



# Service Description – Common Services



# Document Control

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## Revision record

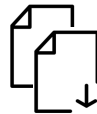
Please note significant document changes with a version increment of 1.0. Minor administrative changes, where the meaning or intention of the document is not altered should increase by an increment of 0.1.

Version	Date	Author	Summary of changes
1.0	19/12/2017	Matt Duniam	Release version

# Document Map

## RFP –

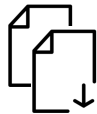
Overview and Structure



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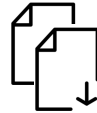
Tendering Conditions and Information



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## Part B –

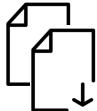
Service Descriptions



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## Part C –

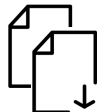
ICT Contract Agreements



*Information Only – You do not need to respond to this section*

## Part D –

Supplementary Information



*Information Only – You do not need to respond to this section*


## Part E –


Service Response Templates




**Response Required**




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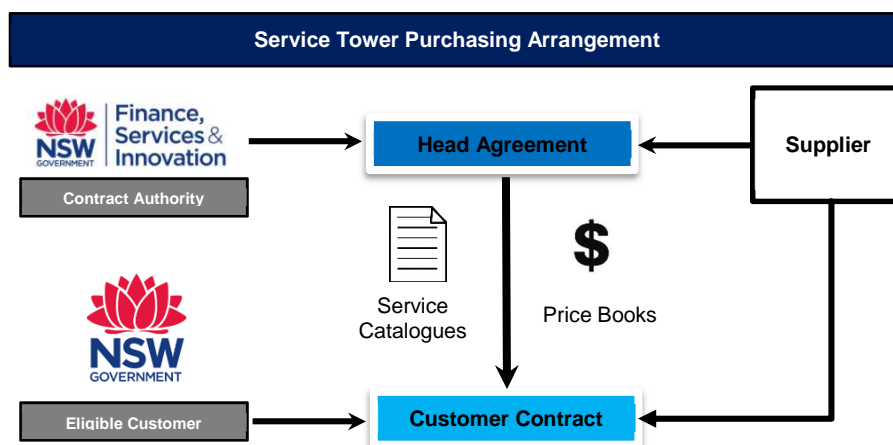
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# 1. Common Services Tower Description

Common Services provides a definition for the required interface between a Supplier, the Eligible Customer and the Contract Authority across service towers and services. This definition is based on the ITIL v3 framework which provides an industry standard structure for the capture of this critical operational interface. However, the Supplier is not mandated to follow ITIL v3 internally in relation to its approach to Service Management.

Unless stated otherwise, all service towers and the services they contain must comply with the operational interface defined in this Common Services Service Catalogue. This is to ensure clarity on the responsibilities of the Suppliers, the Eligible Customers, and the Contract Authority and ensure that an appropriate level of operational maturity is in place across the system.

The figure below illustrates the intended relationship between the Supplier, the Eligible Customer and the Contract Authority (DFSI).



These processes are expected to continually evolve with the Eligible Customers' business requirements and industry technology changes. It is expected that the Supplier will work proactively with the Eligible Customer and Contract Authority to ensure that all processes are fit for purpose.

It is expected that individual services may be consumed from different Suppliers, and that all services will be delivered in a modular fashion to facilitate that.

The operational interface defined within this catalogue must meet the requirements for Common Services defined in the Requirements Schedule.

This catalogue defines the minimum requirement for the operational interface between the Eligible Customer and Service provider. Suppliers are at liberty to offer and provide additional service capability above and beyond this minimum requirement.

## 2. Service & Maintenance Window Definitions

### 2.1 Service Window

**Service Window** is defined as the timeframe within which service availability and service management (i.e. incident response, incident resolve, service request) are measured.

The Supplier acknowledges that all Services offered are required 24 hours a day, 7 days per week. As such the Supplier should make available on request support for these services outside of normal working hours.

NSW Government has defined two service windows: 9x5 and 24x7 across all geographical zones. These are defined as in the table below.

*Table 1 Service Windows*

Service Window	Mon to Friday (excl. Public Holidays)	Weekends & Public Holidays
24x7	24 hours	24 hours
9x5	08:00-17:00	On request

### 2.2 Maintenance Window

A **Maintenance Window** is a designated time when Suppliers can make planned, necessary changes. The forward schedule for these changes will be projected based on impact and notification time.

The Supplier will define Maintenance Windows both for Eligible Customer impacting and non-impacting changes.

### 3. Service Management

The following tables provide a high-level description of the required Service Management deliverables in terms of key processes. Each section provides details on the following:

- Description
- Type; whether the process is mandatory or optional
- purpose/objective; defines the outcomes that the Eligible Customer and Contract Authority require or expect from the process
- deliverables; defines the Eligible Customer and Contract Authority's expected output from the process
- service levels, where applicable.

3.1 Incident Management	
<b>Description</b>	Incident Management provides the management and resolution of service faults. Incidents include: <ul style="list-style-type: none"> <li>• unplanned service interruptions</li> <li>• reduction in service quality, or</li> <li>• service performance outside of the service specification as defined in the Service Requirements.</li> </ul>
<b>Type</b>	Mandatory
<b>Purpose / Objective</b>	The purpose and objectives of Incident Management are to: <ul style="list-style-type: none"> <li>• ensure that the Services are quickly and effectively restored and Incidents are resolved according to their priority</li> <li>• minimise any adverse impact on business operations</li> <li>• maintain the best possible levels of service quality, performance and availability</li> <li>• log all information and artefacts to ensure there is a clear audit trail of the Incident and its resolution, to support any subsequent post incident investigation</li> <li>• ensure, prior to closure of an Incident: <ul style="list-style-type: none"> <li>○ any data changed by the resolution of the Incident is recorded; and</li> <li>○ the Incident is classified correctly.</li> </ul> </li> </ul>
<b>Deliverables</b>	The Supplier will: <ul style="list-style-type: none"> <li>• Assign and confirm with Eligible Customer the incident priority, noting the Eligible Customer has the final say.</li> <li>• Assign clear ownership and accountability within the Supplier's organisation for all Incidents, who has the authority and responsibility to</li> </ul>

	<p>engage Supplier Personnel with appropriate skills and qualifications to achieve resolution of the Incident</p> <ul style="list-style-type: none"> <li>• In circumstances where incident ownership is unclear, use all reasonable means to work with the Eligible Customer and its other Suppliers to identify the party responsible for resolving the incident.</li> <li>• Provide appropriately qualified Supplier Personnel to actively engage in and resolve incidents during the Service Window within agreed SLAs as defined in the Eligible Customer Contract.</li> <li>• Monitor, control and manage the resolution of each Incident until resolution is confirmed.</li> <li>• Perform Incident Management in accordance with the Eligible Customer's Incident Management process as communicated by the Eligible Customer, where and as defined in the Eligible Customer Contract.</li> <li>• Work with, and provide effective collaboration and communication between, all affected, or potentially affected, parties involved to resolve each incident including co-ordinating with the Eligible Customer's and other third parties' Service Desk, if available.</li> <li>• Coordinate its activities with the Eligible Customer, and if available, its Service Desk, and provide Resolver Group support to the Service Desk and/or Users as necessary</li> <li>• Provide the Eligible Customer and Contract Authority with accurate and meaningful communication and reporting in relation to the Incidents without unnecessary delay for all P1 and P2 incidents as per agreed SLA defined in the Eligible Customer Contract and Head Agreement.</li> <li>• For any Incidents which are Priority 1 or Priority 2 Incidents, confirm with the Eligible Customer that the Incident has been successfully resolved before that Incident is closed.</li> <li>• Provide a Post Incident Report for all P1 incidents, and P2 incidents on request, that includes provisional root cause, within two business days of the resolution of Incidents.</li> <li>• Maintain a complete audit trail of Incidents, including recording and tracking Incidents and updating status, and make such audit trail available to the Eligible Customer via the ITSM Tool, if available.</li> <li>• Proactively perform Incident detection, to identify events before they become Incidents and affect the Services</li> <li>• Proactively notify the Eligible Customer and, if available, its Service Desk, of actual and potential Incidents which will or may affect the Services</li> <li>• Escalate unresolved Incidents according to the agreed SLA defined in the Eligible Customer Contract for escalation procedures for Priority 1 and Priority 2 Incidents</li> <li>• Provide increased support when a P1 or P2 Incident is declared, including supporting the Eligible Customer as part of the major incident management team and acting as directed by the Eligible Customer</li> <li>• Provide the Eligible Customer with a primary point of contact to direct the Supplier's major incident management activities. The Supplier's nominated</li> </ul>
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	<p>contact must expedite activity within the Supplier organisation so that the major Incident is resolved in the shortest timeframe possible</p> <ul style="list-style-type: none"> <li>• Participate in post Incident reviews as directed by the Eligible Customer to confirm that the correct actions have been taken in a timely manner and provide the Eligible Customer with a report detailing the outcomes of each Post Incident Review</li> <li>• Provide and maintain an incident management contact list and escalation procedures necessary to analyse and resolve Incidents. The escalation list must contain the Eligible Customer, Interfacing Suppliers and Supplier escalation contact points</li> <li>• Deliver regular monthly reports for: <ul style="list-style-type: none"> <li>○ Incident to Problem correlation</li> <li>○ Total number of items processed</li> <li>○ Number and percentage of items processed or completed within the agreed Service Levels</li> <li>○ Current backlog of outstanding items to be processed/completed</li> <li>○ Details, status and tasks associated with each process item</li> <li>○ Category, significance and priority of each process item</li> <li>○ Number of duplicated process items</li> <li>○ Correlation of duplicated or related process items</li> </ul> </li> </ul>
<b>Service Levels</b>	<p>All incidents must be classified as follows:</p> <p><b>Priority 1 Critical (P1)</b></p> <ul style="list-style-type: none"> <li>• a total failure of the primary functions of a Service;</li> <li>• a security breach resulting in non-authorised access to the Eligible Customer's Service(s);</li> <li>• a high impact environmental Incident (earthquake, fire, gas leak, etc.);</li> <li>• any Incident requiring an incursion response; or</li> <li>• Incidents which affect business critical systems that impact on any User and no reasonable or viable alternatives are available.</li> </ul> <p><b>Priority 2 High (P2)</b></p> <ul style="list-style-type: none"> <li>• a partial failure or degradation of the primary functions of a high priority Service (as defined by the Eligible Customer);</li> <li>• Incidents which degrade performance of systems and which are critical to any User and no reasonable or viable alternatives are available;</li> <li>• Any other service failure of high or medium priority services (as defined by the Eligible Customer) which impacts multiple users not categorised as a P1.</li> </ul> <p><b>Priority 3 Medium (P3)</b></p>

- a failure where a single User cannot access the primary functions of a service;
- a partial failure or inhibited performance of the low priority Services (as defined by the Eligible Customer) impacting multiple Users;
- partial failure or inhibited performance of a test environment; or
- Incidents which degrade performance of non-critical systems which may result in such systems being difficult to use or having restricted functionality. There is some operational impact.

#### Priority 4 Low (P4)

- Non-production and non-urgent issues with minor impact (e.g. inconvenience) the Resolution or Fulfilment of which can be scheduled at a time agreed with the Eligible Customer;
- incidents relating to the UAT Environment and/or development Environment; or
- Incidents which have little or no operational impact. The relevant system is useable, the Incident can be circumvented and deferred maintenance is acceptable.

Response and Resolution Times for Incidents are as follows:

	Response	Resolution		
Priority	All Regions	Metro	Regional	Remote
P1	15 minutes	4 hours	6 hours	8 hours
P2	30 minutes	7 hours	8 hours	10 hours
P3	2 hours	24 hours	36 hours	48 hours
P4	4 hours	72 hours	72 hours	96 hours

**Response Time** is taken as the time from the Service Operator being notified of an incident (by the Eligible Customer or through pro-active monitoring) and the Service Operator acknowledging the incident. During this period level 0-1 troubleshooting will take place to confirm incident status and resolve if possible.

**Resolution Time** is taken as the time from the notification of an incident to the resolution of an incident.

### 3.2 Problem Management

<b>Description</b>	<p>Problem Management is the process of identifying and eliminating or, where agreed, working around the root cause of problems within the scope of services.</p> <p>Problems may sometimes be identified because of multiple Incidents that exhibit common symptoms. Problems can also be identified from a single significant Incident, indicative of a single error, for which the cause is unknown. Occasionally Problems will be identified well before any related Incidents occur.</p>
<b>Type</b>	Mandatory
<b>Purpose / Objective</b>	<p>The purpose of Problem Management is to prevent Problems and Incidents, and to eliminate repeating Incidents.</p> <p>The objectives of Problem Management are to:</p> <ul style="list-style-type: none"> <li>• Eliminate recurring incidents.</li> <li>• Manage the life-cycle of all problems.</li> <li>• Provide implementation of effective workarounds and the identification of Root Cause</li> <li>• Provide proactive identification and resolution of Problems to prevent the occurrence of future Incidents</li> <li>• Identify, register, track and implement permanent corrective actions</li> </ul>
<b>Deliverables</b>	<p>The Supplier will:</p> <ul style="list-style-type: none"> <li>• Proactively identify and solve problems before any incidents have occurred or services are affected.</li> <li>• Assign and confirm with Eligible Customer the Problem priority, noting the Eligible Customer has the final say.</li> <li>• Provide problem solving after a repeated incident arises.</li> <li>• Perform Problem Management in accordance with the Eligible Customer's Problem Management process, as and where defined in the Eligible Customer Contract.</li> <li>• Assign clear ownership and accountability within the Supplier organisation for all known Problems.</li> <li>• Work with, and provide effective collaboration and communication between, all affected parties involved in, or potentially involved in, the resolution of Problems, including co-ordinating with the Eligible Customer Service Desk, if available.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide accurate and meaningful communication and reporting with all affected parties in relation to Problems without unnecessary delay, including maintaining communications and providing information to the Eligible Customer and affected parties from the time a Problem is identified, through resolution and through any updates on Problem status, follow-up communication and work required post-resolution, as necessary.</li> <li>• Maintain a complete audit trail for Problems, including entering, recording, tracking, updating and maintaining information and status, required by Eligible Customer, for each Problem and make such audit trail available to Eligible Customer via the ITSM Tool</li> <li>• Engage, work with and support the Eligible Customer and its other Suppliers as necessary to localise and resolve Problems.</li> <li>• Notify the Eligible Customer Service Desk or the Eligible Customer where the Supplier considers that a Problem has been incorrectly assigned to the Supplier</li> <li>• Coordinate its activities with the Eligible Customer Service Desk, and provide Resolver Group support to the Eligible Customer Service Desk and/or Users as necessary</li> <li>• If the Service provider believes a Problem cannot be resolved, communicate the nature of the Problem (including status and potential effect on the Eligible Customer) to the appropriate affected parties and any Interfacing Service providers as directed by the Eligible Customer</li> <li>• Proactively notify the Eligible Customer of potential Problems</li> <li>• For each Problem, provide a primary point of contact who has the authority and responsibility to engage Supplier Personnel with appropriate skills and qualifications to support the Problem Management process and drive Problem resolution</li> <li>• Perform trend analysis on the volume and nature of Problems to identify areas for improvement, implement those improvements and report on the trend analysis and improvements, as required by Eligible Customer</li> <li>• Participate in major Problem reviews as requested by Eligible Customer or Contract Authority.</li> <li>• Perform Root Cause Analysis and Incident/Problem correlation for all Priority 1 Incidents and Problems, and for Priority 2 Incidents and Problems where requested by Eligible Customer and make reports of this available to the Eligible Customer and Contract Authority.</li> <li>• Provide support to Eligible Customer, Users and all Interfacing Suppliers in relation to Problems on both a reactive and proactive basis</li> <li>• Perform trend analysis on the volume and nature of Problems to identify areas for improvement, implement those improvements and report on the trend analysis and improvements, as required by Eligible Customer</li> </ul>
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All problems must be classified as follows:

**Priority 1 Critical (P1)**

- a root cause which if occurs, may trigger a P1 Incident
- an occurrence of two or more Incidents with the same root cause within a three-month period, where at least one of the Incidents is classified as P1.

**Priority 2 High (P2)**

- a root cause which if occurs, may trigger a P2 Incident
- an occurrence of two or more Incidents with the same root cause within a three-month period, where at least one of the Incidents is classified as P2.

**Priority 3 Medium (P3)**

- a root cause which if occurs, may trigger a P3 Incident
- an occurrence of two or more Incidents with the same root cause within a three-month period, where at least one of the Incidents is classified as P3.

**Priority 4 Low (P4)**

- a root cause which if occurs, may trigger a P4 Incident
- an occurrence of two or more Incidents with the same root cause within a three-month period, where at least one of the Incidents is classified as P4.

Resolution times for all Problems are listed below. There are no response times for Problems.

	Acknowledgement	Resolution		
Priority	All Regions	Metro	Regional	Remote
P1	24 hours	1 week	1 week	1 week
P2	24 hours	2 weeks	2 weeks	2 weeks
P3	24 hours	1 month	1 month	1 month
P4	24 hours	3 months	3 months	3 months

### 3.3 Request Fulfilment

<b>Description</b>	<p>Request Fulfilment provides management and resolution of Service Requests generated by the Eligible Customer.</p> <p>A Service Request is a generic description for varying types of user requests, e.g. activate or de-activate a service, move a service, modify a service parameter, issue a replacement SIM for a mobile user, or change the content or format of an existing report, asset configuration information.</p>
<b>Type</b>	Mandatory
<b>Purpose / Objective</b>	<p>The purpose of Request Fulfilment is to ensure that Service Requests are accurately fulfilled, and the fulfilment time is provided within SLAs.</p> <p>The objectives of Request Fulfilment are to:</p> <ul style="list-style-type: none"> <li>• Provide a channel for users to request and receive services as part of service consumption.</li> <li>• Provide information for Eligible Customers and users.</li> <li>• Maintain accurate and up-to-date configuration records, including current state and any changes, as per the Knowledge Management Service</li> <li>• Log all information and artefacts to ensure there is a clear audit trail of the Service Request and its resolution, in the event there is any subsequent investigation.</li> </ul>
<b>Deliverables</b>	<p>The Supplier will:</p> <ul style="list-style-type: none"> <li>• Assign and confirm with Eligible Customer the Service Request priority, noting the Eligible Customer has the final say.</li> <li>• Fulfil requests within the timeframes specified in the SLA or as further defined in the Eligible Customer Contract.</li> <li>• Assign clear ownership and accountability within the Supplier's organisation for all Service Requests</li> <li>• Work with, and provide effective collaboration and communication between all affected parties involved, or potentially involved, in the fulfilment of Service Requests, including co-ordinating the Supplier's activities with the Eligible Customer Service Desk and the Eligible Customer</li> <li>• Provide accurate and meaningful communication and reporting with all affected parties in relation to Service Requests, without unnecessary delay, including responding to enquiries relating to the status of Service Requests.</li> <li>• Coordinate its activities with the Eligible Customer Service Desk and the Eligible Customer, and provide Resolver Group support to the Eligible Customer Service Desk and/or Users as necessary</li> <li>• Provide a complete audit trail of Service Requests, including recording and tracking Service Requests and updating Service Request status,</li> </ul>

	<p>and make such audit trails available to the Eligible Customer and/or Contract Authority preferably via the ITSM Tool, where available</p> <ul style="list-style-type: none"><li>• Notify the Eligible Customer if the Supplier is unable to provide a complete Service Request response within the time specified in the SLA, or, if no time is specified, within 2 Business Days of receipt of the Service Request. Such notification must include the date by when the Supplier will provide a completed Service Request response</li><li>• Fulfil Service Requests and where this involves one or more Changes, implement those Changes in accordance with the Change Management Processes</li><li>• Prior to closure of a Service Request, all Configuration Items changed by the Service Request are updated on the Configuration Management System.</li><li>• Only close a Service Request once it is fulfilled, and the Eligible Customer or User confirms such fulfilment</li><li>• Produce regular report of the service fulfilment performance with additional post implementation reviews on request.</li></ul>												
Service Levels	<p>All Service Requests must be classified as follows:</p> <p><b>Urgent</b></p> <ul style="list-style-type: none"><li>• Time critical requests that need to be completed as soon as possible, but no later than within 8 hours.</li></ul> <p><b>Standard</b></p> <ul style="list-style-type: none"><li>• Standard request with a medium level of urgency.</li></ul> <p><b>Low</b></p> <ul style="list-style-type: none"><li>• Standard request which is not time critical.</li></ul> <p>Resolution times for all Service Requests are listed below.</p> <table><tr><th>Priority</th><th>Target Response Time</th><th>Target Resolution Time</th></tr><tr><td>Urgent</td><td>15 minutes</td><td>12 hours</td></tr><tr><td>Standard</td><td>30 minutes</td><td>2 business days</td></tr><tr><td>Low</td><td>2 hours</td><td>5 business days</td></tr></table>	Priority	Target Response Time	Target Resolution Time	Urgent	15 minutes	12 hours	Standard	30 minutes	2 business days	Low	2 hours	5 business days
Priority	Target Response Time	Target Resolution Time											
Urgent	15 minutes	12 hours											
Standard	30 minutes	2 business days											
Low	2 hours	5 business days											



<b>3.4 Change Management</b>	
<b>Description</b>	The Change Management process is for controlling the Supplier's lifecycle of change to all managed services, the underlying components, documentation and configuration items specified within these services.
<b>Type</b>	Mandatory
<b>Purpose / Objective</b>	<p>The purpose of Change Management is to enable Changes to be made to the Service provider's environment with minimal disruption to the Services.</p> <p>The objectives of Change Management are to:</p> <ul style="list-style-type: none"> <li>• Meet the changing requirements of business operations.</li> <li>• Manage all changes by standardised methods and procedures.</li> <li>• Correctly assess, approve and record each change.</li> <li>• Manage and minimise risk to services and the underpinning infrastructure that may result from the change.</li> <li>• Deploy changes in a controlled way (evaluated, prioritised, planned, tested, implemented and documented)</li> </ul>
<b>Deliverables</b>	<p>The Supplier will:</p> <ul style="list-style-type: none"> <li>• Provide notification of any Changes impacting the Eligible Customer's services, in alignment with the Eligible Customer's processes, as per the service levels below, or within a time as defined in the Eligible Customer Contract.</li> <li>• Provide detailed information on each notified change including the agreed priority assignment.</li> <li>• Provide an impact assessment for the change and the testing to be undertaken.</li> <li>• Provide details of any risk mitigation for the change.</li> <li>• Provide a forward-looking schedule of planned changes to an agreed schedule</li> <li>• Notification of the change status as defined in the Service Management processes provided to the Eligible Customer.</li> <li>• Interface with the Eligible Customer's Change Management Process across its services</li> <li>• Where Supplier changes are impacting, or potentially impacting, the changes will conform to the Eligible Customer Change Management processes where defined in the Eligible Customer Contract.</li> <li>• Produce regular report summarising the Change Management within the previous quarter with additional post implementation reviews on request.</li> </ul>
<b>Service Levels</b>	<p>Planned changes are to be classified as follows:</p> <p><b>Emergency Change</b></p>

### 3.4 Change Management

	<p>An unanticipated change required to be undertaken by the Supplier to prevent an unavoidable, extended network outage.</p> <p><b>Standard Change</b></p> <p>A planned change required to be undertaken by the Supplier to maintain or improve service performance.</p> <table border="1" data-bbox="555 607 1023 857"> <tr> <th>Type</th><th>Notice Period</th></tr> <tr> <td>Emergency Change</td><td>4 hours</td></tr> <tr> <td>Standard</td><td>10 business days</td></tr> </table>	Type	Notice Period	Emergency Change	4 hours	Standard	10 business days
Type	Notice Period						
Emergency Change	4 hours						
Standard	10 business days						

### 3.5 Availability Management

<b>Description</b>	The Availability Management process exists to ensure that the availability target for services are met or exceeded by measuring, analysing service performance and improving aspects of service provision.
<b>Type</b>	Mandatory
<b>Purpose / Objective</b>	<p>The purpose of Availability Management is to optimise the capability of the infrastructure to deliver sustained level of Service Availability, to enable the Eligible Customer to satisfy its objectives.</p> <p>The objectives of Availability Management are to:</p> <ul style="list-style-type: none"> <li>• Ensure that service availability targets are met or exceeded.</li> <li>• Report on Service Availability</li> <li>• Assist with the diagnosis and resolution of availability related Incidents and Problems.</li> <li>• Assess the impact of all changes on the availability of the services.</li> <li>• Eliminate, or if elimination is not possible, minimise any adverse effect to the Eligible Customer of, Outages, always (excluding planned outages agreed with Eligible Customer) and particularly during periods of high demand and critical production periods, according to the Eligible Customer's availability and Service Level requirements</li> </ul>

### 3.5 Availability Management

<b>Deliverables</b>	<p>The Supplier will:</p> <ul style="list-style-type: none"> <li>• Develop and maintain an availability plan for the services.</li> <li>• Ensure that service availability targets are met or exceeded.</li> <li>• Manage the diagnosis and resolution of availability related Incidents and Problems for services.</li> <li>• Assess the impact of all changes on the availability of the services.</li> <li>• Produce a report, manage and resolve any Outages in accordance with the Incident Management process</li> <li>• Produce reports summarising performance against service levels and make available to the Eligible Customer monthly or, as and where defined in the Eligible Customer Contract.</li> </ul>
<b>Service Levels</b>	<p>Service availability for each service type is specified in the price book and is defined as the Service Uptime within the applicable Service Window for any given monthly period.</p> <p>Service Uptime is the time, in minutes, for which the service is operating within its specification and can be used by the Eligible Customer for its intended purpose.</p> <p>Service availability must meet or exceed target on a per service/site basis.</p>

### 3.6 Information Security Management

<b>Description</b>	Information Security Management aims to ensure the confidentiality, integrity and availability of an organisation's information, data and services.
<b>Type</b>	Mandatory
<b>Purpose / Objective</b>	<p>The purpose of Information Security Management is to ensure that the Supplier's policy on information security is defined and adheres to the Eligible Customer's and Contract Authority's organisational and governance requirements.</p> <p>The objectives of Information Security Management are to:</p> <ul style="list-style-type: none"> <li>• Ensure the protection of the confidentiality of the Eligible Customer's assets, information, data and IT services.</li> <li>• Ensure the integrity of the Eligible Customer's assets, information, data and IT services</li> <li>• Ensure the availability of the Eligible Customer's assets, information, data and IT services</li> </ul> <p>Information Security Management is applicable to all Services, throughout the entire life cycle of each Service</p>
<b>Deliverables</b>	<p>The Supplier is to:</p> <ul style="list-style-type: none"> <li>• Provide a security report detailing compliance with the Eligible Customer's security requirements, as defined in the Eligible Customer Contract</li> <li>• Ensure that any security related breach is raised, resolved and reported as an Incident.</li> <li>• Provide the plan to provide an ongoing assessment of the security posture of the services provided and information retained and how they will be continually improved</li> </ul>
<b>Service Levels</b>	<p>Provision of a security report detailing compliance with Eligible Customer's security requirements within one month of Eligible Customer Contract execution.</p> <p>Provision of a plan to provide an ongoing assessment of the security posture of the services provided to the Eligible Customer on request.</p>

<b>3.7 Service Level Management</b>	
<b>Description</b>	The Service Level Management process is a constant cycle of monitoring, reviewing and reporting on service achievements and instigating actions to eradicate poor performance or improve current Service Levels.
<b>Type</b>	Mandatory
<b>Purpose / Objective</b>	The objective of Service Level Management is to eradicate unacceptable levels of service and ensure that all the Services and supporting components are delivered in a consistent and professional manner.
<b>Deliverables</b>	<p>The Supplier will:</p> <ul style="list-style-type: none"> <li>• Provide targets for each service level.</li> <li>• Provide a matrix for the measurement and format of reports on service delivery against agreed service levels to the Eligible Customer and the Contract Authority.</li> <li>• Provide service level reports monthly or as agreed in the Eligible Customer Contract.</li> <li>• Measure and report on service delivery against agreed service levels.</li> </ul>
<b>Details</b>	<p>Service levels for each service type are as outlined in the Service Catalogue, Price Book and Service Requirements, and/or as specified in the Eligible Customer Contract.</p> <p>At a minimum, service levels must be met for mandatory processes including Incident Management, Problem Management, Service Fulfilment, Change Management, Availability Management and Information Security Management.</p> <p>Service levels will be enforced through a <u>service credit regime</u>.</p> <p><b>Single Service Level Failure</b></p> <p>A single service level failure is where an individual telecommunications service does not meet a service level target. For example, a service may fail to meet its availability threshold, or may be associated with an Incident which is not resolved within the appropriate restoration target.</p> <p>For any single service level failure, the service credit will equal 30% of the monthly fee for each impacted service.</p> <p><b>Multiple service level failure</b></p> <p>Where a Supplier fails to meet any service level for three months within any six-month period, the Eligible Customer may at its sole discretion, cancel the impacted service(s) without penalty. This is in addition to the service credits payable for each consecutive month where the service level was not met.</p>

	For the avoidance of doubt, a service level failure applies to any single telecommunications service. For example, a mobile service, internet service at a data centre or WAN link at a government office site.
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### 3.8 Event Management

<b>Description</b>	Event Management is the monitoring and detecting any deviation from normal or expected operation and the management of any occurrence that has significance to the delivery of services.
<b>Type</b>	Optional
<b>Purpose / Objective</b>	The purpose of Event Management is to: <ul style="list-style-type: none"> <li>• Monitor key components of each Service, either passively or actively.</li> <li>• Detect events, evaluate them and determine the appropriate action.</li> </ul>
<b>Deliverables</b>	The Supplier will be responsible for monitoring the following: <ul style="list-style-type: none"> <li>• Environmental conditions, e.g. fire and smoke detection</li> <li>• Software licences of Supplier components for usage to ensure optimum/legal licence utilisation and allocation</li> <li>• Normal activity, e.g. tracking the use of a Service or the performance of an underlying component.</li> </ul>
<b>Service Levels</b>	To be defined in the Eligible Customer Contract if required.

### 3.9 Release Management

<b>Description</b>	Release Management is the process of governing and ensuring the planning, building and controlling of approved releases through testing and pre-production environments.  Releases include firmware and software updates to Supplier environments and equipment to maintain supportability, provide bug and security fixes and to provide new capability.
<b>Type</b>	Optional
<b>Purpose / Objective</b>	The purpose of the Release Management process is to provide an agreed process to communicate Release Management information relating to services, infrastructure and business applications impacting the Eligible Customer Services.  The objectives of Release Management are to: <ul style="list-style-type: none"> <li>• Ensure no adverse effects impact the Eligible Customer Services.</li> </ul>

### 3.9 Release Management

	<ul style="list-style-type: none"> <li>• Ensure that a release package is tested prior to commitment to the Eligible Customer's Service.</li> <li>• Ensure that, where required, the Eligible Customer has sufficient time to test and validate any impacts/risks on the Eligible Customer side resulting from the Release.</li> <li>• Eligible Customer testing due to Release changes are supported.</li> <li>• Ensure that skills and knowledge are transferred to the Eligible Customer's users and operations and support personnel as appropriate.</li> </ul>
<b>Deliverables</b>	<p>For Releases that impact Eligible Customer Services, the Supplier will:</p> <ul style="list-style-type: none"> <li>• Provide a release plan highlighting the activity domain on new releases to the Eligible Customer and Contract Authority</li> <li>• Provide impact assessment and incremental features of new release.</li> <li>• Provide the Eligible Customer the opportunity to test the release prior to its implementation, where appropriate.</li> <li>• Respond to requests for information from the Eligible Customer and Contract Authority for information on the service release plan and features</li> <li>• Provide support to Eligible Customers in testing of releases prior to their implementation, where appropriate</li> <li>• Produce regular report summarising the Release Management within the previous quarter with additional post implementation reviews on request.</li> </ul> <p>The Supplier's Service Desk will govern and ensure the plan, build and test processes are followed for each Release, including progress through test and pre-production environments where applicable.</p>
<b>Scope</b>	To be defined in the Eligible Customer Contract if required.

### 3.10 Asset and Configuration Management

<b>Description</b>	The Asset and Configuration Management process is for the maintenance of information regarding all managed components, their attributes and their relationship to other configuration items.
<b>Type</b>	Optional

### 3.10 Asset and Configuration Management

<b>Purpose / Objective</b>	<p>The purpose of Asset &amp; Configuration Management is the minimisation of adverse impacts on business operations of incidents related to out-of-date configurations or ageing infrastructure, and the optimisation of the businesses spend on managed components.</p> <p>The objectives of Asset &amp; Configuration Management are to:</p> <ul style="list-style-type: none"> <li>• Identify, control, record and verify managed components.</li> <li>• Manage and protect the integrity of managed components including licensing compliance.</li> <li>• Provide accurate asset and configuration information to enable faster decision-making.</li> <li>• Define and control the constituent components of any services.</li> </ul>
<b>Deliverables</b>	<p>The Supplier will, as and where defined in the Eligible Customer Contract:</p> <ul style="list-style-type: none"> <li>• Define and control the constituent components (assets and configurations) of any service.</li> <li>• Maintain accurate information relating to constituent components.</li> <li>• Ensure constituent components are fit for purpose and able to be supported.</li> <li>• Ensure asset software and firmware is up to date.</li> <li>• Ensure asset configuration is correct and consistent, and that compliance reports can be provided on request to Eligible Customers.</li> <li>• Produce regular report summarising the Asset and Configuration Management within the previous year with additional post implementation reviews on request.</li> </ul>
<b>Service Levels</b>	To be defined in the Eligible Customer Contract if required.

### 3.11 Demand Management

<b>Description</b>	Demand Management aims to understand, anticipate and influence Eligible Customer demand for services. This process works with Capacity Management to ensure that the Supplier has sufficient capacity to meet the required demand for services.
<b>Type</b>	Optional
<b>Purpose / Objective</b>	<p>The objective of Demand Management is to:</p> <ul style="list-style-type: none"> <li>• regularly predict the Eligible Customer's consumption of Services; report on any forecast inability to satisfy future demand; and</li> <li>• track delivery against an Eligible Customer-approved Demand Management plan.</li> </ul>
<b>Deliverables</b>	The Supplier will, as and where defined in the Eligible Customer Contract



### 3.11 Demand Management

	<ul style="list-style-type: none"> <li>• undertake service utilisation measuring, modelling, management and reporting activities.</li> <li>• identify, collect and analyse data about Eligible Customer's existing consumption and potential consumption of new Services to establish and maintain demand forecasts.</li> <li>• make recommendations to the Eligible Customer in relation to any improvements to managing demand and/or the delivery of demand information</li> <li>• co-operate with the Contract Authority and the Eligible Customer to benchmark usage levels of demand, cost drivers, evaluate demand optimisation opportunities and solutions.</li> <li>• support any forecast assessments conducted by the Contract Authority or the Eligible Customer.</li> <li>• execute any action plans to ensure demand forecast processes, policies and standards of the Eligible Customer are met</li> <li>• Produce regular trend analysis reports</li> </ul>
<b>Service Levels</b>	To be defined in the Eligible Customer Contract if required.

### 3.12 Capacity Management

<b>Description</b>	Capacity Management is for understanding the Eligible Customer's business's working patterns such that the capacity and performance service levels are met by the service(s) and reported on.
<b>Type</b>	Optional
<b>Purpose / Objective</b>	<p>The purpose of Capacity Management is to ensure all the Eligible Customer's current and future Capacity and performance requirements are reported and can be supported in a timely and cost-effective manner.</p> <p>The objectives of Capacity Management are to:</p> <ul style="list-style-type: none"> <li>• Monitor and report on the capacity and utilisation of services and resources to achieve required service levels.</li> <li>• Assist to diagnose and resolve performance and capacity related incidents and problems.</li> </ul>
<b>Deliverables</b>	<p>The Supplier will, as and where defined in the Eligible Customer Contract,</p> <ul style="list-style-type: none"> <li>• Undertake Eligible Customer Service capacity and performance measurement, modelling, management and reporting activities.</li> <li>• Manage resource performance so that services meet SLA objectives</li> <li>• Produce and maintain an up-to-date capacity plan, including forecasts, actuals and variance analysis.</li> </ul>

### 3.12 Capacity Management

	<ul style="list-style-type: none"> <li>• Provide Capacity forecasting and trending reports to the Eligible Customer</li> <li>• Provide Capacity forecasting and trending reports to the Contract Authority upon request</li> </ul>
<b>Service Levels</b>	To be defined in the Eligible Customer Contract if required.

### 3.13 Service Continuity Management

<b>Description</b>	The Service Continuity Management process ensures that, in the event of a disaster or business continuity event, the operations of the Eligible Customer's business can continue in accordance with the Eligible Customer provided business continuity plan.
<b>Type</b>	Optional
<b>Purpose / Objective</b>	<p>The purpose of Service Continuity Management is to ensure the required IT technical and services operations of the Eligible Customer can be recovered within required and agreed timeframes.</p> <p>The objectives of Service Continuity Management are to:</p> <ul style="list-style-type: none"> <li>• Ensure that the services and their constituent components can be restored to meet the business requirements of the Eligible Customer.</li> <li>• Analyse and document any risks that may affect the continuity of services.</li> <li>• Assess the impact of all changes on continuity and recovery plans.</li> <li>• Regularly test the invocation of recovery plans.</li> <li>• The Supplier must work with Eligible Customer, or nominated Third Parties, to contribute to Service Continuity plans, support test plan development and execution, approval and review of final Service Continuity plans.</li> </ul>
<b>Deliverables</b>	<p>The Supplier will:</p> <ul style="list-style-type: none"> <li>• Develop and maintain a Disaster Recovery Plan.</li> <li>• Develop and maintain a set of business continuity and recovery plans.</li> <li>• Test recovery plans in conjunction with Eligible Customer as and where defined in the Eligible Customer Contract</li> <li>• Provide reports on any testing of recovery plans</li> </ul>

### 3.13 Service Continuity Management

	<ul style="list-style-type: none"> <li>Provide support for manual and automated fail-over in Disaster Recovery documentation.</li> </ul> <p>The scope of this service includes testing and maintaining the capability of managed services to be restored in the event of a disaster.</p> <p>The service includes the maintenance of a Service Continuity Plan for each service.</p>
<b>Service Levels</b>	To be defined in the Eligible Customer Contract if required.

### 3.14 Knowledge Management

<b>Description</b>	Knowledge Management is for creating and maintaining a shared knowledge base relating to the managed components, documentation and all related configuration items.
<b>Type</b>	Optional
<b>Purpose / Objective</b>	<p>The purpose of Knowledge Management is that the shared knowledge base is online, current, relevant and accessible through a portal Accessible to the Eligible Customer and Contract Authority.</p> <p>The objectives of Knowledge Management are to:</p> <ul style="list-style-type: none"> <li>Ensure that the right information is available to enable informed decision-making related to the Services.</li> <li>Improve the quality and efficiencies of service provision and operations.</li> <li>Ensure that personnel have a clear and common understanding of each Service, its constituent parts and how to be leverage it.</li> </ul>
<b>Deliverables</b>	<p>The Supplier is to:</p> <ul style="list-style-type: none"> <li>Ensure that the right information is available to enable informed decision-making related to the Service.</li> <li>Ensure that the Eligible Customer and Contract Authority have a clear and common understanding of each Service and its constituent parts and how to be leverage it.</li> </ul>
<b>Service Levels</b>	To be defined in the Eligible Customer Contract if required.

## 4. Glossary

Item	Definition
Active Termination	Where the Supplier provide a device that terminates the service at a site and enables end-to-end management.
ADSL	Asymmetric Digital Subscriber Line
APN	Access Point Name. A gateway between a mobile network and another network, such as the Internet or a Private WAN.
bps or bit/s	Bits per second
CAB	Change Advisory Board
Circuit	For data connections, a circuit a path that data transverses between two points. A circuit is a component of a Service.
CMS	Configuration Management System
Contract Authority	The central entity that is accountable and responsible for the Head Agreements of the TPAs
CoS	Class of Service
CSI	Continual Service Improvement
Eligible Customer	NSW Government Agency, or any organisation procuring services from the Service Catalogues.
Eligible Customer Premise Equipment (CPE)	A device that is used by Suppliers to terminate services at a site.
Eligible Customer Termination Device	An Eligible Customer device that is connected to the Provider's equipment
DHCP	Dynamic Host Control Protocol
DISP	Digital Information Security Strategy
DoS (or DDoS)	Denial of Service or Distributed Denial of Service. An attack that attempts to make a service unavailable by overwhelming it with traffic from multiple sources.
DWDM	Dense Wavelength Division Multiplexing
Error	A design flaw or malfunction that causes a failure of one or more IT services or other configuration items.
Event	A change of state that has significance for the management of a service.
Gateway device	A layer 3 device at a site that acts as the sites router, to transmit packets to the WAN. Host devices have a gateway device configured, typically via DHCP.
Gbps or Gbit/s	Giga (billion) bits per second
Grey Area Diagnostics	<p>The process to proactively diagnose in-scope services and interconnections to help identify the cause of an incident or problem. The result is to identify that the cause of the incident or problem:</p> <ul style="list-style-type: none"> <li>· Is caused by in-scope services.</li> <li>· Is not caused by in-scope services.</li> <li>· Could be caused by in-scope services, and further diagnostics are required.</li> </ul>
ICT	Information and Communications Technology

Item	Definition
ICT Risk Management	Information Communication Technology (ICT). The NSW Digital Information Security Policy mandates a risk-based approach to securing information, based on the ISO 27001 standard. DFSI has implemented a framework in line with the policy, with ICT risks being managed through an Information Security Management System (ISMS).
Incident	An unplanned interruption to a service or a reduction in the Quality of a service. Failure of a configuration Item that has not yet impacted service is also an Incident.
IP	Internet Protocol
IPSLA	Internet Protocol Service Level Agreement. Cisco IOS feature that allows for the collection of network performance information.
ISM	Information Security Management
ISMS	Information Security Management System
ISO	International Standards Organisation
ITSM	IT Service Management
IVR	Interactive Voice Response
kbps or kbit/s	Kilo (thousand) bits per second
Known Error	A Problem that has a documented root cause and workaround.
Location, Site	An Eligible Customer site or location is a place where services are to be delivered. Depending on the service, this may not necessarily be a physical building.
MACD	Move, Add, Change or Delete
MAN	Metropolitan Area Network
Mbps or Mbit/s	Mega (million) bits per second
Mobile Network Operator (MNO)	Provider of wireless/mobile communications services that owns or controls all the elements necessary to sell and deliver services to an end user, e.g. radio spectrum, wireless network infrastructure, back haul, billing, customer care, provisioning systems and repair capabilities.
Mobile Virtual Network Operator (MVNO)	Provider of wireless/mobile communications services that does not own the wireless network infrastructure over which it provides services to its customers. Instead they enter a business agreement with a MNO to obtain bulk access to network services at wholesale rates. They do have their own customer service, billing systems, marketing, and sales personnel.
MPLS	Multi-Protocol Label Switching
MTU	Maximum Transmission Unit
NBN	National Broadband Network
NBN Co	The entity responsible for the design, build and operation of the NBN
NFV	Network Function Virtualisation
NIVR	Network Interactive Voice Response
OADM	Optical Add-Drop Multiplexer

Item	Definition
Operational Risk	Risks associated with business-as-usual activities at the Division / Business Unit / Related Entity level that is normally managed within that area, unless the level of risk requires a review by the DFSI Executive and/or Secretary.
OSS	Operational Support System
Passive Termination	Where the Service provider provides a physical termination point which can't be monitored.
PE	Provider Edge
Peering	The exchange of data directly between Content Providers and Eligible Customers, rather than via the Internet.
Performance	A measure of what is achieved or delivered by a system, person, team, process or service
POI	Point of Interconnect
POP	Point of Presence
Priority	The value given to an Incident, Problem or Change to indicate its relative importance to ensure the timeframe within which action, such as Response and Resolution, is required.
Problem	A cause of one or more Incidents. The cause is not usually known at the time a Problem Record is created, and the Problem Management Process is responsible for further investigation.
Public Holidays	All NSW public holidays as gazetted, except for Bank Holidays specific to only banks and financial institutions as per the Retail Act.
QoS	Quality of Service
RACI	Responsible, Accountable, Contributor, Informed
Resolver Group	Specialised groups that have the knowledge and skill to solve an Incident or Problem.
R-OADM	Reconfigurable Optical Add-Drop Multiplexer
Root Cause	The underlying or original cause of an incident or problem.
RSP	Retail Supplier
Sandboxing	A security mechanism for separating untested or untrusted programs or code to mitigate system failures or software vulnerabilities from spreading.
Satellite	Satellite based connectivity to deliver NBN connectivity
SDN	Software Defined Networking
SDWAN	Software Defined Wide Area Network
Service Window	Service window is defined as the timeframe within which service availability and service management (incident response, incident resolve) are measured and managed.
Significant Event	This is an event that materially impacts an Eligible Customer, and is likely to be a P1 or P2.
SIP	Session Initiation Protocol.
SLA	Service Level Agreement
TDM	Time Division Multiplexing

Item	Definition
TPA	Telecommunications Purchasing Arrangements
User	A person who uses a service on a day-to-day basis.
VIP	People with critical roles within an organisation, and identified to Suppliers.
VNF	Virtual Network Function
VPN	Virtual Private Network
WAN	Wide Area Network
Whole of Government (WoG or WofG)	All Clusters and Agencies within the NSW Government.

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