

SHARED SERVICES

Service Levels

Purpose of this document

The purpose of this document is to outline the Service Levels that apply to all services provided by the SHARED SERVICES. This document will become an attachment to each individual Business Application Service Level Agreement.

Service Center hours of operation

All SHARED SERVICES Customers	
Service Center Hours	Monday to Friday - 7am – 6pm Excluding Victorian gazetted public holidays and Melbourne Cup Day
Outside Service Center Hours	Monday to Friday – 6pm – 7am; weekends, and public holidays. A limited service is provided by the SHARED SERVICES during this time for production systems and Desktop Services. Severity 1 incidents will be addressed. All other incidents that the Service Center is not able to resolve and that are not of an urgent or critical nature will be attended to next business day during Service Center Hours.
SHARED SERVICES Support	First level support is provided by the Service Center staff. Calls that cannot be resolved at first level are passed to the appropriate secondary or tertiary support specialists for further action.
Extended Services	Extended services can be arranged to cover support during emergency situations (eg, Fire season, equine flu). This service can be arranged through your Account Manager.

Technical Support hours (2nd and 3rd level technical support)

All SHARED SERVICES Customers	
On site support hours	Monday to Friday - 8am – 6pm Excluding Victorian gazetted public holidays and Melbourne Cup Day. Response to severity 1 incidents is 7x24X365
SHARED SERVICES Support	Second and third level technical support.
Extended Services	Extended services can be arranged to cover support during emergency situations. This service can be arranged through your Account Manager.

Change window

All SHARED SERVICES Customers																	
Scheduled times	<p>The SHARED SERVICES has planned change windows that allow for scheduled maintenance of infrastructure, operating systems and business applications.</p> <p>Wednesday and Thursday 6pm – 10pm</p> <p>Midnight Friday – midnight Sunday.</p> <p>Maintenance windows are scheduled for one Saturday each month – refer to the SHARED SERVICES Customer Website for scheduled SHARED SERVICES maintenance windows.</p>																
Request outside scheduled change windows	<p>Customer requested changes outside the above change window times can be arranged by raising a Request for Change with the Service Center, subject to the following notice periods.</p> <table border="1"> <thead> <tr> <th>Change Category</th> <th>Guidelines</th> <th>Approver/s</th> <th>Notice period</th> </tr> </thead> <tbody> <tr> <td>Minor Change</td> <td> <ul style="list-style-type: none"> - Scheduled change - Group/individual affected - Multi or single user services - No/Low technical/business risk - No noticeable service interruption - No perceived change to service or operation by Customer - Single support group to implement </td> <td>As per agreed approval list</td> <td>3 days</td> </tr> <tr> <td>Medium Change</td> <td> <ul style="list-style-type: none"> - Scheduled change - Group affected - Multi user service - Low/med risk – fast regression - Service interruption - Perceived change to service or operation by Customer - Multiple support group to implement </td> <td>Change Advisory Board (CAB), as per agreed operational documentation for particular services</td> <td>10 days</td> </tr> <tr> <td>Major Change</td> <td> <ul style="list-style-type: none"> - Scheduled change - Multiple groups or a large number of customers are affected - Major service - Significant technical/business risk - Service interruption - Perceived change to service or operation by Customer - Multiple support group to implement </td> <td>Change Advisory Board (CAB), as per agreed operational documentation for particular services</td> <td>15 days</td> </tr> </tbody> </table>	Change Category	Guidelines	Approver/s	Notice period	Minor Change	<ul style="list-style-type: none"> - Scheduled change - Group/individual affected - Multi or single user services - No/Low technical/business risk - No noticeable service interruption - No perceived change to service or operation by Customer - Single support group to implement 	As per agreed approval list	3 days	Medium Change	<ul style="list-style-type: none"> - Scheduled change - Group affected - Multi user service - Low/med risk – fast regression - Service interruption - Perceived change to service or operation by Customer - Multiple support group to implement 	Change Advisory Board (CAB), as per agreed operational documentation for particular services	10 days	Major Change	<ul style="list-style-type: none"> - Scheduled change - Multiple groups or a large number of customers are affected - Major service - Significant technical/business risk - Service interruption - Perceived change to service or operation by Customer - Multiple support group to implement 	Change Advisory Board (CAB), as per agreed operational documentation for particular services	15 days
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The services we provide

This table provides a summary of the SHARED SERVICES services. For more detail on each of the Service Categories please refer to the SHARED SERVICES Service Catalogue and the SHARED SERVICES customer website.

Service Category	Service Area Detail
<p>Desktop Services</p> <p>Enables people to work “anytime, anywhere” with appropriate access to line of business applications, personal productivity tools, and collaboration tools for working together</p>	<p>Configure and connect approved hardware and software for computers and printers</p> <p>Support of the desktop environment including Lotus Notes and Microsoft Office products</p> <p>Enabling people to work anywhere</p> <p>Provision and support of conferencing tools such as:</p> <ul style="list-style-type: none"> • Phone conferencing • Video conferencing
<p>Business Application and Platform Services</p> <p>Deployment, ongoing operation and support of business applications underpinned by shared infrastructure and enterprise platforms to leverage scale, provide agility and to deliver business solutions</p>	<p>Business Application Hosting Service</p> <p>Infrastructure hosting services</p> <p>Facilities management services including secure data center facilities</p> <p>Connectivity for workgroups and remote sites</p> <p>DBA services</p>
<p>Project and Consulting Services</p> <p>Provision of project management and consulting services to deliver the SHARED SERVICES component of business projects and the exploration of potential IT solutions for business problems</p>	<p>Project Services, covering end to end project management services for the SHARED SERVICES component of a business project</p> <p>Architectural consulting and advice on the platforms supporting the application</p> <p>Business analysis and consulting services</p> <p>Relocations service</p>