Vendor Z (Z) Technical Services Departmental Charter

Objectives

The objectives of the Technical Services Group are two-fold; in the sense that we deliver two distinct types of services that require a particular focus and a particular structure. These two focal areas can be described as Managed Services & General Services (Implementation & Specialization). Whilst there are distinct focus areas there are also strong links between the two groups as they leverage the expertise of resources and demands of customers.

In addition to the above the Data Center and Operations group and the Internal support group also belong to this department.

Functional Overview

Managed Services

The primary function of this team is to provide appropriately skilled resources (specific technology accreditation and industry experience) and appropriately disciplined processes ("ITIL" type Processes) to be able to fulfill the contractual stipulations (eg: Service Level Agreements) for our Managed Services accounts.

- Generally these resources would be considered to be Level 2 and Level 3.
- The general nature of the work performed will often relate to an explicit Service Level (eg: performance management or capacity planning) and will always be applied in any of the following procedural processes; problem management, change management, configuration management, incident management, and release management.

General Services (Implementation & Specialization)

The primary function of this team is to provide specialized resources and generally skilled resources to target (presales) and fulfill (deliver) to the needs of our general sector customer base. Generally, the main services provided are presales activities and delivery activities by way of ad-hoc means i.e. time and materials activities or in a more formal project orientated means (Project request, FRP or RFT). In a very high percentage of the cases, this team will delivery services to the managed services customers where the work is considered to be above and beyond what is contained within associated contracts.

- Generally this team will maintain a highly specialized resource pool that directly compliments our technology vendor partnerships and alliances (eg: Citrix, Microsoft, Cisco)
- Provide presales support activities for the sales team and support the whole sales cycle.
- Be sufficiently resourced to deliver to the needs of known general customers who prefer Z as a technology partner when their needs are relate to ad-hoc, break-fix, or specialist consulting.

Data Center

The primary function of this group is to provide specific services to the Z managed services customer base were that relates to the housing and housekeeping of infrastructure equipment. The key focal areas of this team include:

- Provisioning of operational staff on a 24 x 7 x 365 basis

- The ongoing maintenance of client specific Information Manuals and Run-sheets

- Provisioning of physical data center space and associated environmental features such as Uninterruptible Power Supplies, early Fire Detection systems, Air-Conditioning, Physical Security, and so on.

Internal Support

The primary function of this team is to provide IT support services for the internal departments of Z to enable them to fulfill their functions and tasks by way of servicing and catering for their IT needs on an ongoing basis. The key focal areas of this include:

- Provide on-site resources and associated support services for staff located at xxxxxxx, xxxxxxxx and any other staff that may be located at a customer premise.

- Cater for internal user needs as they relate to desktops, printers, servers, backups, software, internet and mail.

Operations

Managed Services Operations

- The Managed services team will have dedicated Line Manager ownership and accountability across all outsourced accounts expect were the account is deemed to too large were a dedicated Line manager may be provisioned.

- Generally a technical lead or team leader will be nominated for a particular site or group resources with overall accountability and responsibility for technology QA, advice and risk mitigation.

- Each specific account will be costed and staffed with explicit resource capability to accommodate the technical requirements and fulfillment of the stated Service Level Agreements.

- Where the service is to be delivered centrally then a "one to many" principle is applied and costed (eg: append to current team and cost ½ a resource) as opposed to decentralized or "on-site" were generally a full FTE is costed and provided.

- Given the nature of the work being constant, ongoing, disciplined and repetitive; recruiting and resourcing will require alignment to these principles and generally relate to Level 2 and Level 3 competency.

- Resource overflow requirements will generally be required to cater for leave and training especially were resources are based on-site at customers.