

SERVICE PACKAGE: SL0019

CONNECTIVITY

Consulting Cloud Preview

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

Price drivers.....	9
Limitations.....	9
INCLUDED COMPONENT SERVICES	9
All Vendor Data Center contracts.....	9
Xxxx network connectivity contract	9
Underpinning maintenance contracts.....	9
Telstra Contract	9
RESPONSIBILITIES	9
The Outsourcing Vendor	9
CUSTOMER	10
End User	10
SERVICE MANAGEMENT DETAILS [Refer: Customer Services Handbook]	10
The Outsourcing Vendor Service Owner(s).....	10
CUSTOMER Business Service.....	10
Owner (s).....	10
Change control	10
Dates.....	10
SERVICE LEVEL TARGETS	11
Availability.....	11
Reliability.....	11
Maintainability	11
Support	11
Performance.....	12
Capacity.....	12
Management Information.....	12
Service Requests.....	12
Continuity.....	12

Consulting Cloud Preview

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 #	SL0019
1.2	Name	Connectivity
1.3	Description	<p>Connectivity to the facility refers to the ability to access data hosted on the infrastructure within the facility from outside. The most common example of this is an application being able to access the data contained within a database on one of the servers.</p> <p>While connectivity covers the provision of a network link between the facility and the user's PC, it also encompasses all of the different elements that make this access possible. Factors such as power outages can also affect connectivity. It should be stressed that a problem with the infrastructure itself is not a connectivity issue, but an infrastructure issue (see Infrastructure Management Section).</p>
1.4	Inclusions	<p>Ability to connect to infrastructure hosted within the facility, from outside the facility.</p> <p>List/Diagram Management</p> <p>Wiring diagrams (including patch panels) will be maintained to the level of accuracy and completeness produced by CUSTOMER at the Commencement Date and made available to approved Customer of Justice staff upon request.</p> <p>Communication: Refer to Customer Service Handbook (CSH) for establishment communication protocol between CUSTOMER and The Outsourcing Vendor.</p>
1.5	Exclusions	N/A