

**Division: Information Technology Services**

| <b>Service Statement Title: Provide Web Facilities and Services</b>  |  |   |  |
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| <b>End Users of Service:</b> Marketing and Public Affairs for the provision of the Monash University web site, and staff who have web responsibilities within faculties, divisions and affiliate organisations.  |  |   |  |
| <b>Service Description:</b> Provide the infrastructure and services to host and maintain Monash University’s main web site and the web sites of faculties, divisions and affiliate organisations which are connected to the Monash University data network.  |  |   |  |
| <b>Activities/<br/>Sub service</b>   | <b>Service Provider<br/>Responsibilities</b>   | <b>Faculty<br/>Responsibilities</b>   | <b>Other<br/>Information</b>   |
| <p>Provide the main University web site as the gateway to Monash University.</p> <p>Provide web hosting services for faculties, divisions and affiliate organisations, as required.</p> <p>Provide web development and deployment environments.</p> <p>Provide consultancy services including site design, and usability and accessibility testing on a partial fee for service basis.</p> <p>Provide streamed audio and video services.</p> | <p>For the main Monash University web site and for web hosting services:</p> <ul style="list-style-type: none"> <li>• Consult and negotiate with key stakeholders on a regular basis.</li> <li>• Provide, configure, install and maintain hardware and software.</li> <li>• Perform capacity planning and monitoring.</li> <li>• Provide development support.</li> <li>• Monitor availability and integrity of services, and security of the facility.</li> <li>• Provide usage statistics, advice and assistance.</li> <li>• Perform backups and recoveries.</li> <li>• Perform application disaster recovery planning, testing and operation.</li> </ul> <p>For web development and deployment environment services:</p> <ul style="list-style-type: none"> <li>• Provide development support for users.</li> <li>• Develop and maintain user, operational and procedural documentation.</li> <li>• Design and develop training programs for users, encompassing face-to-face and electronic course delivery.</li> <li>• Perform capacity planning and monitoring.</li> <li>• Build and maintain development, quality assurance and production environments.</li> <li>• Perform application disaster recovery planning, testing and operation.</li> <li>• Perform backups and recoveries.</li> </ul> | <p>Advise users that they are required to abide by all relevant University IT policies (see <a href="http://www.its.monash.edu.au/policies">www.its.monash.edu.au/policies</a>).</p> <p>For web hosting services, faculties are directly responsible for:</p> <ul style="list-style-type: none"> <li>• Maintaining their own applications and content.</li> </ul> <p>For web development and deployment environment services, faculties are directly responsible for:</p> <ul style="list-style-type: none"> <li>• Developing and maintaining their own content and applications.</li> <li>• Maintaining appropriate workflows and approval processes.</li> <li>• Ensuring that content is presented in line with Monash’s web standards as set out at <a href="http://www.its.monash.edu.au/web/">www.its.monash.edu.au/web/</a>.</li> </ul> <p>For streamed audio and video services, faculties are directly responsible for:</p> <ul style="list-style-type: none"> <li>• Maintaining their own applications and content.</li> </ul> | <p><b>Service availability</b><br/>The “total potential availability” of the web hosting service is 24 hours by 7 days.<br/>Supported hours are between 8 am and 6 pm (Melbourne time) Monday to Friday on University working days.<br/>Limited on-call support is available in accordance with the ITS on-call provisions.<br/>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><b>First point of contact for customer in event of service problem</b><br/>ITS Helpdesk.<br/>Submission form online at <a href="http://helpdesk.its.monash.edu.au">helpdesk.its.monash.edu.au</a>.</p> <p><b>Problem escalation procedures</b><br/>Follow the standard ITS Helpdesk escalation procedures, as described at <a href="http://www.its.monash.edu/policies/incidents.html">www.its.monash.edu/policies/incidents.html</a>.</p> <p><b>Services excluded</b><br/>Support for web services which faculties and divisions develop on their own departmental servers.<br/>Support for content and applications on customers’ departmental web servers, unless by special arrangement.</p> |

| Activities/<br>Sub service | Service Provider<br>Responsibilities   | Faculty<br>Responsibilities | Other<br>Information  |
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|                            | <ul style="list-style-type: none"> <li>• Monitor availability and integrity of services, and security.</li> <li>• Upgrade software and hardware as required.</li> <li>• Manage vendor contracts and hardware and software licences.</li> </ul> <p>For consultancy services:</p> <ul style="list-style-type: none"> <li>• Analyse and redesign business processes.</li> <li>• Provide project management services for small developments and major projects.</li> <li>• Provide application software development services for web applications.</li> <li>• Conduct audits and assessments of customers' web sites.</li> <li>• Provide guidelines and specifications for customers who wish to outsource their web development work.</li> </ul> <p>For streamed audio and video services:</p> <ul style="list-style-type: none"> <li>• Provide hardware and software.</li> <li>• Capacity planning and monitoring.</li> <li>• Application disaster recovery planning, testing and operation.</li> <li>• Backup and recovery.</li> <li>• Monitor availability and integrity of services, and security of the facility.</li> <li>• Upgrade software and hardware as required.</li> <li>• Provide usage statistics, advice and assistance.</li> </ul> |                             | <p><b>Critical service dependencies external to Monash</b><br/>Third party support for equipment and services.</p> <p><b>Other Information</b><br/>Service Manager: Manager, Web Resources &amp; Development, Applications Services, ITS.</p> |