


SHARED SERVICES TEAM

Document Name: Service Definition (Summary)

Usage Guidance

Toolkit materials should only be used with due consideration to the context and requirements of the programme in question. Materials should not be directly applied 'off the shelf.'

CATEGORY DESCRIPTION

<p><i>1. Example material</i> –The tool has been provided by a single public or private sector organisation, or an external forum that has not been moderated by the Shared Services Team. It represents one possible approach to a given shared service activity, and can be used by Toolkit users as an example / reference aid.</p>	
<p><i>2. Co-developed material</i> – The tool has been produced through the collaboration of the Shared Services Team and one or more public sector organisations and / or private sector organisations. This tool Provides a jointly developed approach to a given shared services activity, and can be used by Toolkit users as an example / reference aid.</p>	
<p><i>3. Output Templates</i> – These set out what is typically included in an output of this name. They have been created as part of the development of the toolkit based on experience and best practice from other programmes and project methodologies. However, your organisation may already have a set format and template for you to use.</p>	

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Services Definition - Summary

Core Shared Service - Summary

Service Desk

Support for Applications and Services within the framework (customer specific applications or services are additional).

Working hours are:

- Priority 1 calls – 24x7
- Other Priorities – working hours.

ITIL compliant.

Service Management

Service Management for the Applications and Services with the framework (customer specific applications or services are additional). Includes Incident Management, Problem Management, Change Management, Release Management, Configuration Management, Capacity Management, Service Level Management, Financial Management, Service Reporting and Management Information, License Management. ITIL compliant.

Governance and Assurance

Includes Governance, Relationship Management (Commercial and Business User), ICT Strategy, Service Architectures, Policies and Standards, Quality Assurance, Technical Assurance. Security Operations (including annual penetration test of the solution) and Service and Product Catalogue.

Data Centre Services

Provision, Hosting and Management of Servers and Storage for:

- Exchange 2007, 100Mbytes of storage per user;
- Sharepoint 2007, 500Mbytes of storage per user (some of the storage allowance will be required for Sharepoint overheads);
- Live Communication Server 2005;
- Enterprise and other Management Servers;
- Directory Services;
- Thin Client Servers.

Full disaster recovery facility for the Data Centre including:

- 48 Hour Fail Over following disaster;
- 24 Hour Maximum Data Loss;
- 100% of Services supported at DR Site;
- 100% Capacity at DR Site.

Test and deployment of patches and service pack updates.

Network Management - Central Services

Provision and Management of:

- Data Centre LAN Environment including switches, firewalls and IDS;
- Data Centre RAS Components;
- GSI Connection for Internet Access and Email at main and DR site;
- Connection for RAS Access at main and DR site;
- Network Between Fujitsu Data Centres;
- Network from Fujitsu Data Centres to Fujitsu Support Sites.

Network Management - Office LAN

Management of Office LAN. Note does not include provision of the LAN itself which is a customer specific option.

Network Management - Office WAN

Management of WAN connection to the Office sites. Note does not include provision of the WAN itself which is a customer specific option.

Desktop Support

Support of the desktop applications and hardware provided for the framework (see Desktop Software) including software updates as required.

Desktop Hardware

Provision and maintenance of hardware, refreshed every 4 years:

- Thin Client Device;
- 17" TFT Screen;
- Keyboard and Mouse.

Recycling or Environmental Disposal of Equipment at end of Life.

Desktop Software

Purchase and annual maintenance charges (where applicable) for software.

- Microsoft Office 2007 Professional Plus
- Microsoft Exchange CAL (Client Access Licence)
- Microsoft Windows Server CAL
- Microsoft Terminal Server CAL
- Microsoft Sharepoint CAL
- Microsoft Live Communication Server CAL
- Citrix Presentation Server Enterprise Edition
- Citrix Password Manager Enterprise Named User (including self service password reset).
- Sanctuary Device Control (USB Control Software)
- Softgrid (Application Virtualisation)
- Enterprise Management Client

Software included at no additional cost:

- Windows XPe (Embedded) (included in hardware purchase);
- Adobe Acrobat Reader 8 (freeware).

Note: Price does not currently take into account any existing licenses held by the joining department.

Test and deployment of patches and service pack updates.

MFD / Printer Support and Maintenance

Assumes 1 device per 20 users in a standard configuration. Specific configuration for customers may result in different device ratios.

MFD / Printer Hardware Purchase

Assumes 1 device per 20 users in a standard configuration. Specific configuration for customers may result in different device ratios.

Particular Needs - Software and Hardware

Provision, support and maintenance of software and hardware to support uses with particular needs as required.

Install, Move, Add, Changes (IMACS)

Maximum of 10 IMACS per working day per 2000 users. Assumes IMACS are done during working hours (out of hours provision available at additional cost).

User Induction Training

Provision and maintenance of Online User Induction Training. Allowance for in-situ training to support this as agreed with the customer (allowance of 3 days per month for a 2000 user department).



Optional Call Off Services - Summary

This gives examples of some of the standard services that can be added to the Core.

Device Options

Provision, support and maintenance for:

- Standard Desktops
- Enhanced (power user) Desktops
- Standard Laptops
- Enhanced Laptops
- Blackberry
- Mobile 6 Devices
- Laptops,
- Mobile IT
- RAS Access

Telephony

Provision, support and maintenance for:

- Traditional analogue PBX.
- IP Hosted Services (accredited for Restricted use).
- Mobile Telephones
- Secure telephony (e.g. Brent, Secetra)

“Confidential” security

The standard service is Restricted. This option allows users to work at Confidential including provision of email (through xGSI) and RAS access.

Enhanced Service Hours

Provide the support your organisation needs:

- Up to 24x7 support for all of users
- Provide priority support for VIP
- Additional support can be booked when needed

Customer Specific Applications

Support for your specific applications on the desktop.

Additional Printing Capabilities

Provision and maintenance of additional printing devices (over and above those in the Core). Bulk printing options also available.

WAN and LAN Networks

Provision of WAN networks to Restricted or Confidential accreditation. Provision and Maintenance of office LAN and wiring.

Additional Services - Summary

In addition there are more specialist areas that can be tailored to the customer's needs.

Business Consultancy

Provision of business consultancy services including:

- Business Analysis
- Change Management
- Project and Programme Management

Technical Consultancy

Provision of technical consultants to deliver:

- Technical architecture
- Programming and applications configuration
- Database Administration
- Testing Service
- Delivery Systems
- Engineering Support of legacy systems and rare skills

ICT Training

Provision of ICT Training as required including:

- Desk side;
- 1 to 1;
- Classroom; and
- Computer based training

Applications Development & Testing

Development and testing of bespoke applications to meet specific customer needs.

Applications Maintenance

Maintenance of customer applications – either supporting commercial (COTS) products or bespoke applications.

Application Hosting

Hosting of your business applications – Microsoft based, Unix based and even mainframes if needed.

Video Conferencing

Provision and maintenance of video conferencing facilities.

