CatholicCare Social Services Hunter-Manning

ICT Services

Terms of Service

Effective from 1 Dec 2012

Contents

TERMS OF SERVICE PROVIDED BY

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PREAMBLE

The provision of Information and Communications Technology (ICT) services is a critical aspect for the running of any organisation. It allows the capture and reporting of information as well as the communication and collaboration of parties. Indeed there are very few organisational processes today that can take place without the use of ICT equipment and infrastructure.

In order to achieve efficient and simplified ICT Services through a single provider, the Diocese of Maitland-Newcastle operated an ICT Services team and helpdesk with the mandate to offer guidance and strategy to the Diocese, its parishes and its agencies (with the exclusion of the Catholic Schools Office).

With CatholicCare being the largest consumer of the ICT services offered by this team, it was decided that CatholicCare would take on the responsibility of operating the team on behalf of the Diocese. The mandate was to remain the same, and the ICT team would continue to work closely with all agencies and parishes across the Diocese in proactively providing advice and leadership in matters relating to technology.

The ICT services operated by CatholicCare Hunter-Manning are available through throughout the Diocese of Maitland-Newcastle. By utilising a single provider, parties within the Diocese of Maitland-Newcastle can achieve greater synergies of technology, providing a consistent and compatible platform for each organisation to share.

ICT Services offered by CatholicCare Hunter-Manning include

- Procurement
- Installation
- Onsite and remote support
- Upgrades and Decommissions
- Management of 3rd party specialist providers
- Training

Services are offered for all Information and Communications Technologies including:

- Desktop and laptop computers
- Servers
- Networking and Network Infrastructure
- Telephone systems and services
- Internet and Web Services

Where specialist 3rd parties are required CatholicCare ICT Services staff members will oversee and co-ordinate the work of said 3rd parties.

For more details on the features and benefits of uniting through a single service provider please see Appendix 1 – Features and Benefits of Partnership

The aim of these terms is to establish arrangements for the effective delivery of ICT Services between the parties within the Diocese of Maitland-Newcastle. These arrangements are intended to facilitate the continuation of the delivery of ICT Services in a manner that is consistent, timely, resourceful and productive and supports the Mission, Vision and Values of the Catholic Church.

PART 1: Glossary of Terms

Interpretation

For the purpose of this document the following definitions apply;

- "Agency" / "Agencies" shall mean Catholic Schools Office, CatholicCare, Diocesan Chancery, Catholic Mission and any Catholic organisation operating in conjunction with the Catholic Diocese of Maitland-Newcastle.
- "Caller Service Fee" or "Caller Fee" refers to one of the fees that makes up part of the monthly consolidated charge
- "CatholicCare" shall mean CatholicCare Social Services Hunter-Manning of the Diocese of Maitland-Newcastle
- "CSO" shall mean Catholic Schools Office of the Diocese of Maitland-Newcastle
- "Diocesan Chancery" shall mean the Diocesan Chancery, staff and volunteers of the Diocese of Maitland-Newcastle excluding Parish staff and volunteers.
- "Effective date" shall mean the minimum date from which these Terms of Service will apply to services provided
- "EndPoint" refers to a laptop, desktop, tablet computer or thin client computer
- "ICT Services Team" shall mean the ICT Services Team of CatholicCare Social Services of the Diocese of Maitland-Newcastle
- "ICT" refers to information and communications technologies or the ICT Services team of CatholicCare Hunter Manning.
- "Incident" refers to a classification of ICT Service. It encompasses any job to restore a malfunctioning ICT system.
- "Infrastructure Systems" refer to ICT infrastructure systems. Typically these include:
    - Network Connections (Outlets, WAN Links)
    - Network Devices (Switches, Routers and Wireless Access Points)
    - Security Cameras and Digital Video Recorders (DVRs)
    - Security System Infrastructure (Receivers, Panels)
    - Servers
    - Telephony PABXs
    - UPS devices (Uninterruptable Power Supply)
- "Infrastructure Users" refers to parties that are connected to the shared CatholicCare / DoMN Infrastructure Systems

- "Initiating party" shall mean the party that issues a notice of proposed amendment
- "Monthly Consolidated Charge" refers to a cost that will be charged to each party to recoup the costs of providing ICT Services
- "Nominated Officer" refers to the holder of a position as specified as having designated responsibility for a particular function established under the ToS
- "On Request Only Users" are parties that are not connected the CatholicCare / DoMN Shared Infrastructure Systems but still request ICT services from the CatholicCare ICT Service Desk
- "Organisational Systems" refer to ICT systems that are not available to all parties. Typically these are used only by one organisational unit and include:
    - EndPoints and User Devices
    - Organisational Server/s
    - Single Office Network Connection
- "Parish / Parishes" shall mean any parish within the geographical boundaries of the Diocese of Maitland Newcastle
- "Parties" and "Party" shall mean the agencies, organisations and Parishes that utilise the ICT Services team and resources
- "Project" refers to a classification of ICT Service. It encompasses any complex job requiring stages of research & implementation.
- "Service Desk" or "ICT Service Desk" refers to the single point of contact and communication within the ICT Services team for users
- "Service Request" refers to a classification of ICT Service. It encompasses any basic job to add / move or change an existing ICT system.
- "Shared Systems" refer to ICT systems that are available to all Infrastructure Users. Typically these include
    - Backup, Archive & Recovery Systems
    - Network Backbone Connections
    - Remote Access and Application Delivery Systems
    - Servers (Hosting shared applications i.e. Email)
- "ToS" refers to Terms of Service
- "User Device" refers to phone, printer, fax machine or similar device
- "User Systems" refer to ICT EndPoints, User devices and peripherals. Including:
    - Desktop Computers
    - Fax Machines
    - Multifunction Copiers
    - Notebook / Laptop Computers
    - Palm / Pocket PCs and other Handheld devices
    - Printers
    - Scanners
    - Security System Accessories (Pendants, Tokens, Remotes)
    - Tablet Computers
    - Telephone handsets
    - Thin Client Computers
- "Work around" refers to an alternate method to achieve an outcome. For example, printing to a printer down the hall if the one in your office is broken.

PART 2: Roles and Responsibilities of the Parties

The parties to these ToS agree to the following:

- The role and responsibilities of the ICT Services Team to parishes, the Diocesan Chancery, CatholicCare and any other party are to provide efficient ICT services in a manner that is consistent with the Mission, Vision, Values of CatholicCare and the Diocese of Maitland Newcastle. More details can be found in Appendix 2
- The role and responsibilities of the other parties can be found in Appendix 3

PART 3: Accountability and Reporting

The reporting requirements for each party are to be met in regard to specific legislative or audit requirements. In addition, the parties agree to the following reporting arrangements to ensure accountability and quality assurance:

The *"ICT Services"* Team will deliver the following

- **Monthly**
  - Breakdown of service fees, including details of Caller Fees
- **Ad Hoc**
  - Reports as requested. E.g. progress update reports for specific projects etc

Parties who receive ICT services undertake to:

- Negotiate a project calendar for any major ICT projects that they have coming up
- Discuss any anticipated significant change to ICT requirements
- Participate in annual surveys of expectations and satisfaction with performance of ICT Services

Each party shall identify a nominated officer (being Contact Person and Relationship Manager) for matters relating to the provision of ICT services or these Terms of Service.

PART 4: Fee structure

The parties agree to contribute to the annual costs of the ICT Services team and services operated by the team on behalf of all parties. This is in recognition of the services and resources made available by CatholicCare to other parties. It is a necessary requirement for CatholicCare to recover the costs of services and resources provided to other parties to maintain compliance with its government funding bodies.

The costs will be distributed to parties that are connected to the CatholicCare/DoMN infrastructure systems (Infrastructure Users) in the form of a consolidated monthly fee that consists of:

1. Infrastructure Service Fee
2. Caller Service Fee
3. Caller Service Credit

Parties that are not connected to the CatholicCare/DoMN infrastructure systems that are provided ICT services on request (On Request Only Users) will contribute to the ICT costs in the form of:

1. Caller Service Fee
2. Server Maintenance Fee (where applicable)

The fees will be calculated and charged monthly in the first 10 days of the month for the previous month. Invoices are to be paid within 30 days from date of invoice. No claims will be accepted after 7 days from the date of the invoice.

More detail on each of the fees can be found in Appendix 4.

The cost of items purchased by CatholicCare on behalf of other organisations will also be passed onto the relevant parties. This includes but is not limited to hardware, software, maintenance contracts and 3rd party services. Best efforts will be made to manage costs by selecting economical products and services that meet the applicable requirements.

PART 5: Review

These ToS will remain in effect indefinitely though parties will retain the option to cease using services & resources provided by the ICT team as discussed in Part 7. These ToS will be reviewed each financial year along with the budgets, fees & project schedules.

PART 6: Alteration

The ToS may be amended. Any proposed minor amendment shall be by notice delivered to the other parties by the initiating party. No amendments are to be made without at least 30 days' notice given to other parties. Where substantial alterations are proposed, parties may be invited to discuss the proposed alterations together. Other attendees may include members or representatives of the Vice Chancellor Administration or the Diocesan Executive Committee.

PART 7: Termination

Parties may give notice in writing to the ICT Services Manager terminating their involvement at any time. Termination will take effect thirty (30) days after the written notice has been received, unless an alternate date is negotiated or the notice to terminate is withdrawn. Any fees incurred during the 30 day notice period will be invoiced at the end of the month in line with the normal monthly invoicing schedule.

PART 8: Breach

Failure to comply with the conditions, procedures and schedules of the Terms of Service constitute a breach. Any perceived breach should be communicated to the relevant party, which will then activate the dispute resolution process described in Part 9.

PART 9: Dispute Resolution

In the event of a dispute arising between the parties relating to arrangements established under the ToS, it is agreed that in the first instance the matter will be referred to the ICT Manager for resolution who will work in good faith to resolve the matter.

Should a dispute remain unresolved for a period of more than 14 days, the matter will be brought to the attention of the Vice Chancellor of Administration who can adjudicate in conjunction with the Diocesan Executive and / or Bishop as necessary.

Part 10: Intellectual Property

All intellectual property remains the property of CatholicCare Hunter-Manning on behalf of the Diocese of Maitland-Newcastle.

APPENDIX 1 – Features and Benefits of Partnership

There are many features and benefits associated with working in partnership, especially for the smaller parties. All parties gain access to a team of experts with whom they can entrust their technology requirements allowing them to spend more of their time on their own core goals whether they are pastoral care or social welfare. For smaller parties, this is generally at a fraction of the cost of maintaining even a single ICT employee of their own.

Some of the services offered by the ICT Team are listed below with their features and benefits. More specific details around the systems that are included as *Shared Systems* for Infrastructure users can be found in Appendix 6 - Shared Infrastructure Services

Procurement

Features	**Benefits**
Suppliers with proven track records for service	Lower risk of faulty goods or poor service
Supplier account managers	Faster access to vendor support Improved complaints handling Flexible purchase options
Bulk purchasing options	Better pricing
Quoting services	ICT team will shop around to find the best buy (Product, Price & Vendor)
Product selection	More experience purchasing more often leads to better understanding of the market and available options

Installation

Features	**Benefits**
Will install equipment on site	Ensures equipment is configured and operational as required

Onsite and remote support

Features	**Benefits**
Can provide support onsite or via telephone	Flexible support options mean that you can depend on a site visit for complex tasks, or gain quick support via the phone for simple assistance
Remote control software	Remote support technicians can take control of the screen and fix problems without users needing to explain everything on the screen or follow complex unfamiliar instructions

Upgrades and Decommissions

Features	Benefits
Can provide upgrade services to existing equipment where appropriate	Protects the investment already made in capital assets
Will decommission old equipment in an environmentally friendly manner	Old equipment is recycled in an environmentally friendly manner

Management of 3rd party specialist providers

Features	Benefits
Will oversee the work of specialist 3rd party provides as required	Provides the parties with a single point of contact even if services from external provides are required. Removes the need for parties to have knowledge of or experience dealing with specialist providers or their specialty products and jargon Frees up partners own resources to focus on core goals

Preventative Server Maintenance

Features	Benefits
Will log on regularly to apply security updates	Peace of mind that exploits in the operating system are patched minimising the threat of any known vulnerabilities.
Will log on regularly to check anti virus versions	Peace of mind that servers have the latest anti virus protection to minimise the threat of viruses
Will log on regularly to check anti malware / spyware versions	Peace of mind that servers have the latest spyware and malware protection to minimise the threat of spyware and malware
Will ensure that latest product engines are installed for anti virus / malware / spyware	Peace of mind that the threat of dangerous software is minimised

Internet & Web Hosting

Features	Benefits
Can host websites with no additional hosting fees	Infrastructure users can make the most of the existing web servers to host websites at no additional cost
Reliable 3rd party domain management	Peace of mind that domain names are not going to be stolen or squatted (domain names such as "www.catholicservices.com" are often stolen and misused, or ransomed back to their previous owners.
Setup services	ICT staff can oversee the entire creation and maintenance of a website

Training Resources

Features	Benefits
Can provide access to online training modules for MS Office Products and other content	Can increase productivity and satisfaction in team members

Software Licensing Management

Features	Benefits
Central storage, management and audit of software licenses	Licenses purchased for all parties can be held and maintained against EndPoint counts enabling easier purchasing with annual true-ups rather than ongoing individual license purchasing

More specific details around the systems that are included as *Shared Systems* can be found in Appendix 6 - Shared Infrastructure Services

APPENDIX 2 - The roles and responsibilities of the ICT Services Team

The work of the *"ICT Services Team"* is in collaboration with parishes, Diocesan parties and teams to fulfil the following services:

1. Ongoing support and maintenance of **existing** ICT "infrastructure systems". Including the provision of disaster recovery and business continuity services.
2. The planning, purchasing and implementation of **new** ICT "infrastructure systems".
3. Ongoing support and maintenance of **existing** ICT "EndPoints" and "User systems".
4. The planning, purchasing and implementation of **new** ICT "EndPoints" and "User systems".
5. To respect the privacy of all information contained on ICT systems, unless obligated to make reports under the ICT Acceptable Use Policy or any local or commonwealth law.
    - Specifically, that no access to information belonging to a party is to be made available to another party without written consent of the party that owns the information. In the case of information belonging to a parish, the consent must be provided by the Parish Priest.
6. To administer systems (including user access and purchasing requests) on behalf of parties in line with that party's own procedural requirements, such as requiring requests to be approved by a particular individual.
7. To inform any party requesting a service if the service requested is likely to take an extended period of time to complete or require extensive hours to complete.

These services are requested via the ICT Service Desk which can be contacted by phone on 02 4979 1129 or email (support@catholiccare.org.au)

The service desk is staffed from 8am to 5pm Monday to Friday, with a technician available after hours for urgent matters. Users requiring urgent assistance can access a technician after hours by calling the ICT Service Desk phone number and following the prompts to be transferred to the on call voice message system and will have their call returned within 30 minutes.

Requests made to the ICT Service Desk from all parties are prioritised together and actioned by the ICT Team with target resolution times based on the classification and impact of the request / problem.

For details on the process of prioritisation and response times, please see **Appendix 5 – Prioritisation & Response Targets**. If any customer of the ICT Service desk feels that their request has not been dealt with in a timely matter, they are invited to contact the ICT Manager for escalation or to offer feedback.

The ICT Service Desk exists as a funnel point for any questions relating to technology and can be used for general information as well as requesting services.

APPENDIX 3 - The roles and responsibilities of the other parties

The other parties agree to work in collaboration with the "*ICT Services*" Team in the following areas:

1. Work with the *ICT Services* Team in a collaborative manner to facilitate achievement of Diocesan standards and strategic objectives.

2. Support the delivery of ICT Services by paying for any goods and services rendered.

3. Understand, comply with and support the ICT Acceptable Use Policy which is available a: http://www.mn.catholic.org.au/about/pdf/diocesan_it_communications_acceptable_use_policy.pdf

4. Provide sufficient information to the ICT Service Desk to allow requests to be prioritised within the job queue

5. Understand that requests for service are prioritised from all parties

6. Utilise the appropriate channels for requesting services. All requests are to be made via the ICT Service Desk

7. Utilise the after hours technician for urgent requests only. Typically, an urgent request is to solve a problem for which no work-around can be found, that is impacting on safety, client care, or organisational requirements.

   It is understood that some parties conduct much of their business on weekends (particularly the parishes) and utilise volunteer resources that are also only available on weekends. These groups are welcome to contact the Service Desk after hours and follow the prompts to speak to an after hours technician.

APPENDIX 4 – Breakdown of Fees

Infrastructure Service Fee

The infrastructure fee is intended to recoup the costs of "*Shared Systems*". It includes the depreciation expense and the running costs of shared technology resources.

It is allocated to the parties connected to the CatholicCare/DoMN infrastructure systems based on the number of "*EndPoints*" in use by the party as a percentage of total supported "*EndPoints*" for the given month. This percentage split is called the "*ICT Infrastructure Split*"

For example, if CatholicCare own 75% of the total supported endpoints, they will be assigned 75% of the "Infrastructure Split" and pay 75% of the Infrastructure costs through their "Infrastructure Fee"

It is based on the number of "*EndPoints*" in favour of FTE or other more complicated algorithms as it is the method used by vendors to calculate the majority of costs of the technology items recouped in this fee.

Forecast Average ICT costs per EndPoint –for Financial Year 2012-2013

Reviewed each financial year

Approx Cost per Endpoint per Month	$155
Cost per Endpoint per Year	$1,842

Partners using this figure for budgeting should remember that it covers the contribution towards shared items, and a rough forecast of Caller Services Fees. Any project for any party that requires substantial work from the ICT services team is likely to affect the amount of time available for work on Infrastructure Systems, which therefore affects (reduces) the Infrastructure Service Fees.

Caller Service Fee

The caller service fee is intended to recoup the costs of the ICT Team and is represented as an hourly rate. The costs recouped include salaries and on-costs.

The fee is charged for ICT services rendered to parties to support their "*Organisational Systems*". It is based on the time spent by the ICT team to respond to requests put to the "*Service Desk*". Being based on salaries and on-costs, the Caller Service Fee hourly rates differ for each ICT staff member.

The Caller Service Fee is **not** charged for faults on a "*Shared System*" or for faults in "*Infrastructure Systems*", even if the "*Infrastructure Systems*" are "*Organisational Systems*". So parties reporting a fault on the mail server (Shared System) will not be charged a Caller Service Fee for the time spent fixing the mail server. Nor will a Caller Service Fee be charged to fix a faulty site network link.

The Caller Service Fee is also **not** charged for projects to review and upgrade "*Shared Systems*" for the benefit of all.

The Caller Service Fee **is** charged for a Service Request on a "*Shared System*" if the request is not to the benefit of all parties. So parties requesting a change to the shared system, such as a new email address on the shared mail server will be charged a Caller Service Fee.

Another way to determine if a particular job will be charged via a Caller Fee is to use the matrix below that classifies jobs by the service type, equipment serviced and whether all ICT system users are to benefit.

N.B. – Regardless of request type, Travel Time will not attract a Caller Service Fee. This is to ensure that parties located further from HO are not disadvantaged

	Organisational Systems – User Systems	Organisational Systems – Infrastructure Systems	Shared Systems – Infrastructure Systems
Incident	Caller Fee	No Caller Fee	No Caller Fee
Service Request for benefit of **one** party	Caller Fee	Caller Fee	Caller Fee
Service Request for benefit of **all** parties			No Caller Fee
Project for benefit of **one** party	Caller Fee	Caller Fee	Caller Fee
Project for benefit of **all** parties			No Caller Fee

As per the table above, work to provide cost estimates of projects, or in organising quotes or other services from 3rd party providers will attract Caller Service Fees where the project or request is for the benefit of only one party. Even if the 3rd party provider does not charge for the quoting or demonstration services, the cost of the ICT employees acting on behalf of the diocesan agency or parish will need to be recovered.

Caller Service Fees
– Hourly Rates for Financial Year 2012-2013

Reviewed each financial year

ICT Services Manager	$90
ICT Support Engineer	$62
ICT Support Officer	$49

Caller Service Fees
– Hourly Rates Effective from 01 August 2015

Reviewed each financial year

ICT Services Manager	$90
ICT Project Engineer	$75
ICT Support Engineer	$65
ICT Support Officer	$55

Commercial Service Fees for external commercial organisations that are not associated with the Diocese of Maitland-Newcastle or its Parishes
– Hourly Rates for Financial Year 2012-2013

Reviewed each financial year

ICT Services Manager	$140.00
ICT Engineer	$120.00
ICT Officer	$90.00

Caller Service Credit

The caller service credit offsets a portion of the Infrastructure Service Fees using the income derived from the Caller Service Fees. As an example, if the ICT team work all month on a project for one particular party, that party will incur a very high Caller Service Fee. The caller service fee will offset the Infrastructure Service Fees all parties, which is sensible, since the ICT team weren't working on any infrastructure systems for that month as they were tied up on the project for the single party. The net result is that the party for whom the project was being completed would have a high Monthly Consolidated Fee and the other parties would have a low Monthly Consolidated Fee.

Calculations of monthly fees – Infrastructure Users

To calculate the fees for a party connected to the CatholicCare/DoMN infrastructure systems, the following equations are used:

w = Infrastructure Fee for Given Month
x = Caller Fee for Given Month
y = Caller Credit for Given Month
z = Consolidated Monthly Fee for Given Month

a = ICT Infrastructure Split % for Given Month
b = Total Infrastructure Cost for Month
c = Total Income from Caller Service Fees for Given Month
d = Number of chargeable hours used by partner
e = Hourly Rate of Technician utilised

Infrastructure Fee

$w = a \times b$

Caller Fee

$x = d \times e$

Caller Credit

$y = a \times c$

Consolidated Monthly Fee

$z = w + x - y$

Example 1

CatholicCare for Jan 2012 (fictitious example only)

w = Infrastructure Fee for Given Month
x = Caller Fee for Given Month
y = Caller Credit for Given Month
z = Consolidated Monthly Fee for Given Month

a = 75% *ICT Infrastructure Split % for Given Month*
b = $30,000 *Total Infrastructure Cost for Month*
c = $15,000 *Total Income from Caller Service Fees for Given Month*
d = 240 *Number of chargeable hours used by partner*
e = $50 *Hourly Rate of Technician utilised*

Infrastructure Fee

w = a x b
w = 75% x $30,000
w = $22,500

Caller Fee

x = d x e
x = 240 x $50
x = $12,000

Caller Credit

y = a x c
y = $15,000 x 75%
y = $11,250

Consolidated Monthly Fee

z = w + x - y
z = 22,500 + $12,000 - $11,250
z = $23,250

Therefore in this simple example CatholicCare would pay $23,250 towards the $30,000 costs of ICT services for the month of January 2012

Calculations of monthly fees – On Request Only Users

Caller Service Fees

Other parties that are not connected to the shared Infrastructure Systems but still request services from the Service Desk on an as needed basis will incur Caller Service Fees as described on page 17 & 18.

Server Maintenance Fee

The Server Maintenance Fee is charged to "On Request only" organisations to cover the cost of server maintenance for any servers which the ICT team service on behalf of the party. The maintenance carried out on servers includes regular applying of security patches, confirming correct updates for antivirus and anti malware s have been installed, as well as checking disk space and fixing any faults or errors that occur on the server.
It is charged per server that is active as at the end of each month. It is not charged to Infrastructure Users as the server maintenance for Infrastructure Users is covered in the Infrastructure Service Fees.

Server Maintenance Fee for On Request Only users – Monthly Rate per server for Financial Year 2012-2013

Reviewed each financial year

Per Server, Per month	$147.74

Capture of relevant information

EndPoints – Infrastructure Users

In the last week of certain months, the ICT Manager or delegate will send an email to the nominated delegates for each partner that uses the shared infrastructure systems, requesting the EndPoint counts for that month.
The number of EndPoints in use for the given month is to be provided to the ICT Services Manager or delegate before COB on the last business day of every third calendar month. (January, April, July, October). Generally this can be provided by completing and returning a form that will be emailed by the ICT Manager or delegate that describes the type and total of devices used by each person, however in some circumstances, an audit should be carried out by the partner to count EndPoints. These circumstances would include:

- Months July & January
- Any time a significant relocation or staffing change takes place

If the EndPoint counts are not provided to the ICT Services Manager on time, the figures from the previous month will be used, and a reminder notice may be issued.

N.B. Once invoices are raised, no changes can be made to EndPoint counts for the applicable month.

Number of Chargeable Hours

The hours of service used to calculate the Caller Services Fees are extracted from the Service Desk application, using custom web based reports that are provided to CatholicCare Finance to raise invoices. .

APPENDIX 5 – Prioritisation & Response Targets.

ICT Service Processes

Incident Management

The process by which an incident is managed can be found below:

1. Incidents are reported to the Service Desk via phone, email or web
2. A member of the ICT Support Team will take the call, email or web problem and ensure that it is logged in Hardcat. They will then assign a priority based on the severity of the incident
3. Incidents will be addressed by the ICT Support Team in order of priority. An example of when a problem might skip the queue would be a low priority incident being addressed while a technician is on site addressing a higher priority request. This can occur because it is often more practical to address issues without requiring another site visit.

Severities

The severity of an incident is based on the level of impact to the individual or organisation suffered as a result of the incident.

Severity 1	A customer or organisational group cannot fulfil their role, resulting in a major or potentially major impact to the organisation. The ICT Manager is to be alerted as soon as practical
Severity 2	An incident has occurred that would be a Severity 1 incident, however a temporary work around is available.
Severity 3	An incident has occurred, but it has not had any significant impact on operations.
Severity 4	An incident has occurred, but it may never impact on operations.

Priorities

Priorities determine the order in which incidents are addressed.

Immediate	Incidents with a priority of "Immediate" are to be actioned immediately, regardless of time-of-day. Wherever possible, a work around is to be implemented in order to reduce the severity and priority of the incident. This level of priority is typically assigned to Severity 1 Incidents.
High	Incidents with a priority of "High" are to be actioned as soon as possible. This level of priority is typically assigned to Severity 2 Incidents.
Medium	Incidents with a priority of "Medium" are to be actioned after any incidents with a higher priority, but within the target timeframes. This level of priority is typically assigned to Severity 3 Incidents.
Low	Incidents with a priority of "Low" are to be actioned after any incidents with a higher priority, but within the target timeframes. This level of priority is typically assigned to Severity 4 Incidents.

Target Timeframes for First Response and Resolution

The timeframes that have been targeted for incident responses and resolutions are below. It should be noted that while best efforts are undertaken to meet these targets, incidents requiring a technician onsite in outlying areas, or goods/services from external suppliers may take longer to resolve.

Priority	**1st Response**	**Resolution**
Immediate	Within 1 hour	Reduced to "High" within 5 hours
High	Within 2 hours	Same day
Medium	Same business day	2nd business day
Low	Next business day	5 business days

If any customer of the ICT Service desk feels that their request has not been dealt with in a timely matter, they are invited to contact the ICT Manager for escalation or to offer feedback.

Examples

An example of an incident would be a situation in which the phone system at the Diocesan Head Office ceased to function. Such an incident would receive a "Severity 1" rating and an "Immediate" priority as the phone system supports approximately 300 users. Such an incident would have a significant cost to many stakeholders would need to be rectified immediately.

Another example of an incident would be a situation in which the PC used for creating the Parish Newsletter will not boot up. If another PC is available on site, the impact would be low, so the incident would be assigned a "Severity 4" rating and assigned a low priority. If no other PCs are available on site, the impact would be higher, so the incident would be assigned a "Severity 3" rating and assigned a medium priority. Typically, we would get temporary PC in place ASAP while we work to fix the faulty PC.

Service Request Management

Service requests are processed in much the same way as an incident; however the severities and priorities vary, as do the target timeframes. A service request may also require approval from a manager depending on the request type. A request for a security change, or additional equipment would typically require approval from a manager. The process by which a service request is managed can be found below:

1. Service requests are reported to the Service Desk via phone, email or web
2. A member of the ICT Support Team will take the call, email or web problem and ensure that it is logged in Hardcat. They will then assign a priority based on the impact of delay to the request's fulfilment.
3. Service requests will be addressed by the ICT Support Team in order of priority. An example of when a service request might skip the queue would be a low priority service request being addressed while a technician is on site addressing a higher priority request. This can occur because it is often more practical to address issues without requiring another site visit.
4. Where additional equipment or external services need to be procured, the timeframes for resolution will be extended

Severities

The severity of a service request is based on the level of impact to the individual or organisation suffered if the request is not fulfilled.

Severity 3 If the service request is not completed, a customer or organisational group will not be able to fulfil their role.

Severity 4 The service request will improve a service or role

Priorities

Priorities determine the order in which service requests are addressed. Service requests compete for technician priority against incidents, and are typically prioritised lower.

Medium Service requests with a priority of "Medium" are to be actioned after any incidents with a higher priority, but within the agreed service response times for a "Medium" priority service request. This level of priority is typically assigned to Severity 3 service requests.

Low Service requests with a priority of "Low" are to be actioned after any incidents and service requests with a higher priority, but within the agreed service response times for a "Low" priority service request. This level of priority is typically assigned to Severity 4 service requests.

Target Timeframes for First Response and Resolution

The timeframes that have been targeted for service request responses and resolutions are below. It should be noted that while best efforts are undertaken to meet these targets, service requests requiring a technician onsite in outlying areas, or goods/services from external suppliers may take longer to complete.

Priority	**1st Response**	**Resolution**
Medium	Same business day	2nd business day
Low	Next business day	5 business days

Examples

An example of a service request would be a situation in which someone wanted a new email distribution group setup for all CatholicCare managers. As this request simply offers an improvement to service, it would receive a "Severity 4" rating and be assigned a low priority.

Another example of a service request would be a situation in which a new volunteer is providing services at New Lambton Parish and needs a user account and mailbox configured to allow her access. As the volunteer cannot perform her service without the new account, this service request receives a "Severity 3" rating and is assigned a "Medium" priority.

You will notice that the highest priority that can be assigned to a Service Request is "Medium". This is because the higher priorities "Immediate" and "High" are reserved for Incidents (restoring faulty services).

Project Management

The term "Project" is used for any task that involves significant labour hours and/or financial investment. These tasks are prioritised and scheduled according to the customer need and resource availability.

The process by which a project request is managed can be found below:

1. Project requests are reported to the Service Desk or raised at a meeting.
2. A member of the ICT Project Team will work with the project requestor to complete a set of documents that are used to capture the project requirements. The actual documents that need to be completed will depend on the risk and cost of the project. Some example of documents include: "Staffing Selection", "Requirements" & "Scope".
3. The project documents will need to be approved by the Director for a Catholic Care project, the Vice Chancellor of Administration for a Diocesan project or the Parish Priest for a Parish Project
4. The approved project pack shall be delivered to the ICT Project team for completion
5. The ICT project team shall undertake the project according to the ICT Project Governance Framework

Examples

An example of a project request would be a situation in which CatholicCare decide that they need a new Financial System. Assistance is provided to the requestor of the project to complete the project documents as required by the ICT Project Governance Framework. The project is then assessed, prioritised and executed as per the ICT Project Governance Framework.

Another example of a project would be a situation in which a financial package is to be purchased and rolled out across all parishes. Such a project would be planned and executed as per the ICT Project Governance Framework due to the complexity and risk associated with such a project.

APPENDIX 6 –Shared Infrastructure Services

In order to properly understand which shared infrastructure services will be provided to Infrastructure Users, the following list of examples has been compiled. **Please note: These services are not all provided free of charge. While some systems operated by CatholicCare will be available free of charge to parties, any additional costs incurred by CatholicCare to provide the service to others, will be passed on.**
For example, when upgrading the Microsoft Exchange email system, the shared hardware component would be on-costed using the *Infrastructure Service Fee* but each user of the system will have to pay for their own client access licenses.

Server Software

- Microsoft Windows Server and Client Licenses
    - Centralised authentication & security for user and computer accounts
    - Single Sign-On (SSO) for applications such as SharePoint Intranet and Exchange Email (Outlook)
    - Centralised distribution of security patches and updates
- Microsoft Windows Terminal Services (Remote Desktop) Software
    - Base platform for remote access systems
    - Centralised management and hosting of applications and information

Server Hardware

- Dell / HP servers for running shared Business Applications and Virtual Server Infrastructure
- Storage Area Network (iSCSI SAN) to provide scalable storage to servers (Physical and Virtual)
- Two stages of disk to disk backup, including intraday and offsite
- Auto Loading Tape Libraries to provide offsite data archives

Business Applications

- Microsoft Exchange (Email messaging and public folders)
- Microsoft SQL (Database hosting for business applications)
- Microsoft Office SharePoint 2007 (Intranet Websites, document management etc)
- Microsoft Windows SharePoint Services 3.0 (Public Internet websites)
- Citrix Presentation Server (Application Delivery)
- Citrix Access Gateway (Secure Application Delivery Across the Internet)
- Microsoft Office
- ShadowProtect (Backup for shared servers)
- GoToManage (remote support to PCs across the internet)
- MYOB Premier – Accounting and Finance

Security Applications

- McAfee Total Endpoint Security
    - Includes Desktop & Server Antivirus
    - Includes Desktop & Server Anti Spyware
    - Includes Anti Spam Engine
- Websense Internet and Email security filters to provide advanced protection from unscrupulous websites and inappropriate content.

Vendor Support and Maintenance Contracts

Guaranteed onsite replacement of failed hardware for:

- Server Hardware
- Cisco Network Hardware
- Wireless Radio Hardware

Server Hosting

- Provide Standard Server Hosting Space
    - Racked
    - Cooled
    - 30 min Uninterruptable Power Supply
    - Firewalled
- Provide Advanced Server Hosting Space
    - Racked
    - Cooled
    - Guaranteed Power Supply
    - Fire Suppression
    - Firewall options (Internal, DMZ, Internet)

Private Network / Wide Area Network

- Provide secure connections into the private network
    - These connections permit site to site networks without the security risk of internet exposure at each site or the failure rate of VPN tunnels
- Centrally secured with a single Cisco firewall
- Microsoft ISA Server to cache, monitor and restrict internet traffic as well as enforcement of basic internet access policies
- Internet Content Filter systems to protect users from offensive material