

**SERVICE PACKAGE: SL0017**

**EXTERNAL ACCESS**

Consulting Cloud Preview

IT SERVICE PRODUCT OVERVIEW .....	4
Reference # .....	4
Name.....	4
Description .....	4
Inclusions.....	4
Exclusions .....	5
SUPPORTED BUSINESS OUTCOMES.....	6
Business Importance Level (BIL) .....	6
Customer outcomes.....	6
Vital Business Functions (VBF).....	6
Business drivers .....	6
AVAILABILITY .....	7
Service hours .....	7
Exceptions .....	7
Usage peak periods.....	7
Critical business cycles.....	7
Other critical assets .....	7
Archiving .....	7
Availability targets .....	7
UNAVAILABILITY .....	8
Unavailability exclusions .....	8
Business impact of unavailability .....	8
Change & Release windows .....	8
Change & Release restrictions.....	8
SERVICE CONTINUITY.....	8
Disaster recovery.....	8
SUPPORT REQUIREMENTS .....	9
The Outsourcing Vendor support plans.....	9
3 <sup>rd</sup> Party Support.....	9
Support details .....	9
PRICING.....	9
Price description.....	9

Price drivers.....	10
Limitations.....	10
INCLUDED COMPONENT SERVICES .....	10
RESPONSIBILITIES .....	10
The Outsourcing Vendor .....	10
CUSTOMER .....	10
End User .....	10
SERVICE MANAGEMENT DETAILS [Refer: Customer Services Handbook] .....	10
The Outsourcing Vendor Service Owner(s).....	11
CUSTOMER Business Service.....	11
Owner (s).....	11
Change control .....	11
Dates.....	11
SERVICE LEVEL TARGETS .....	12
Availability.....	12
Reliability.....	12
Maintainability .....	12
Support .....	12
Performance.....	13
Management Information.....	13
Service Requests.....	13
Continuity.....	13

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**Note: The audience for this IT Service Product is the CUSTOMER executive who hold the budget and makes purchasing decisions (the IT Service Product buyer).**

1.0 IT SERVICE PRODUCT OVERVIEW	
1.1	Reference # SL0017
1.2	Name External Access
1.3	<p><b>Description</b></p> <p>Remote Access provides the ability for approved Customer Staff to connect into Customer ICT systems (via Citrix) while away from their normal workplace. Remote access may refer to two different types of connectivity:</p> <p><u>Remote Access</u>. This is when a user connects to Customer systems using a non-Customer PC or laptop (e.g. their home computer)</p> <p><u>Roaming</u>. This is when a user connects to Customer systems using a Customer PC or laptop from outside of the office (e.g. via a hotel's internet connection)</p> <p>Security measures ensure that only authorized staff are able to use this service. This is an optional service, and staff must request this through their respective business unit.</p>
1.4	<p><b>Inclusions</b></p> <ul style="list-style-type: none"> <li>◆ Set up and decommission remote access permission for users</li> <li>◆ Configure and maintain the remote access systems</li> <li>◆ Configure and deploy approved applications for remote access use</li> <li>◆ Troubleshoot remote access connectivity issues. Note that this typically only includes support provided that the remote access application is running correctly on the remote system, but is unable to establish a connection.</li> <li>◆ Maintain and support SecureID tokens</li> <li>◆ Provide roaming capability for Customer SOE hardware (usually laptops)</li> <li>◆ Printing to network printers and access to network drives (approved users only).</li> </ul> <p><u>NOTE</u> There is an approval process to authorize access to these facilities.</p>