

**SERVICE PACKAGE: SL0025**

**INFRASTRUCTURE AVAILABILITY SCHEDULING**

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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 #	SL0025
1.2	Name	Infrastructure Availability Scheduling
1.3	Description	<p>This service ensures that the infrastructure is available for use at the times that it is needed.</p> <p>Each element of ICT infrastructure will have requirements around when it is to be available for use, and the typical workload expected of it. To meet that need, the Infrastructure Management team will schedule backups to occur outside of the required usage times, and will also ensure that any background processing is left to off-peak times in order to minimize impact on performance for users.</p> <p>This service is not intended to optimize custom applications, but is designed to optimize the core Operating System and Database elements of the infrastructure, and configure off-the-shelf software to meet the needs of the system.</p>
1.4	Inclusions	<ul style="list-style-type: none"> <li>◆ Appropriate scheduling of backup windows</li> <li>◆ Appropriate scheduling of background (batch) processing tasks, such as database table re-indexing</li> <li>◆ Configuration of off-the-shelf software to minimize intensive support activity (e.g. mail address book update distribution) during peak usage hours</li> <li>◆ Maintain Outage Windows</li> <li>◆ Maintain Backup Windows</li> </ul> <p>Communication: Refer to <b>Customer Service Handbook (CSH)</b> for establishment communication protocol between CUSTOMER and The Outsourcing Vendor.</p>
1.5	Exclusions	Optimization of custom applications.