Business Service Catalogue defines services delivered to all end users within Ambulance Victoria.
Technical Service Catalogue	The Technical Service Catalogue is a separate document usually has an audience generally internal IT staff and IT management. It defines the IT components necessary to support the provisioning of services to end users, e.g. hosting, network backup, security, etc. These services should not be included in the business user view.
Incidents	Any event which is not part of the standard operation of a service and which causes (or may cause) an interruption to, or a reduction in, the quality of that service.
Request	A service that is not related to resolving an incident, e.g. create a new user account, provision a new telephone

24 Support Risk Assessment – Platinum Services

Service Name	Support Coverage Target	Support Coverage Current	Initial Ack Target	L1	L2	L3	Restoration Target	Restoration Current	DR RTO Target	DR RTO Current	DR RPO Target	DR RPO Current	High Availability	Support Contract Yes	Support Contract Coverage	Prod.	Test	Dev.	DR	Internal Support Risk Rating	High Availability Risk Rating	DR Risk Rating	Underlying Contract	Risk Rating
AmbFlight	24x7	24x7	30 minutes				4 Hours		<0	>0	<0		Application No Database yes	☑	24x7	☑	☑	☒	☑	24 x 7	No Capability	Critical	No SLA	High
Ambulance Arrivals Board (AAB) - Hospital Display	24x7	24x7	30 minutes				4 Hours		<0	>0	<0			☑	24x7	☑	☑	☒		24 x 7		Critical	Managed Service	Low
Ambulance Arrivals Board (AAB) - VACIS room	24x7	24x7	30 minutes				4 Hours		<0	>0	<0			☑	24x7	☑	☑	☒		24 x 7		Critical	Managed Service	Low
Operational Triage – Referral service (Adastra)	24x7	24x7	30 minutes				4 Hours		<0	Medium	<0	Medium		☑	24x7	☑	☑	☒		24 x 7		Low		
ARV Information System (ARVIS) / REACH	24x7	24x7	30 minutes				4 Hours		<0	>0	<0		No							24 x 7				
Comms eLog	24x7	24x7	30 minutes				4 Hours		<0	>0	<0			☑	24x7	☑	☑	☒		24 x 7		Critical	Managed Service	Low
ESTA CAD * / ESTA Data Feed / CAD Citrix Access	24x7	24x7	30 minutes				4 Hours	To Be Determined	<0	To Be Determined	<0	To Be Determined		☑	24x7	NA	NA	NA	NA	Desktop Client 24 x 7	No Capability	High	No Formal Agreement	High
ESTA Lineup Tool	24x7	24x7	30 minutes				4 Hours		<0	>0	<0		No	☑	24x7	☑	☒	☒	☒	24 x 7	No Capability	Critical	No Formal Agreement	High
Gallagher	24x7	24x7	30 minutes				4 Hours		<0	High	<0			☑	24x7	☑	☑	☒	☑	24 x 7	No Capability	High		Critical
Rostering - Mizzisoft	24x7	Bus Hrs	30 minutes				4 Hours		<0		<0			☑	24x7	☑	☑	☒	☒	24 x 7 AV Infrastructure	To Be Determined		Managed Service No SLA	High
Noggin *	24x7	24x7	30 minutes				4 Hours	External Vendor	<0	To Be Determined	<0	To Be Determined			24x7	NA	NA	NA	NA	Not Applicable	To Be Determined	To Be Determined	Managed Service	High
Paging – EAS * / Viper	24x7	24x7	30 minutes				4 Hours	External Vendor	<0	External Vendor	<0	External Vendor		☑		NA	NA	NA	NA	24 x 7 (2 staff) AV Infrastructure	Partial capability	Critical	Managed Service SLA to be clarified	Critical
RAVNET	24x7	24x7	30 minutes				4 Hours		<0		<0			☑	24x7	☑	☑	☒	☑	24 x 7	No Capability	Critical		Critical
VACIS / VACIS - CAD / Paperless PCR	24x7	Bus Hrs	30 minutes				4 Hours		<0	>0	<0	Not Applicable	No			☑	☒	☒	☒	Business Hours	No Capability	Back Up & Transaction Logs	Oracle Software Maintenance Support	Critical

* Support Managed by Business.

AV Risk Rating Framework Applied

Colour	Rating
(Red)	Critical
(Orange)	High
(Yellow)	Medium
(Green)	Low

25 Support Risk Assessment – Gold Services

Service Name	Support Coverage		Initial Acknowledgement and Updates L1 - Service Desk		Current		Restoration or Resolution Targets		Disaster Recovery RTO		Disaster Recovery RPO		High Availability	Support Contract		Environments				Internal Support Risk Rating	High Availability Risk Rating	DR Risk Rating	Underlying Contract	Risk Rating
	Target	Current	Target	L1	L2	L3	Target	Current	Target	Current	Target	Current		Yes	Coverage	Prod.	Test	Dev.	DR					
Electronic Timecard System (ETCS)	24x7	Bus. Hrs.	1 hour				8 Hours (24x7)		4-24 Hours		~0-4 Hours		No	✓	Bus Hrs	✓	✓	✓	☒	Business Hours	No Capability	Back-up Only	Infrastructure only	Critical
Enterprise Data Warehouse	24x7	Bus. Hrs.	1 hour				8 Hours (24x7)		4-24 Hours		~0-4 Hours		No	✓		✓			☒	Business Hours	No Capability	Back Up Only	Oracle Software Maintenance Support	High
EMIS	24x7	24x7	1 hour				4 Hours (24x7)		4-24 Hours		~0-4 Hours		No	✓		✓	✓	✓	☒	Business Hours	No Capability	Back Up & Transaction Logs		Medium
GoodSam *	24x7	24x7					4 Hours (24x7)		<0		<0		No			✓	✓	☒		Business Hours	No Capability	Critical		Critical
InformCAD	Bus. Hrs	Bus. Hrs.	1 hour				8 Hours (24x7)		4-24 Hours		~0-4 Hours		No	✓		✓	✓	☒	☒	24 x 7	No Capability	Back Up Only		Medium
Optima Live	Ext Bus Hrs	Bus. Hrs.	1 hour				8 Hours (24x7)		4-24 Hours		~0-4 Hours		No	✓	24 x 7 - Log Resolution Bus Hrs	✓	✓	✓	☒	Medium	No Capability	Back Up Only	Support Bus Hrs	High
Oraclee-Business Suite																								
Oracle Financials	24x7	Bus. Hrs.	1 hour				8 Hours (24x7)		4-24 Hours		~0-4 Hours		DB	✓	24x7	✓	✓	✓	☒	Business Hours	No Capability	Back Up & Transaction Logs	Oracle Software Maintenance	High
- MatMan	Ext Bus Hrs	Bus. Hrs.	1 hour				8 Hours (24x7)		4-24 Hours		~0-4 Hours		DB	✓	24x7	✓	✓	✓	☒	Business Hours	No Capability	Back Up & Transaction Logs	Oracle Software Maintenance	High
GL Wand	Bus. Hrs	Bus. Hrs.	1 hour				8 Hours (24x7)		4-24 Hours		~0-4 Hours		DB	✓	24x7	✓	✓	✓	☒	Business Hours	No Capability	Back Up & Transaction Logs	Oracle Software Maintenance Support	High
More4Apps Wizards																								
Transport Invoice Portal (AR Portal – old name)																								
Analytics & Reporting																								
FBT Simplifier																								
Paging - Metro Admin Application & Delivery Service	24x7		1 Hour			NA	8 Hours (24x7)						No			✓	✓	☒	☒	Business Hours	No Capability	Back-up Only	Not Applicable	Critical
Public Website *	24x7		1 Hour			NA	8 Hours (24x7)		4-24 Hours		~0-4 Hours		No	✓	24x7	✓	☒	☒	☒	24 x 7	Managed Service	Managed Service	Managed Service	Medium
VACIS ACT	Bus Hrs.		1 Hour		NA	NA	8 Hours (24x7)		4-24 Hours		~0-4 Hours			✓	24x7	✓	✓	✓	☒	Business Hours	No Capability	Back Up & Transaction Logs	Oracle Software Maintenance Support	Medium
VACIS TAS	Bus Hrs.		1 Hour		NA	NA	8 Hours (24x7)		4-24 Hours		~0-4 Hours			✓	24x7	✓	✓	✓	☒		No Capability			Medium
VACIS eRA	24x7		1 Hour			NA	8 Hours (24x7)		4-24 Hours		~0-4 Hours			✓	24x7	✓	✓	✓			No Capability			High
Victorian Stroke Telemedicine (VST) * RedCAP	24x7		1 hour (24x7)				8 Hours (24x7)		4-24 Hours		~0-4 Hours			✓		✓	☒	☒	☒		Managed Service	Managed Service	Managed Service	High

* Support Managed by Business.

AV Risk Rating Framework Applied

Critical
High
Medium
Low

DOCUMENT CONTROL

Document name	ICT SERVICE CATALOGUE
Applies to	☒ Operational ☐ Patient Transport ☐ ACOs ☒ Management ☐ ARV ☐ CERTs ☒ Administrative ☐ Auxiliaries ☐ Co-responders
Document no.	ICT/001 **Stored:** CM: Fol/18/19
Version:	3.0 **Review:** ☒ Annual ☐ 3-Yearly
Division	Information Communications & Technology
Responsible Executive	Executive Director Transformation and Strategy
Approval party	Chief Information Officer, ICT
Responsible Manager	Senior Manager ICT Service Delivery, — 4313 4361.
Persons to be notified of changes post-approval	• Manager Service Process & Quality - ICT • Manager Service Management - ICT • Manager Enterprise Solutions & Application Integration – ICT
Review date	By **June 2021** or in accordance with applicable legislative or regulatory changes.
Relevant National Safety and Quality Health Service Standards	To be completed by the National Standards Accreditation Lead: ☐ 1. Clinical governance ☐ 5. Comprehensive care ☐ 2. Partnering with consumers ☐ 6. Communicating for safety ☐ 3. Healthcare-associated infection ☐ 7. Blood management ☐ 4. Medication safety ☐ 8. Recognising and responding to acute deterioration ☒ NSQHS standards are NOT applicable.
Material legislation	The following legislation and/or regulations are material to this document: • Information Technology Infrastructure Library (ITIL) Framework
Material associated documents	The following documents are material to this procedure: • Information Communication & Technology (Security & Services) – PRO/TAS/004

Version control and change history

Version	Date approved	Date superseded	Amendment
1.0	18 June 2018	31 October 2019	Update Business owners to align with Operations restructure. Additional Services added. Support Risk updated
2.0	31 October 2019	June 2021	Additional Services added. Support Risk updated
3.0	July 2021	Current	