Ref: SC0008

| Component Service \ Base Service / Service Level Package | | Network Services | | | | | Desktop Services | | | | | | | | | | | Description |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | In-building connectivity (wired) | In-building connectivity (wireless) | Between building connectivity | Internet Connectivity | Dedicated 3rd party connectivity | Personal computing device (own device) | Fixed device | Mobile wired device | Mobile wireless device | Virtual device | Personal computing environment (own device) | Standard | Extended | Open | | |
| Application Deployment | Enabling | | | | | | | | | | | | o | o | | 2 | Staging business applications into the production environment |
| Application Integration | Enabling | | | | | | | | | | | | o | o | | 2 | Building and managing connections between applications that allow data to be passed across them (includes use of SMTP, but not by e-mail) |
| Application Packaging | Enabling | | | | | | | | | | | | o | o | | 2 | Definition, validation, unit testing and documentation of applications that will be deployed together |
| Asset Management | Universal | x | | x | | | | o | o | o | | | | | | 5 | Tracking and reporting the value and ownership of financial assets throughout their lifecycle |
| Audio-Conferencing | Application | | | | | | | | | | | | | | | | Telephone calls between more than 2 people, or more than 2 end points |
| Automated Call Distribution | Application | | | | | | | | | | | | | | | | Distributing incoming telephone calls between a specified group of call centre agents |
| Availability Management | Universal | x | | x | | | | | | | | | | | | 2 | Defining, analysing, planning, measuring and improving all aspects of the availability of IT services |
| Backup & Restore | Enhancing | | | | | | | | | | o | | | | | 1 | Copying data to protect against loss of integrity or availability of the original, and then taking action to return the data to its previous state after loss or corruption of the original. |
| Business Intelligence (Analysis & Reporting) | Application | | | | | | | | | | | | | | | | Application tools designed to assist in manipulating, formatting and interpreting data |
| Capacity Management | Universal | x | | x | x | x | | | | | o | | | | | 5 | Ensuring sufficient capacity is available to deliver agreed levels of service in a cost effective and timely manner |
| Change Management | Universal | x | | x | | | | o | o | o | o | | | | | 6 | Controlling the lifecycle of all changes to IT infrastructure and services |
| Collaboration | Application | | | | | | | | | | | x | | | | 1 | This includes the provision and administration of Quickr, TeamRooms, discussion data bases, mail-in databases, electronic messaging and meeting spaces |
| Computer / Communications Room Facilities Manage | Enabling | x | | x | x | x | | | | | | | | | | 4 | Managing the physical environment where IT infrastructure is located |
| Computer Telephony Integration | Application | | | | | | | | | | | | | | | | Allows interactions on a telephone and a computer to be integrated or co-ordinated (typically used in call centres) |
| Configuration Item Discovery | Enhancing | x | | x | x | x | | o | o | o | o | | o | o | o | 11 | Determining the actual topology of the IT infrastructure through the use of automated software tools, including the connectivity between the devices, server platforms, etc. |
| Configuration Management | Universal | x | | x | x | x | | o | o | o | o | | o | o | o | 11 | Maintaining information about the configuration items that are required to deliver IT Services, including their relationships. |
| Content Delivery | Enhancing | | | | | | | | | | | | | | | | Delivering digital content to user device(s) across the network |
| Content Filtering | Enhancing | | | | | | x | | | | | x | | | | 2 | Allowing or blocking information (typically sourced using the internet) based on its contents |
| Data Archiving and Retrieval | Enhancing | | | | | | | | | | | | | | | | Moving data between different levels in a storage hierarchy, based on historical reference patterns |
| Data Encryption (At rest) | Enhancing | | | | | | | o | o | o | o | | | | | 4 | Using encryption to protect data while it is stored |
| Data Encryption (In flight) | Enhancing | | | x | x | x | | | | | | | | | | 3 | Using encryption to protect data while it is being transmitted across the network |
| Data Exchange / File Transfer | Enhancing | | | x | x | x | | | | | | | | | | 3 | Transmitting data between different computers over a network |
| Database Administration | Enabling | | | | | | | | | | | | | | | | Management of the tools used for storing data in a structured way |
| Demand Management | Universal | x | | x | x | x | | | | | | | | | | 4 | Understanding and influencing customer demand for services to match the capacity available to meet those demands |
| Deskside Support | Enhancing | | | | | | | o | o | o | o | | o | o | o | 7 | Providing IT support services at the user's physical location (as opposed to providing services remotely e.g. over the phone) |
| Device Authorisation | Enabling | | | | | | x | | | | | | | | | 1 | Defining the privileges available to a user device |
| Distributed Time Services | Enabling | x | | x | x | x | x | | | | | x | | | | 6 | Using a reference source of time to synchronise the clocks in IT infrastructure |
| e-mail & Calendar Management | Application | | | | | | | | | | | x | | | | 1 | Method of exchanging digital messages (often used as an alternative to exchanging paper based messages) |
| Event Management | Universal | x | | x | x | x | | | | | | | | | | 4 | Managing IT infrastructure related events throughout their lifecycle |
| External Access | Enhancing | | | | | | | | o | o | | | | | | 2 | Providing users with access to IT services from outside their local area network (e.g. from home) |
| Financial Management | Universal | x | | x | x | x | | o | o | o | o | | o | o | o | 11 | Cost-effective management of the IT resources required for the provision of IT services |
| Firewall | Enabling | | | x | x | x | x | | | | | x | | | | 5 | IT infrastructure used to block unauthorised access to resources, whilst permitting authorised access |
| Gateway | Enabling | | | x | x | x | | | | | | | | | | 3 | Connection between two different computer networks |
| Handheld Device Integration | Enabling | | | | | | | | | | | x | | | | 1 | Exchange of data between a network and a hand held device (e.g. e-mail, contacts and appointments) |
| Identity and Access Management | Enabling | | | | | | | | | | | | | | | | The mechanism by which people are permitted to make use of IT services, data, or other assets |
| Incident Management | Universal | x | | x | x | x | | o | o | o | o | | o | o | o | 11 | The process used to manage unplanned interruptions to an IT service or a reductions in the quality of an IT service |
| Information Rights Management | Enhancing | | | | | | | | | | | x | | | | 1 | Method for controlling access to digital information |
| Interactive Voice Response (IVR) | Application | | | | | | | | | | | | | | | | Interactive technology that allows a computer to detect voice and telephone keypad inputs (typically used in call centres) |
| Internet Connectivity | Enabling | | | | x | | | | | | | | | | | 1 | The means by which the Victorian Government network is connected to the internet |
| Intrusion Detection & Prevention | Enabling | | | x | x | x | | | | | | | | | | 3 | The protection of networks, hosts, applications and databases against attack and misuse. |
| IP Address Management | Enabling | x | | x | x | x | x | | | | | | | | | 5 | The means by which the unique identifications of network devices are managed (includes DHCP and DNS) |
| Knowledge Management | Application | | | | | | | | | | | | | | | | Gathering, analysing, storing and sharing knowledge and information |
| Local Area Networking | Enabling | x | | | | | | | | | | | | | | 1 | Managing computer networks that cover a small physical area, such as a home, office, or small group of buildings |
| Metropolitan Area Networking | Enabling | | | x | | | | | | | | | | | | 1 | Managing computer networks that cover a medium physical area, such as a city |
| Multi-casting | Enabling | x | | x | | | | | | | | | | | | 2 | Simultaneous transmission of video content over a network to multiple user devices |
| Network Device Configuration Management | Enabling | x | | x | | | | | | | | | | | | 2 | Monitoring and controlling network device configurations (making configuration file changes, and backing up configuration files) |
| Non Repudiation | Enhancing | | | | | | | | | | | | | | | | Ensuring that the recipient of a message cannot successfully claim that it did not reach them |
| Operations Management | Enabling | x | | x | x | x | | | | | | | | | | 4 | Performing the daily activities needed to manage IT services and the supporting IT infrastructure |
| Password Management | Enabling | | | | | | | | | | | | | | | | Setting and resetting the passwords that are used to establish a user's identity |
| Patch Management | Enabling | | | | | | x | | | | | x | | | | 2 | Identifying, testing and deploying software updates or fixes to ensure stability of the IT environment and protect against breaches of security |
| Performance Management | Universal | x | | x | x | x | | | | | | | | | | 4 | Day-to-day capacity management activities designed to maximise the useful work completed by the available IT infrastructure |
| Physical Device Security | Enhancing | | | | | | | o | o | o | | | | | | 3 | Protecting physical IT infrastructure against damage, loss or theft |
| Physical Port Activation / Deactivation | Enabling | x | | | | | | | | | | | | | | 1 | Connecting (or disconnecting) a physical port to the local area network |
| Problem Management | Universal | x | | x | x | x | | o | o | o | o | | o | o | o | 11 | Managing the lifecycle of problems to prevent future incidents, and minimise the impact of incidents that cannot be prevented |
| Procurement | Universal | x | | x | x | x | | o | o | o | o | | o | o | o | 11 | Purchasing IT products and services for use in delivering IT services |
| Project Management | Universal | | | | | | | | | | | | | | | | Planning, organizing, and managing resources to bring about the successful completion of specific project goals and objectives |
| Proxy Services | Enabling | | | x | x | x | | | | | | | | | | 3 | A method of meeting requests for data whilst protecting the anonymity of the source |
| Quality of Service (QoS) | Enabling | x | | x | x | x | | | | | | | | | | 4 | A method for providing differerent priority to different types of network traffic |
| Relationship Management | Universal | x | | x | x | x | | o | o | o | o | x | | | | 9 | Ongoing management of Vendor Z's relationships with its customers |
| Release Management | Universal | x | | x | x | x | | o | o | o | o | | o | o | o | 11 | Controlled deployment of approved changes within the IT infrastructure |
| Remote Support | Enabling | | | | | | | o | o | o | | | o | o | o | 6 | Using software tools to take over control of a user device, as part of resolving an incident from offsite |
| Requirements Management | Universal | x | | x | x | x | | o | o | o | o | | o | o | o | 11 | Capturing and managing customer requirements |
| Security Management | Universal | x | | x | x | x | | o | o | o | o | x | | | | 9 | Ensuring the confidentiality, integrity and availability of assets, information, data and IT services |
| Server Clustering | Enhancing | | | | | | | | | | o | | | | | 1 | Grouping computers so that they work together closely and reduce the impact of a failure of a single server |
| Server Management | Enabling | | | | | | | | | | o | | | | | 1 | Performing day to day management of servers |
| Server Virtualisation | Enabling | | | | | | | | | | o | | | | | 1 | A method of partitioning a physical server computer into multiple logical servers, such that each has the appearance and capabilities of running on its own dedicated machine |
| Service Continuity Management | Universal | | | x | x | x | | | | | | | | | | 3 | Ensuring that required IT infrastructure and IT services can be restored within specified time limits after a disaster |
| Service Pricing & Contract Administration | Universal | x | | x | x | x | x | | | | | | | | | 5 | Establishing a pricing mechanism for selling services to customers, and administering the contracts associated with those services |
| Service Request Management | Universal | x | | x | x | x | x | | | | | x | | | | 6 | Managing the lifecycle of all user requests for service |
| Shared File Management | Enabling | | | | | | | | | | | x | | | | 1 | Managing file servers, and files held on networked storage - accessible by multiple users |
| Shared Printer / Facsimile Management | Enabling | | | | | | | | | | | x | | | | 1 | Managing the use of printer servers and network printers / multi-function devices |
| Software Distribution | Enabling | | | | | | | | | | o | x | | | | 2 | The deployment of application packages or updates |
| Software Image Management | Enabling | | | | | | | | | | o | | o | o | o | 4 | The definition, development, and maintenance of workbench operating environment images. |
| Software Licence Management | Universal | | | | | | | | | | o | | o | o | o | 4 | The means by which software licensing compliance is established |
| Storage Management | Enabling | | | | | | | | | | | | | | | | Performing day to day management of storage |
| Structured Cabling | Enabling | x | | | | | | | | | | | | | | 1 | Running cables in buildings to be used by local area networks for connecting devices |