

Shared Services Charter

Service Commitment

This charter outlines our commitment to providing service to individuals and business teams for workplace services, business application services, project services, and for working together in a collaborative way. It also provides commitments on our provision of support. The Shared Services (SS) aims to be professional, accountable and transparent in all dealings with customers.

Regular surveys of those who use the SS services will be undertaken to assess their perceptions of the quality of these services and monitor trends in the quality.

The SS provides monthly reporting of SS's performance against these commitments. The monthly Service Delivery Report is available on the SS customer website and is reviewed by the Operational Review Meeting and the Shared Service Board.

How to Obtain Support

To contact the Service Centre for support:

- (insert contact details)

For business support, such as project initiation, business application hosting and consulting services, contact your SS Account Manager. Refer to the SS customer website for current contact details.

Service Centre Hours of Operation

All SS Customers	
Service Centre Hours	Monday to Friday - 7am – 6pm Excluding Victorian gazetted public holidays and Melbourne Cup Day
Outside Service Centre Hours	Monday to Friday – 6pm – 7am; weekends; and public holidays. A limited service is provided by the SS during this time for production systems and workplace services. Severity 1 incidents will be addressed. All other incidents that the Service Centre is not able to resolve and that are not of an urgent or critical nature will be attended to next business day during Service Centre Hours.
SS Support	First level support is provided by the Service Centre staff. Calls that cannot be resolved at first level are passed to the appropriate secondary or tertiary support specialists for further action.
Extended Services	Extended services can be arranged to cover support during emergency situations (eg, Fire season, equine flu). This service can be arranged through your Account Manager.

Technical Support Hours (second and third level support)

All SS Customers	
On site support hours	Monday to Friday - 8am – 6pm Excluding gazetted public holidays Response to severity 1 incidents is 7x24X365
SS Support	Second and third level technical support.
Extended Services	Extended services can be arranged to cover support during emergency situations (eg, Fire season, equine flu). This service can be arranged through your Account Manager.

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Change Window

All SS Customers																	
Scheduled times	<p>The SS has planned change windows that allow for scheduled maintenance of infrastructure, operating systems and business applications.</p> <p>Wednesday and Thursday 6pm – 10pm</p> <p>Midnight Friday – midnight Sunday.</p>																
Request outside scheduled change windows	<p>Customer requested changes outside the above change window times can be arranged by raising a Request for Change with the Service Centre, subject to the following notice periods.</p> <table border="1"> <thead> <tr> <th>Change Category</th> <th>Guidelines</th> <th>Approver/s</th> <th>Notice period</th> </tr> </thead> <tbody> <tr> <td>Minor Change</td> <td> <ul style="list-style-type: none"> - Scheduled change - Group/individual affected - Multi or single user services - No/Low technical/business risk - No noticeable service interruption - No perceived change to service or operation by Customer - Single support group to implement </td> <td>As per agreed approval list</td> <td>3 days</td> </tr> <tr> <td>Medium Change</td> <td> <ul style="list-style-type: none"> - Scheduled change - Group affected - Multi user service - Low/med risk – fast regression - Service interruption - Perceived change to service or operation by Customer - Multiple support group to implement </td> <td>Change Advisory Board (CAB), as per agreed operational documentation for particular services</td> <td>10 days</td> </tr> <tr> <td>Major Change</td> <td> <ul style="list-style-type: none"> - Scheduled change - Multiple groups or a large number of customers are affected - Major service - Significant technical/business risk - Service interruption - Perceived change to service or operation by Customer - Multiple support group to implement </td> <td>Change Advisory Board (CAB), as per agreed operational documentation for particular services</td> <td>15 days</td> </tr> </tbody> </table>	Change Category	Guidelines	Approver/s	Notice period	Minor Change	<ul style="list-style-type: none"> - Scheduled change - Group/individual affected - Multi or single user services - No/Low technical/business risk - No noticeable service interruption - No perceived change to service or operation by Customer - Single support group to implement 	As per agreed approval list	3 days	Medium Change	<ul style="list-style-type: none"> - Scheduled change - Group affected - Multi user service - Low/med risk – fast regression - Service interruption - Perceived change to service or operation by Customer - Multiple support group to implement 	Change Advisory Board (CAB), as per agreed operational documentation for particular services	10 days	Major Change	<ul style="list-style-type: none"> - Scheduled change - Multiple groups or a large number of customers are affected - Major service - Significant technical/business risk - Service interruption - Perceived change to service or operation by Customer - Multiple support group to implement 	Change Advisory Board (CAB), as per agreed operational documentation for particular services	15 days
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The services we provide

This table provides a summary of the SS services. For more detail on each of the Service Categories please refer to the SS Service Portfolio that is available on the SS customer website.

Service Category	Service Area Detail
<p>Workplace Services</p> <p>Enables people to work “anytime, anywhere” with appropriate access to line of business applications, personal productivity tools, and collaboration tools for working together</p>	<p>Configure and connect approved hardware and software for computers and printers</p> <p>Support of the desktop environment including Lotus Notes and Microsoft Office products</p> <p>Enabling people to work anywhere</p> <p>Provision and support of conferencing tools such as:</p> <ul style="list-style-type: none"> • Phone conferencing • Video conferencing
<p>Business Application and Platform Services</p> <p>Deployment, ongoing operation and support of business applications underpinned by shared infrastructure and enterprise platforms to leverage scale, provide agility and to deliver business solutions</p>	<p>Business Application Hosting Service</p> <p>Infrastructure hosting services</p> <p>Facilities management services including secure data center facilities</p> <p>Connectivity for workgroups and remote sites</p> <p>DBA services</p>
<p>Project and Consulting Services</p> <p>Provision of project management and consulting services to deliver the SS component of business projects and the exploration of potential IT solutions for business problems</p>	<p>Project Services, covering end to end project management services for the SS component of a business project</p> <p>Architectural consulting and advice on the platforms supporting the application</p> <p>Business analysis and consulting services</p> <p>Relocations service</p>

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