

**SERVICE PACKAGE: SL0030**

**APPLICATION SUPPORT (INFRASTRUCTURE)**

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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 # SL0030
1.2	Name Application Support (Infrastructure)
1.3	<p><b>Description</b></p> <p>In addition to standard off-the-shelf software, the Customer uses a number of bespoke or customized applications. Some of these applications support Customer-wide capabilities (such as TRIM), while others are used by a single business unit to support specific business functions (e.g. Integrated Justice System).</p> <p>This support extends to the <b>infrastructure</b> components of:</p> <ul style="list-style-type: none"> <li>◆ Enhancements to functionality (provided through project activity)</li> <li>◆ Application monitoring and availability</li> <li>◆ Application break-fix (i.e. software bugs, freezes etc)</li> </ul> <p>Management of any application incidents are, as with all incidents, handled through the Service Center. Similarly, any requests for access to these applications are handled through the Service Center Provisioning service.</p> <p>The Outsourcing Vendor responsibilities are with the infrastructure on which these applications reside and the component services are listed in the inclusions section of this document.</p>

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