

SERVICE PACKAGE: SL0022

INFRASTRUCTURE STANDARD OPERATING ENVIRONMENT

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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	<p>Reference #</p> <p>SL0022</p>
1.2	<p>Name</p> <p>Infrastructure Standard Operating Environment</p>
1.3	<p>Description</p> <p>This service describes the Standard Operating Environment (SOE) in place for the Customer's infrastructure. This includes standard hardware elements (e.g. servers, switches, firewalls), as well as Operating Systems, Databases, Platforms and the configuration of these.</p> <p>The Infrastructure SOE is distinct from the Desktop SOE; while the Desktop SOE focuses principally on the standard hardware and applications available to users, the Infrastructure SOE focuses more on the standard setup and configuration settings of the infrastructure that supports Customer ICT systems.</p>
1.4	<p>Inclusions</p> <ul style="list-style-type: none"> • Define Installation and configuration settings of Server SOE software (Operating System, Database, Platform) • Define configuration settings for infrastructure hardware (e.g. switches, appliances, firewalls etc) • Maintenance of Infrastructure SOE definitions (preferred infrastructure elements). <p>Communication: Refer to Customer Service Handbook (CSH) for establishment communication protocol between CUSTOMER and The Outsourcing Vendor.</p>
1.5	<p>Exclusions</p> <p>Desktop SOE is covered in the Desktop SOE section.</p> <p>The patching of Infrastructure SOE software is covered under Software and Security Patching Service Pack</p>