

Division: Information Technology Services

Service Statement Title: Maintain and Develop a Portal (my.monash)			
End Users of Service: The users of the service are students and staff, and authorised users in affiliate organisations which are connected to Monash University. .			
Service Description: Provide personalised and customisable on-line access to learning and teaching, research, administrative and community resources.			
Activities/ Sub service	Service Provider Responsibilities	Faculty Responsibilities	Other Information
Provide a portal and integrate it with the University environment:	<p>Consult and negotiate implementation planning and scheduling with stakeholders, as required.</p> <p>Application installation and configuration, custom development, user interface development, system integration, technical documentation, technical analysis and design.</p> <p>Provide project management services where required.</p> <p>Provide application software development services.</p> <p>Provide analysis and consulting services.</p>	<p>Faculties may provide representatives on the governing committee which will steer the development of the application.</p> <p>Input will be provided to guide activities such as:</p> <ul style="list-style-type: none"> Analyse and complete business requirements including capacity planning Scheduling of activities for testing and implementation of software. <p>Faculties are directly responsible for:</p> <ul style="list-style-type: none"> Publication of faculty-specific content. Arranging for training and support to faculty staff. 	<p>Service availability The “total potential availability” of this service is 24 hours by 7 days. Supported hours are between 8 am and 6 pm (Melbourne time) Monday to Friday on University working days. Limited on-call support is available in accordance with the ITS on-call provisions. Necessary outages (e.g. the application of security patches) are advised, and extended outages (e.g. major upgrades of a system) are negotiated.</p> <p>First point of contact for customer in event of service problem For operational problems: contact the ITS Helpdesk, or use the portal’s on-line feedback facility. For major changes to the system: contact the Manager, Flexible Learning and Teaching, Applications Services, ITS.</p> <p>Problem escalation procedures For operational problems: follow standard ITS Helpdesk procedures. For major changes to the system: contact the Director, Applications Services, ITS.</p> <p>Services excluded Provision of faculty-specific content. Support for the applications which are accessed via this service and which have business owners outside ITS.</p> <p>Critical service dependencies external to Monash Third party support for equipment and services.</p>

Activities/ Sub service	Service Provider Responsibilities	Faculty Responsibilities	Other Information
<p>Provide production infrastructure and support for implemented applications:</p>	<p>Set up and maintain the infrastructure for development, quality assurance and production environments, including:</p> <ul style="list-style-type: none"> Physical environment architecture design and construction. Capacity planning and monitoring. Server specification and purchase. Server set-up and configuration. Maintenance of servers, including repairs, upgrades and replacements. Manage vendor contracts and hardware and software licences. Monitoring availability and integrity of services. Application disaster recovery planning, testing and operation. Backup and recovery. 		<p>Other Information</p> <p>The ITS service is guided by a steering committees which covers (or will cover) the areas of learning and teaching, research, administration and community.</p> <p>It is recognised that this service is critical to support the core functions of the University. ITS has already designed the service to provide a high level continuous availability. This measure will be reported and where there proves to be a significant divergence between customer expectations and actual performance, service improvement plans will be developed to raise the standard of service. The execution of these plans may on occasions require a higher level of investment in hardware, software, external maintenance contracts and support staff which will need to be authorised before expenditure occurs.</p> <p>Service Manager: Manager, Flexible Learning & Teaching Program, Applications Services, ITS.</p>