

Infrastructure Services Team

Departmental Charter

Consulting Cloud Preview

Organizational Structure

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Consulting Cloud Preview

Overview

The Infrastructure services team (IST) is part of the operational ICT team. It has the responsible for the operational support of the underpinning ICT infrastructure used to provision services to all customers.

As part of a group that supports multiple complex infrastructure systems, documentation and knowledge distribution is a critical success factor in sustainable service delivery.

Purpose

The purpose of this document is to outline the model used for identifying the areas of responsibility and operational interaction within the Infrastructure services team. The intended audience should be able to obtain the following information from this document;

1. Understanding of the *Organizational Structure* of the Infrastructure services team
2. Understanding of the *Operational Responsibilities* of the various hierarchical layers within the Organizational Structure.
3. Understanding of the *Intra-Operational Model* in the Infrastructure services team
4. Understanding of the *Inter-Operational Model* in the Infrastructure services team

Charter

The Infrastructure and Applications Support branch is responsible for the efficient functioning of the infrastructure services and Applications operational environment. This includes the network, access devices, technology platforms and applications technical software that form the infrastructure environment.

Core functions include:

- Maintaining an operational environment for the systems infrastructure that supports a level of reliability in accordance with established Service Level Agreements
- Delivery of infrastructure services including:
 - Facilities services
 - Systems monitoring and alerting services
 - Network services
 - Server hardware services
 - Operating systems services
 - Storage/backup services
 - Relational database management

Organizational Structure

The Infrastructure services team consists of three horizontal hierarchical layers and multiple vertical layers to define boundaries for Management and Technical responsibility.

Infrastructure Services Manager		Tony Smith			
Team Leader		Ron Brown	John Smith	Tom Hanks	Lou Morelli
Vertical and Horizontal Layers		Network and Security Services	Windows Services	Novell Services	Unix and Storage Services
Support Lead Engineer	Design Engineer				
Support Engineer					

Operational Responsibility

Horizontal Layers

Management responsibility comprises three horizontal layers as outlined below. These layers are designed to define the areas of management responsibility within the Infrastructure services team and path of escalation if and when required.

Management Layers	Description		
Infrastructure Services Manager	Has overall operational responsibility for the Infrastructure services team and reports directly to the Infrastructure and Application Manager.		
	Key accountabilities;		
	Technical	Management	Operational
	<ol style="list-style-type: none"> 1. Endorsement of the Technical Infrastructure Blueprint. 2. Maintaining resource capabilities to adequately support the service accountabilities. 3. Provide Technical Leadership in the delivery of Infrastructure Services to Customers 4. Provide operational knowledge into the development of the Technical Architecture and Related Standards 5. Provide Governance of the implemented Infrastructure Technologies. 6. Support the Strategic Technical Architecture. 	<ol style="list-style-type: none"> 1. Staff Performance Management against Key Accountabilities and assigned Business Plan Performance Objectives 2. Development of Staff Job Descriptions in accordance with Stream Accountabilities and yearly Business Plan objectives. 3. Contribute as required to periodic reporting of service metrics as defined by Corporate governance and reporting requirements 4. Defining and communicating Business Plan objectives across Infrastructure services team. 5. Provide budgetary management across the Infrastructure Service Group. 	<ol style="list-style-type: none"> 1. Ensure relevant services are delivered in line with operating processes, and managed and monitored in a consistent manner across the infrastructure Services teams. 2. Collaborate with peer to ensure that operating processes are implemented in a standardized manner across all teams to ensure consistent outcomes 3. Collaboration with Infrastructure and Business Application Services Manager in Policy Development. 4. Collaboration across the organization's operational streams in the delivery of IT Services. 5. Ensuring that the network and platform infrastructure is robust and operates in a reliable manner consistent with agreed service levels 6. Define and Execution of the Groups Operational Charter.

Management Layers	Description								
Team Leader	<p>Provides day-to-day operational management of a specific technical team within the Infrastructure services team and reports directly to the Services Manager</p> <p>Key Accountabilities;</p> <table border="1" data-bbox="591 309 2096 735"> <thead> <tr> <th data-bbox="591 309 1066 368">Technical</th> <th data-bbox="1072 309 1581 368">Management</th> <th data-bbox="1588 309 2096 368">Operational</th> </tr> </thead> <tbody> <tr> <td data-bbox="591 373 1066 735"> <ol style="list-style-type: none"> 1. Definition/Approval of Technical Standards. 2. Alignment to Infrastructure Technology Blueprint. 3. Provide Technical Leadership 4. Maintain serviceability of Technical Infrastructure through hardware/software lifecycle management. </td> <td data-bbox="1072 373 1581 735"> <ol style="list-style-type: none"> 1. Allocation of managed resources across Operational and Project activities. 2. Staff Performance Management against Key Accountabilities and assigned Business Plan Performance Objectives. 3. Development of Staff Job Descriptions in accordance with Stream Accountabilities and yearly Business Plan objectives. 4. Meeting defined business reporting requirements </td> <td data-bbox="1588 373 2096 735"> <ol style="list-style-type: none"> 1. Maintaining of Team Operational Manuals in accordance with documented methodology. 2. Collaboration with Infrastructure Services Manager in Policy Development. 3. Leadership within the Vertical Technology Stream to meet organizational Service Level Management objectives. 4. Ensure a procedures and processes are regularly reviewed to improve the reliability and consistency of service delivery. </td> </tr> </tbody> </table>			Technical	Management	Operational	<ol style="list-style-type: none"> 1. Definition/Approval of Technical Standards. 2. Alignment to Infrastructure Technology Blueprint. 3. Provide Technical Leadership 4. Maintain serviceability of Technical Infrastructure through hardware/software lifecycle management. 	<ol style="list-style-type: none"> 1. Allocation of managed resources across Operational and Project activities. 2. Staff Performance Management against Key Accountabilities and assigned Business Plan Performance Objectives. 3. Development of Staff Job Descriptions in accordance with Stream Accountabilities and yearly Business Plan objectives. 4. Meeting defined business reporting requirements 	<ol style="list-style-type: none"> 1. Maintaining of Team Operational Manuals in accordance with documented methodology. 2. Collaboration with Infrastructure Services Manager in Policy Development. 3. Leadership within the Vertical Technology Stream to meet organizational Service Level Management objectives. 4. Ensure a procedures and processes are regularly reviewed to improve the reliability and consistency of service delivery.
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Design Engineer	<p>An operational resource in an Infrastructure services Technical Team who reports on a day-to-day basis to the Support Lead Engineer, both of whom report directly to the specific Team's Team Leader.</p> <p>Key accountabilities;</p> <table border="1" data-bbox="591 888 2096 1010"> <thead> <tr> <th data-bbox="591 888 1066 948">Technical</th> <th data-bbox="1072 888 1581 948">Management</th> <th data-bbox="1588 888 2096 948">Operational</th> </tr> </thead> <tbody> <tr> <td data-bbox="591 952 1066 1010"></td> <td data-bbox="1072 952 1581 1010"></td> <td data-bbox="1588 952 2096 1010"></td> </tr> </tbody> </table>			Technical	Management	Operational			
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