

Version number	
Publication date	
Last Updated	
Next formal review	
Approved by	

Maintenance of this catalog

Ownership

This Services Catalog is published by (insert details of author/s)

Administration of this catalog is owned by (insert details of who manages the Catalog).

The content of the catalog is formally reviewed annually, based on customer feedback from the technology account planning process, business needs, and pricing reviews.

Who to contact

For any further information regarding this document, or to suggest any changes to its format, please contact (insert contact name).

To discuss any service additions or alterations, please contact your relevant IDS Customer Services Account Manager, or Manager, IDS Customer Services Group.

Purpose of the document

The Service Catalog describes the services provided by ICT Delivery Services (IDS) to the Customer. The aim of the catalog is to give greater visibility to the services provided by IDS. The catalog includes base services, as well as optional services which can be acquired through additional business funding.

This catalog contains two main sections:

The first section provides general information about IDS and the services that it offers. It provides contact details for general information and for discussing services not represented in this catalog.

The second section provides a description of each of the services provided by IDS, including contact details for procuring these services.

A key function of the catalog is to provide a basis for discussion of IDS's services, and to provide a basis for ongoing assessment and improvement of the service offering. As new services are developed, or when current services are modified, they will be published in this catalog.

IDS have introduced account managers, whose responsibilities include being the prime contact within IDS for service acquisition. Your account manager can discuss service requirements and service levels, help plan for the fulfillment of service, and help to agree documented actions with an account plan.

Contact Details

Account Team

The IDS account team is made up of a team of account managers, with a dedicated account manager per portfolio. There are also two business services managers, representing a focal point into each of the two major IDS delivery units. The Account Managers will assist in engaging IDS resources; the business services managers can provide more detailed information on services as per the service contact details in the catalog.

Account Managers

There is an account manager assigned to each division and region. To contact your account manager, refer to intranet under Infrastructure Delivery Services – Customer Services Group.

Business Services

Information & Communication Technology Infrastructure (ICTI) group's interface with business teams requiring business solutions.

INTRODUCTION

IDS have management responsibility for the department's corporate information services environment and provide a range of services to internal stakeholders. This information services environment includes the infrastructure essential for the delivery of many services, day-to-day management and longer term planning, as well as network, major corporate applications, departmental Web sites, Intranet and the Common Desktop Environment.

IDS also play an important role in supporting the effective management and use of information. IDS manage the information services environment in line with the Corporate directions, internal demand and trends in the information services industry.

The branch also works with divisions and regions to identify and implement high priority information services projects and initiatives that will deliver value to its customers. The branch aims to bring people, information and technology together to support the customer in achieving its policy objectives and strategic goals.

The IDS branch is organized into (Insert structure of IDS branch and include functions of each unit).

GENERAL SERVICES INFORMATION **Professional Services**

IDS delivers professional services relating to consulting, project management, procurement, contracts management, resourcing, research and information services.

SERVICE PRICING

Base Level Services

IDS deliver a set of services which are included as a part of base corporate funding. Base funding provides for a core Information Technology and Telecommunications infrastructure, and for various base services. The infrastructure is maintained and supported by a dedicated team. Associated costs are minimized through the economies of scale provided by using a shared infrastructure.

Standard Hours of Support

The standard hours of support offered by IDS are daily, Monday to Friday between 8:00am and 6:00pm, with the exception of public holidays. Please note that whilst some services are available 24 hours, 7 days a week, the support around those services is only available per the above offered times. Support out of those hours is an option that service or application owners can request, and is offered for a fee to be negotiated based on requirements.

Service Options

Service Options pricing provides for some services to be provided by IDS on a "fee-for-service" basis. These services are over and above the base level

services, and allow IDS to provide an extended level of service to its customers.

Generally, where discrete unit costs cannot be applied, IDS will charge a daily rate (7.6 hours) for the labor component of services and pass any hardware, software or other supplier charges on at cost. IDS's approach is to provide an indicative fixed price quote prior to delivering services. Business units should expect consistency in this process. Variations will normally not apply unless the resources required or the scope of work is significantly different to that originally estimated.

The daily rates charged by IDS will reflect the cost of providing the required resources.

Three rates are nominated, and are reviewed annually. For the financial year 20xx /xx these are set at:

- \$xxx per day; or
- At cost for external consultants/technical specialists

Preliminary discussions defining outcomes required or the kind of services available will not normally attract a service option charge. These discussions would normally not exceed half a day. Travel time will be included in any time charged. The minimum amount of time charged will be one hour, unless otherwise stated.

Account Management

What Is This Service?

This service provides a “single point of contact” for initiating new business/technology projects into IDS, or for escalation of IDS related issues. A dedicated account manager will coordinate IDS services on behalf of divisions, regions and business units.

What Does It Include?

- ◆ Account management across all divisions and regions
- ◆ An account plan for agreement
- ◆ Assistance in project planning
- ◆ Work and project initiation
- ◆ Programme management of work-in-progress
- ◆ Single point of contact into IDS
- ◆ Regular status reporting

And What Does It Exclude?

- ◆ Project Management of individual requests

What Should You Expect?

Business Hours assistance, advice and consultation regarding the navigation of various IDS units to achieve your business units operational objectives.

How Do We Charge?

Unit of Charge

This service is provided as part as base corporate funding.

Major Cost Drivers

This service cost is fixed to the number of full time equivalents working in the Customer Services Group.

How Can You Help?

Areas where you may be able to reduce some of the cost include:

1. Preparing milestone dates for scheduling
2. Preparing technical requirements in as detailed format as possible
3. Ensuring as much non-technical work (such as communication, organizational change planning) are removed from the Technical Project Management work load

Need More Information?

To obtain this service contact your allocated Account Manager, or the Manager, IDS Business Services unit.

Technical Project Management

What Is This Service?

Technical Project Management provides a single point of contact between IDS and a Business Unit. The Project Manager leads the technical deliverables required for projects initiated by business units outside of IDS. A dedicated Technical Project Manager will coordinate IDS resources on behalf of divisions, regions and business units. They will also coordinate all requirements within IDS.

What Does It Include?

- ◆ Technical Project Management of business led IT projects
- ◆ Project planning
- ◆ ICT Work and project initiation
- ◆ Coordinate technical resources
- ◆ Coordinate technical change management
- ◆ Risk and issue management within IDS
- ◆ Regular status reporting

And What Does It Exclude?

- ◆ Project Management of non-ICT component of projects

How Do We Charge?

Unit of Charge

Fixed price of \$xxx/day or \$xxx/hour

Major Cost Drivers

The following have the greatest impact on the cost of the service:

- ◆ Typically Technical Project Managers are third party contractors recruited for a fixed period of time to deliver the project management services
- ◆ The market rate for ICT Contractors – as it has been a buoyant market for many years, the daily rate has been increasingly due to demand across the industry

How Can You Help?

Areas where you may be able to reduce some of the cost include:

1. Preparing milestone dates for scheduling, requiring less TPM time
2. Preparing technical requirements in as detailed format as possible
3. Ensuring as much non-technical work (such as communication, organizational change planning) are removed from the Technical Project Management work load

Need More Information?

To obtain this service contact your allocated Account Manager, or the Manager, IDS Business Services unit.

Blackberry and Smartphone Synchronization

What Is This Service?

This service purchases Blackberry Bold devices and enables synchronisation of customer's email and calendar entries. This service is currently only available for this specific Blackberry model, which has been approved and purchased as part of the service provisioning.

What Does It Include?

Synchronisation of customer email and calendar to authorised Blackberry Bold devices

And What Does It Exclude?

Unauthorized Blackberry models, and any Blackberry's which have not been authorized for connection.

What Should You Expect?

Service Availability	Designed to operate 24 * 7
Support Hours	Business Hours 07:30 – 18:00
Provisioning Lead Time	Up to four (4) weeks

How Do We Charge?

Unit of Charge

Current cost – Blackberry Bold 3G SmartPhone \$xxxx
 Establishment cost - \$xxx
 Service rental & support \$xx per month

Major Cost Drivers

The following have the greatest impact on the service option charges:

- ◆ The cost of the handset is a fixed amount payable to the Telecommunications supplier, as such this cost is set
- ◆ The establishment charge is a pass through cost payable to IDS, who provide the hosting infrastructure for the service
- ◆ The monthly service rental and support are payable to the telecommunications provider, and as such IDS simply work to administer the provisioning and maintenance of the service for use by the Customer

How Can You Help?

Need More Information?

This service can only be requested using the Intranet on line ordering service.

Any incidents related to this service should be reported to the Information Technology Service Centre (ITSC)

Phone: xxx xxx (no area code is needed),
 Email: IT.ServiceCentre