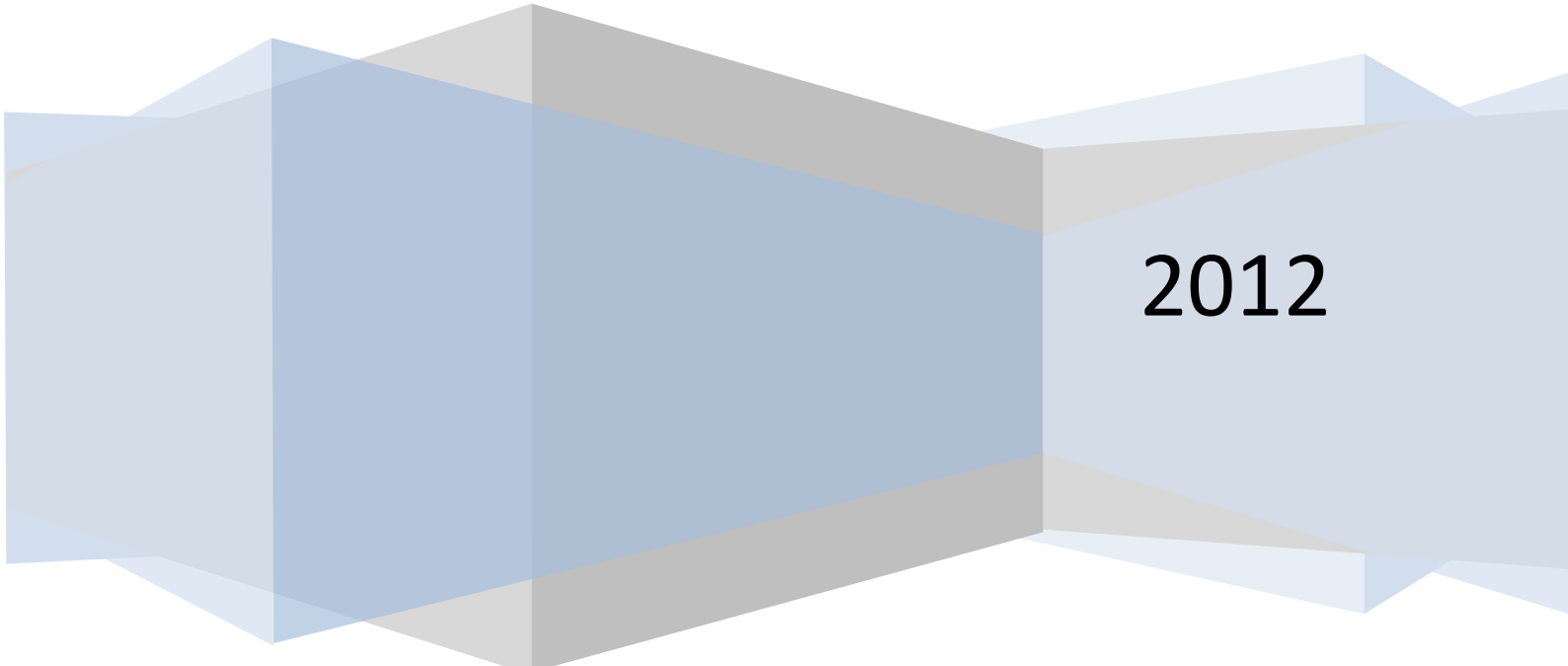


**KBIN-IRSNB**

# **Service Level Agreement for ICT&MM core services**



**2012**

# Table of content

<b>Introduction</b>	<b>4</b>
Preamble	4
General purpose of the SLA	4
Components of the SLA	4
The future	5
<b>Section 1: Core ICT&amp;MM services</b>	<b>6</b>
Preamble	6
RBINS-approved ICT Core Service definition:	6
Other ICT services (that not meet all the core criteria)	7
<b>Section 2: Service Level Agreement for ICT&amp;MM core services</b>	<b>9</b>
Introduction: missions of the ICT&MM service	9
<b>1 Parties to the SLA &amp; Duration</b>	<b>9</b>
<b>2 Objective of the SLA</b>	<b>10</b>
<b>3. Services included</b>	<b>10</b>
<b>4. Services non included</b>	<b>11</b>
<b>5. ICT&amp;MM responsibilities</b>	<b>11</b>
<b>6. Users Responsibilities</b>	<b>12</b>
<b>7. Requesting Service</b>	<b>12</b>
<b>7.1 Helpdesk Services</b>	<b>12</b>
7.1.1 ICT online request ( <a href="https://helpdesk.naturalsciences.be">https://helpdesk.naturalsciences.be</a> )	12
7.1.2 Email (helpdesk@naturalsciences.be)	13
7.1.3 Phone (by calling the 105 extension)	13
<b>7.2. Software (DB, multimedia, Web...) or ICT infrastructure development Service</b>	<b>13</b>
7.2.1 Email	13
7.2.2 Phone	13
<b>8. Hours of coverage, priorities and escalation</b>	<b>14</b>
8.1 Definitions	14
8.2 Hours of coverage	15
8.3 Priorities	15
8.4 Escalation	16
<b>9. Maintenance and Service Changes.</b>	<b>16</b>
9.1 IT communication	16
<b>10. Fundamental External Constraints</b>	<b>17</b>

<b>11. Requesting new services</b>	<b>17</b>
<b>12. Service Catalog</b>	<b>17</b>
<b>12.1 Servers &amp; Network Services</b>	<b>17</b>
12.1.1 Network infrastructure management & administration (LAN & WAN)	17
12.1.2 Servers management & administration	18
12.1.3 Backup Services	20
12.1.4 Network & Servers security management	21
<b>12.2 Support &amp; Helpdesk services</b>	<b>23</b>
12.2.1 Acquisition & installation of hardware to be integrated in the ICT infrastructure of RBINS	23
12.2.2 Software (site-licence) acquisition and installation (new installation or updates or upgrades)	25
12.2.3 Incidents management (users' support – incidents priority 3 )	27
12.2.4 Audiovisual equipment management in museum (public areas) and meeting rooms	29
12.2.5 Asset management (information ressource management)	30
12.2.6 Workstation OS and security management	31
<b>12.3 Core software services</b>	<b>33</b>
12.3.1 Consultancy and support on software's developed and/or owned by third-parties	33
12.3.2 Consultancy and support on software's developed by ICT&MM	35
12.3.3 New core software developments service (DB, WEB, Multimedia,Graphic design)	37
<b>12.4 Core Web services</b>	<b>38</b>
<b><i>Annexe 1: Overview of all current ICT&amp;MM provided services</i></b>	<b><i>41</i></b>
<b>1. Core ICT&amp;MM services (that meet all “core” criteria and that are exclusively provided by ICT at agreed level)</b>	<b>41</b>
<b>2. Other actual ICT&amp;MM services (that not meets all core criteria but are or can be provided by ICT&amp;MM at a specific level)</b>	<b>42</b>

# Introduction

## **Preamble**

The present RBINS' ICT & MM Service Level Agreement (SLA) is essentially a service catalogue , a single source of information for « everything you wanted to know about the core ICT services at RBINS ». It describes the set of services that the ICT & MM service has been mandated to provide at levels that can be realistically achieved with current resources. This document was approved by the “Conseil de Direction de l'IRSNB – Directieraad van KBIN” in april 2012 and took effect on 05/04/2012

The definition of a core ICT&MM service can be found in the section 1 of this document : this definition been approved by “Conseil de Direction de l'IRSNB – Directieraad van KBIN” on 03/11/2010

## **General purpose of the SLA**

Its primary purpose is to establish a cooperative partnership between the ICT & MM service and all the users at RBINS using its ICT and multimedia facilities and to :

- identify clear and consistent expectations ;
- outline agreed roles and responsibilities ;
- deliver services that are monitored, reported and reviewed for continuous improvement ;
- provide mechanisms for resolving problems ;
- provide a prospect to enable changes in response to new technologies, user requirements and other opportunities

## **Components of the SLA**

The SLA is by necessity a long document that comprehensively details a lot of services, broken down into two main sections. To avoid misinterpreting the document, it is advisable to read the first section before dipping into portions of the lengthier second section.

Section 1 gives the definition of a core ICT&MM service. ***This definition was approved by the “Conseil de Direction de l'IRSNB – Directieraad van KBIN” on 03/11/2010.***

The core services have been grouped into four bundles: 1) Servers & Network services, 2) Support & Helpdesk services, 3) Core software services , 4) Core WEB services.

Section 2, resulting from the recommendations of the internal ICT audit follow up group, lists, for all core ICT&MM services (complete list can be found in Annexe 1 of this document), the service level target definitions and principles, fundamental customer

responsibilities, fundamental external constraints, support hours, escalation procedures, reporting and review schedules, and communication norms. It provides detailed information about each individual service by providing for example:

- a service description
- service level targets (availability, response time or when available, resolution time)
- who may access the service and information on how to do so
- supplier constraints
- customer obligations
- related policies
- chargeable components
- references to documentation and training
- information about how to log a fault or problem with the service.
- ...

### ***The future***

The SLA will only continue to serve its purpose if it is regularly reviewed and updated. The intention is to measure and report on service delivery against the SLA and to enter into discussions with an internal ICT follow up users committee and with the management about how it can be improved. In some cases, it may be possible to deliver a service more efficiently by simply changing business processes, whereas in other cases, it might be necessary to create a policy, impose a new obligation on the users, or simply lower a KPI. Regardless of the solution, the overall aim remains the same: ***to better serve the ICT needs of RBINS.***

In the meantime, ICT does its best to set up measurement systems, to benchmark service levels, to implement reporting systems and to communicate about the SLA so that everybody at RBINS clearly understands the SLA and makes themselves accustomed with it.

## Section 1: Core ICT&MM services

### *Preamble*

The definition of a 'core' set of services, approved by the RBINS' management is premised on the following:

- Scientific research and museum activities require an enabling ICT environment.
- There is acceptance of the reality that in a research-led institute like RBINS there will sometimes be a need for special purpose services and/or technologies by researchers who have the expertise.
- Part of the ICT environment which impacts on the enterprise as a whole must be regulated so that the integrity of the infrastructure is maintained in the interest of the RBINS' community as a whole. Critical success factors in this regard are security and performance of the ICT infrastructure and its dependent services. The regulatory framework must be flexible enough for the specific and changing IT needs of a public research and museum institution like RBINS.
- The definition of what constitutes 'core' is limited to services that have an enterprise footprint (e.g. the RBINS network, IT security, IT purchases, ...) and/or a basket of essential applications that are delivered to the RBINS community as a whole (e.g. HR, Finance or ticketing & reservations software, Darwin platform or RBINS' web site, ...) and/or specific services identified that target a defined subset of the RBINS staff (e.g. multimedia applications or AV-IT equipments of the public areas).

### ***RBINS-approved ICT Core Service definition:***

#### Definition

A core service:

- supports the core business of RBINS (science, museum and administration)
- is widely used across RBINS, (useful for the majority of users, not for a too restricted group of users)
- must be reliable and available
- must be properly monitored, standards implemented and enforced where significant risk to RBINS exists or when the durability/continuity is a key factor

**All ICT service defined as a core service is exclusively managed and provided by and only by the ICT&MM service.**

Accordingly, ICT & MM service must be empowered to regulate the environment for these core services

ICT & MM will therefore undertake to impose limits only for the purposes of:

- maintaining the integrity of the ICT infrastructure
- making sure ICT & MM can meet its service level commitments to the RBINS community as a whole
- implementing the key tenets of the ICT Strategy approved by the General Management (e.g. security and risk management, IT assets management, ...)

The relationship between ICT & MM and the RBINS' users will be based on the co-operative model.

It is not the intention that all core ICT services (and/or their support) will be executed by ICT staff exclusively. When needed external parties will be subcontracted by the ICT&MM service (may require additional means), ICT will exercise its accountability by managing the relationship with these vendors on behalf of the RBINS. In its relationship with external parties ICT will, however, retain full accountability for the integrity of the ICT architecture by ensuring compliance with its standards and to guarantee the terms of the corresponding service level description.

Each service has a sponsor, which is the person or entity who initiates, funds or will be responsible for the strategic direction of this service. The sponsor may therefore be owner, financier, client... or their delegate. For core services, in many cases, ICT is the services' owner. In others, however, such as the financial software system, the sponsor is the Accounting department and ICT's primary responsibility is to provide a service for the platform at an agreed level.

### ***Other ICT services (that not meet all the core criteria)***

All other possible non-Core ICT service are considered to be the sole accountability and responsibility of the sponsors themselves. Under no circumstances, these other ICT services can compromise the integrity of the RBINS' ICT software & hardware infrastructure: ICT&MM service remains the sole decision-maker on the subject and must be empowered to regulate the environment for these other services there were the ICT infrastructure risks to be compromised.

For other ICT services not compromising the integrity of the RBINS' ICT software & hardware infrastructure, it is not for ICT & MM to decide if these other IT services are the most effective or efficient service solutions for RBINS. The sponsor of these services will retain full control over its own external ICT infrastructure. ICT & MM will, consequently, not provide any support on these type of services.

For example, these type of other IT services can included:

- Acquisition & installation of “non-standard”, specific software not supported by ICT and not compromising the ICT infrastructure

- Support for non-standard software not supported by ICT and not compromising the ICT infrastructure
- Creation and maintenance of departmental scientific websites not supported by ICT and not compromising the ICT infrastructure
- New IT developments not supported by ICT and not compromising the ICT infrastructure

In the event that ICT & MM provides such a service on demand, a special SLA is to be negotiated. ICT & MM's role can hereby be considered as an external party. In which case, the special SLA should at least mention the amount allocated to ICT & MM's budget for covering the costs entailed by its external role.



## **Section 2: Service Level Agreement for ICT&MM core services**

### ***Introduction: missions of the ICT&MM service***

The objective the ICT & MM service is to provide high quality and reliable Information and Communications Technology (ICT) and multimedia services that meet the requirements off RBINS staff engaged in all the activities of the Institute (scientific research & services, museum and administrative activities).

The missions of the ICT services are:

To ensure the management and the right developments of the IT infrastructure of the RBINS in order to provide a robust ,reliable and powerful data-processing environment.

To provide a professional and effective IT support to the whole of the Institute's users.

To ensure the development of specific IT applications, the management of ICT projects, the development and the IT management of the WEB sites infrastructure of the Institute, core databases, ...

To put the multimedia technologies at the service of the visitors, as well in the Museum as on the Web.

### ***1 Parties to the SLA & Duration***

This is a Service Level Agreement (SLA) between the RBINS users community from Vautier and Jenner sites and the Information & Communication Technologies and MultiMedia service (ICT&MM) to document:

The technology services ICT&MM provides to the RBINS' users.

The general levels of response, availability, and maintenance associated with these services.

The responsibilities of ICT&MM as a provider of these services and of customers receiving services.

Processes for requesting services.

This agreement is valid from XX/XX/12 (validated by the internal ICT audit follow up group and approved by the “Conseil de Direction de l'IRSNB – Directieraad van KBIN”). Review is yearly, or as otherwise needed (when ad-hoc changes are required) .

A similar document will be also available (later during 2012) for RBINS users from Gulledele and Oostende sites.

## **2 Objective of the SLA**

The purpose of this Service Level Agreement is to describe the core services provided and the quality standards agreed with ICT&MM service users in terms of service delivery.

To inform the RBINS users about:

- what services are provided by ICT&MM (services catalog)
- what level of support to expect
- their own responsibilities relating to the services
- the level of service actually provided

To enable ICT&MM to:

- describe its responsibilities for providing support & development services
- set service levels
- report on its performance.

The ICT&MM Service Catalog will be continually updated with additional service information regarding what services are offered, how to get services, how to get help for services and over eventual costs when it is the case.

## **3. Services included**

The services included in this SLA are those validated by the internal ICT audit follow up group and approved by the “Conseil de Direction de l'IRSNB – Directieraad van KBIN” as being core ICT services (cf. Annexe 1).

In the event that it is asked to the ICT&MM service to provide a non-core service, a special service level agreement for each such demand must be first negotiated

#### **4. Services non included**

The following services are non-included from this SLA :

- ^ acquisition and installation of non-standard RBINS hardware
- ^ user support for non-standard RBINS hardware
- ^ acquisition and installation of non-standard third-party software
- ^ user support for non-standard third-party software
- ^ creation and maintenance of specialized departmental systems
- ^ backup and restore of data not stored centrally on the RBINS network
- ^ server management for systems not « owned » by ICT&MM

ICT&MM can be approached to negotiate individual top-down SLAs with the other departments to provide some of this services. « Customers » are requested to contact the head of the ICT&MM service. (eg: development of scientific project website)

#### **5. ICT&MM responsibilities**

- ^ Meeting service delivery commitments outlined in the Service Catalog
- ^ Meeting response times associated with the priority assigned to incidents and service requests.
- ^ Maintaining records of incoming requests as they are received using tracking software
- ^ ensuring access to the Helpdesk Service within advertised hours
- ^ Appropriately notifying users of all scheduled maintenance (planned outages, systems shutdowns for upgrade or other changes, ...)
- ^ Ensure that changes to major RBINS ICT&MM services will go through an ICT change management process
- ^ Appropriately notifying users of withdrawal of services

## **6. Users Responsibilities**

- ⤴ Using the defined processes for requesting help and services.
- ⤴ have the prerequisite hardware and OS
- ⤴ ensure that only properly licensed software is installed on RBINS computer equipment and correctly registered
- ⤴ ensure that their critical data is held on file storage which is backed up. RBINS users are responsible for the security of their own data which is stored outside the central storage facility.
- ⤴ Responding to inquiries from ICT&MM staff who are resolving incidents and handling service requests, including providing information, performing troubleshooting steps, and ensuring ICT access to physical space
- ⤴ not divulge their individual log in details to other people except for the purposes of fault resolution by authorized ICT personnel
- ⤴ where services attract a fee, provide fund and cost centre information
- ⤴ notifying ICT&MM of forthcoming local events with ICT dependencies

## **7. Requesting Service**

A service request means a request is made by a RBINS user to ICT&MM for a service as published in the ICT&MM Service Catalog.

### **7.1 Helpdesk Services**

There are 3 methods of contacting ICT&MM for all helpdesk service requests (by order of priority):

#### **7.1.1 ICT online request ( <https://helpdesk.naturalsciences.be> )**

By utilizing the web, your request will be automatically associated with you and visible to all technicians. Request made via the web can be submitted 24 hours a day but will be processed during normal hours of operation. Using ICT online request via the web interface is the most efficient method to log and process incidents.

The ICT&MM helpdesk provides a first point of contact for all general queries. The helpdesk

staff aim to answer the majority of queries immediately or to refer the query to the relevant ICT&MM colleague.

### **7.1.2 Email ([helpdesk@naturalsciences.be](mailto:helpdesk@naturalsciences.be))**

Email request:

can be used only if our online ICT request system is not available

can be submitted 24 hours a day but will be processed during regular business hours

will be logged into our online ICT request system as soon as possible by ICT staff

### **7.1.3 Phone (by calling the 105 extension)**

Phone request:

can be used only if the LAN is down or in case of extreme urgency (or major audiovisual or IT failures in museum or other RBINS public areas)

can be submitted 24 hours a day but will be processed during regular business hours

will be logged into our online ICT request system as soon as possible by ICT staff

## **7.2. Software (DB, multimedia, Web...) or ICT infrastructure development Service**

There are two methods of addressing requests for new software or ICT infrastructure developments involving the ICT&MM service (by order of priority):

### **7.2.1 Email**

Email request:

sent to [ict-projects@naturalsciences.be](mailto:ict-projects@naturalsciences.be)

can be submitted 24 hours a day but will be processed during regular business hours

will be logged into our online ICT project management system as soon as possible by ICT staff

### **7.2.2 Phone**

For all new ICT software developments:

Cathy Emery, project manager, ext. 581

Eric Danon, ICT manager, ext. 368

For all new ICT infrastructure developments (network, IT hardware, software deployment, ...):

Jean-François Zech, Helpdesk manager, ext 399

Eric Danon, ICT manager, ext. 368

## **8. Hours of coverage, priorities and escalation**

### **8.1 Definitions**

#### **Incidents and Tasks**

Calls for ICT support will be categorized as either Incidents or Service Support Requests (Tasks). In general, resolution of incidents takes precedence over fulfillment of Service Support Requests (Tasks).

**Incidents.** An incident is where an error or disruption to an existing service or system has occurred that requires resolution to enable normal working to continue. Incidents are allocated priorities according to the business impact and urgency of the situation.

**Tasks.** These are requests for a service such as installing a new computer, providing access to a computer application or upgrading an existing PC, ...

#### **Response Time**

Response time is defined as the time between receipt of the ticket and the time that a Support Team member gives a first feedback. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a ticket and the problem resolution.

#### **Intervention Time**

Intervention time is defined as the time between receipt of the ticket and the time from which a Support Team member is beginning to work on problem resolution

#### **Standard RBINS hardware**

ICT hardware listed on <http://orders-ict.naturalsciences.be>

#### **Standard RBINS software**

- ⤴ Commercial software listed on <http://orders-ict.naturalsciences.be>:
- ⤴ Freeware software listed on \\datastore\freesoft

- ⤴ anti-virus software agreed by ICT&MM service
- ⤴ OS (including versions and languages) agreed by ICT&MM service

## **8.2 Hours of coverage**

Staffed services and support will normally be available from 8:00 AM to 5:00 PM every Monday to Friday except when the RBINS is closed due to (official) holidays, announced RBINS closures or unforeseen external constraints (inclement weather, public transport strike, ...).

Phone coverage may not be available at all times due to staffing limitations.

Requests can be submitted online or by e-mail 24 hours a day, 7 days a week and are processed on the next business day. Using the helpdesk online system (web interface) is the most efficient method to log and process incidents.

## **8.3 Priorities**

The Helpdesk will use the following guidelines in prioritizing requests: these priorities will have impact on target response and intervention time.

Priority	Criteria
1	<ul style="list-style-type: none"> <li>⤴ Work for the entire RBINS is stopped or interrupted (affects all or a majority of RBINS users)</li> <li>⤴ A key ICT core service is completely stopped or interrupted</li> <li>⤴ incidents with significant risks to safety or IT security</li> </ul>
2	<ul style="list-style-type: none"> <li>⤴ Affects a group of people (department, service, sections, project team members, ...):  eg: an ICT service is locally and/or partially unavailable</li> </ul>
3	<ul style="list-style-type: none"> <li>⤴ the work of an individual is affected</li> </ul>
4	<ul style="list-style-type: none"> <li>⤴ No affect on productivity or,</li> <li>⤴ requests made without following the procedure or,</li> <li>⤴ requests relative to non core ICT services or,</li> <li>⤴ non key ICT core service has failed and workaround exists</li> </ul>

\*Key ICT core service:

Authentication and Directory Services

Key Business Applications (DaRWIN, HR or Finance systems, ticketing & reservations system, museum exhibits)

Network Infrastructure & Internet access

Email Services

Main RBINS website failure

For incidents that generate a large amount of tickets, a mass mailing (like pcall) may be sent out instead of an individual response.

## **8.4 Escalation**

If you are not satisfied with the level of service on a request, contact the ICT Manager. He/she will categorize and process your input as appropriate and respond to you with the action taken.

## **9. Maintenance and Service Changes.**

The change management process within ICT&MM minimizes unintended service disruptions or other impacts to the IT infrastructure of the RBINS as a result of changes in the production environment. ICT&MM does this by monitoring, managing, and evaluating changes to maximize the service benefits to the RBINS users, while minimizing the risks involved in making those changes.

### **9.1 IT communication**

ICT&MM will communicate information about ICT improvements, changes to business processes, system maintenance and ICT problems actually only by email (sending email to « pcall » like mailing list or to the users of a specific service or system)

The ICT&MM service is responsible for communicating service outages and maintenance schedule to RBINS users.

There are two categories of service outages:

***Planned maintenance intervention:*** A planned service outage is work that is planned and scheduled well before the scheduled date. The ICT&MM service communicates (as needed) to the appropriate audience and by email **a minimum of one week prior to the scheduled outage.**

***Unplanned interruption of service:*** An unplanned service outage is work that is unplanned due to an unforeseen event or urgent repair to prevent failure. Unplanned service outages are



given priority (and communicated immediately) on a case-by-case basis depending on the type and urgency of the service failure.

## **10. Fundamental External Constraints**

Constraints are those things which would prevent ICT&MM from meeting its objectives (later, KPIs) and over which ICT&MM has little control. These include:

- ⤴ power or other outages (e.g. failing air conditioning in computer rooms)
- ⤴ physical damage, including but not limited to fires, floods, ...
- ⤴ failing contractors
- ⤴ all skilled IT staff unavailable at the same time (holidays, disease, ...)
- ⤴ ...

## **11. Requesting new services**

This SLA describes the services currently provided to RBINS' users by the ICT&MM service. Departments and services of the Institute are welcome to request additional services. These may require the negotiation of a separate SLA.

RBINS' users should address their demand on <http://helpdesk.naturalsciences.be> to log a new service request not already catered for or to substantially redesign or develop an existing service or system. (e.g.:develop a new database or to install a new server for a department).

## **12. Service Catalog**

### **12.1 Servers & Network Services**

#### **12.1.1 Network infrastructure management & administration (LAN & WAN)**

**Service owner:** ICT&MM service

**Customers:** RBINS staff (broad interpretation, so including all staff that is registered by the RBINS HR department even if they are on an external payroll) using the RBINS network

**Summary:** full management, hardware & software, of all network components (switches, routers, firewall, wireless network devices, cables, WAN links, ,,,)

**Description:**

ICT&MM activities include:

- ⤴ hardware acquisition, installation, configuration, support & maintenance, updates & upgrades firmware, ... of all network equipments (wired or wireless)
- ⤴ Troubleshooting network failures and connectivity problems
- ⤴ Maintaining physical network cabling
- ⤴ Researching technological developments for networking;
- ⤴ Interfacing with external service providers, resellers and contractors
- ⤴ Installing and maintaining racks, hardware and firmware associated with all the network components
- ⤴ monitoring network performances
- ⤴ management of maintenance contracts
- ⤴ Management of all external network links (internet or all other WAN accesses)
- ⤴ ...

**Service level target:**

- ⤴ in case of priority 1 incident: immediate intervention of a qualified ICT member staff
- ⤴ in case of priority 2 incident: target response time within 1 working day if all ICT staff is not totally busy with incidents of priority 1
- ⤴ in case of priority 3 incident: target response time within 1 working day if all ICT staff is not totally busy with incidents of priority 1 or 2
- ⤴ in case of priority 4 incident: Best effort as time allows

**12.1.2 Servers management & administration****Service owner:**

**ICT&MM service**

**Customers:**

RBINS staff (broad interpretation, so including all staff that is registered by the RBINS HR department even if they are on an external payroll) using the RBINS network

**Summary:**

full management, hardware & software, of all servers installed in the RBINS' network infrastructure

**Description:**

ICT&MM activities include:

- ⤴ hardware acquisition, installation, configuration, support & maintenance, upgrades, ...
- ⤴ OS management : updates & upgrades, patching, ...
- ⤴ Installing and maintaining server management software
- ⤴ Management of network services (DNS, DHCP, WEB, Proxy, MAIL, ...)
- ⤴ Designing and maintaining directory services (LDAP)
- ⤴ Determine whether requests for new servers are best provisioned by a virtual environment or physical, internal or external, dedicated hardware
- ⤴ Researching technological developments for network services; evaluating the current situation and if necessary recommending and/or deployment of new network facilities
- ⤴ Monitoring servers performances
- ⤴ Troubleshooting servers problems and failures
- ⤴ management of maintenance contracts
- ⤴ ...

**Service level target:**

- ⤴ in case of priority 1 incident: immediate intervention of a qualified ICT member staff
- ⤴ in case of priority 2 incident: target response time within 1 working day if all ICT staff is not totally busy with incidents of priority 1
- ⤴ in case of priority 3 incident: target response time within 1 working day if all ICT staff is not totally busy with incidents of priority 1 or 2
- ⤴ in case of priority 4 incident: Best effort as time allows

### **12.1.3 Backup Services**

**Service owner:**

**ICT&MM service**

**Customers:**

RBINS staff (broad interpretation, so including all staff that is registered by the RBINS HR department even if they are on an external payroll) using the RBINS network

**Summary:**

The set up, development and provision of centrally provided, secure, file space for storing critical data.

**Description:**

ICT&MM activities include:

- ⤴ Installing and maintaining data storage on RBINS' servers
- ⤴ Systematic backup of the following data on RBINS' data :
  - ⤴ HR data
  - ⤴ Accounting and financial data
  - ⤴ Ticketing & booking data
  - ⤴ Darwin data
  - ⤴ Museumshop data
  - ⤴ Security access control system
- ⤴ On demand backup of the following data on RBINS' servers :
  - ⤴ users' shared data on RBINS' files servers;
- ⤴ Monitoring of the file server and associated components for traffic, events and failures
- ⤴ Troubleshooting problems and failures
- ⤴ Planning for future capacity requirements and upgrades
- ⤴ Disaster recovery plan

Customers responsibilities:

- ⤴ In any case users are responsible for all data the resides on the hard disk of their workstation or laptop.

ICT&MM service will not take backup of:

- ⤴ users' PC (RBINS users)
- ⤴ private PC (visitors, students, external projects collaborators, ...)

Distinction must be made between:

- ⤴ *storage*: disk space on the servers or PC for data and/or softwares used daily by users: “live data” ;
- ⤴ *backup*: safe copy of “live” digitized data at on a dedicated hard disk on servers. High availability, fast restore but limited total available disk space. Managed by centralized backup software (ICT&MM service)
- ⤴ *archive*: long term preservation of digitized data ,when sustainability must be ensured, on appropriated media (eg: accounting data, ended projects, ...). Offline storage, long restore time, possible higher archive capacity.

#### **12.1.4 Network & Servers security management**

**Service owner:**

**ICT&MM service**

**Customers:**

RBINS staff (broad interpretation, so including all staff that is registered by the RBINS HR department even if they are on an external payroll) using the RBINS network

**Description:**

ICT&MM activities include:

- ⤴ Designing and maintaining authentication and access services to the servers and the RBINS' network infrastructure (internal, remote, ...)
- ⤴ anti-virus systems
- ⤴ firewalls
- ⤴ VPN
- ⤴ digital certificates

^ ...

**Service level target:**

- ^ in case of priority 1 incident: immediate intervention of a qualified ICT member staff
- ^ in case of priority 2 incident: target response time 1 working day if all ICT staff is not totally busy with incidents of priority 1
- ^ in case of priority 3 incident: target response time within 1 working day if all ICT staff is not totally busy with incidents of priority 1 or 2
- ^ in case of priority 4 incident: Best effort as time allows

## **12.2 Support & Helpdesk services**

### ***12.2.1 Acquisition & installation of hardware to be integrated in the ICT infrastructure of RBINS***

**Service owner:**

ICT&MM service

**Customers:**

RBINS staff (broad interpretation, so including all staff that is registered by the RBINS HR department even if they are on an external payroll) and hardware ordered by ICT&MM on behalf of RBINS

**Summary:**

Provision of quality ICT equipment at the optimum price according to public procurement rules

**Concerned equipment:**

- △ PC
- △ Macintosh
- △ Peripherals
- △ IT components
- △ AV equipments (museum and meeting rooms)

**Description:**

ICT&MM activities include:

- △ Giving advice to the end user about possible choices and providing price quotes
- △ interface with external service providers, resellers or contractors.
- △ order administration
- △ reception and inventory of the hardware bought
- △ configuration and installation of supported hardware;

**Customers responsibilities:**

- △ Users must use the internal online system <http://orders-ict.naturalsciences.be/> whenever possible  
If required IT hardware is not listed, send an email to [inforders@naturalsciences.be](mailto:inforders@naturalsciences.be)

- ⤴ give information about fund, cost center, end user of the ordered equipment
- ⤴ Internal clients must use the online order system <http://artio.naturalsciences.be/artio/> to follow and to validate order process initiated by ICT&MM service
- ⤴ The user or his representative are available on the delivery day either in the morning between 10:00 and 12:00 or in the afternoon between 14:00 and 16:00 – it must be possible to agree on a more precise time by email or telephone
- ⤴ If the helpdesk needs specific information during the configuration process, or data (e.g. migrate data from one system to another) the user has to provide this information or data in a timely manner otherwise all extra delay will not be considered as a breach of the SLA.
- ⤴ End user of the ordered equipment must provide access to the installation location

**Service level target if all concerned ICT staff is not totally busy with incidents of priority 1 or 2 or 3**

- ⤴ All currently standard hardware is listed on the internal website <http://orders-ict.naturalsciences.be/>
- ⤴ Asking for information or price quotes for non standard hardware : **2 working days**
- ⤴ Initiating workflow on the online internal order system (<http://artio.naturalsciences.be/artio/>) : **max. 2 working days after the log of the service request**
- ⤴ If no further configuration or intervention of the helpdesk is required (except recording data for the inventory) goods will be delivered to the user **within 1 working day of reception by the helpdesk**
- ⤴ If configuration of the new item is necessary (mostly computers) the goods will be delivered to the user:
  - ⤴ **within 2 working days** for goods listed on orders-ict.naturalsciences.be and in stock (only if no backup/restore process is required)
  - ⤴ **without specific timeline** for goods listed on orders-ict.naturalsciences.be and not in stock (depends on the fulfillment by the suppliers of the framework agreement). However, ICT&MM will deliver such goods **within 2 working days of reception by the helpdesk.**
  - ⤴ All other cases are on **best-effort only**

**Constraints:**



- ⤴ total delay between placement of the order and delivery depends on the delivery of the goods by an external party; even if the contract contains a maximum delivery period clause there is always a waiver of responsibility for delays due to lack of supply in the market place

### **12.2.2 Software (site-licence) acquisition and installation (new installation or updates or upgrades)**

#### **Service owner:**

**ICT&MM service**

#### **Customers:**

RBINS staff (broad interpretation, so including all staff that is registered by the RBINS HR department even if they are on an external payroll) and hardware ordered by ICT&Multimedia on behalf of RBINS

#### **Concerned software:**

- ⤴ software where global licensing level (academic, enterprise, ...) is relevant for RBINS:
  - ⤴ Commercial software listed on orders-ict.naturalsciences.be:
    - Microsoft, Adobe and Corel softwares and Endnote
  - ⤴ anti-virus software
  - ⤴ Freeware software listed on \\datastore\freesoft
- ⤴ Windows Operating Systems:
  - XP Pro UK and WIN7 UK
- ⤴ Macintosh Operating Systems:
  - OSX (10.6.X and 10.7.X) UK

#### **Description:**

##### **ICT&MM activities include:**

- ⤴ Giving advice to the end user about possible choices and providing price quotes
- ⤴ maintain the freeware software list up to date
- ⤴ interface with external service providers, resellers or contractors.
- ⤴ order administration

- ⤴ reception and inventory of the software bought
- ⤴ installation of related software
- ⤴ update or upgrade to newer versions when asked by users
- ⤴ for OS, ICT&MM decides on the opportunity or not to proceed a reinstallation, an update or an upgrade

### **Customers responsibilities:**

- ⤴ Users must use the internal online system <http://orders-ict.naturalsciences.be/> whenever possible  
If required IT commercial software is not listed, send an email to [inforders@naturalsciences.be](mailto:inforders@naturalsciences.be)  
For installation of a freeware that is on the list of authorized software or any other open source or freeware package log a service request on <http://helpdesk.naturalsciences.be>
- ⤴ Give information about fund, cost center, end user of the ordered software
- ⤴ Internal clients must use the online order system <http://artio.naturalsciences.be/artio/> to follow and to validate order process initiated by ICT&MM service
- ⤴ Give access to the computer and/or being available at the agreed time.  
Some software packages require users to be present to log on with their usual credentials to finalize the installation process.  
Some software packages can be installed remotely. If possible the helpdesk will use this method and then the user will have to be available on the phone during the installation process.
- ⤴ If the helpdesk needs specific information during the software installation and/or update/upgrade process, the user has to provide this information in a timely manner otherwise all extra delay will not be considered as a breach of the SLA.

### **Service level target if all concerned ICT staff is not totally busy with incidents of priority 1 or 2 or 3:**

- ⤴ All currently preferred commercial software with installation support is listed on the internal website <http://orders-ict.naturalsciences.be/>  
A list of preferred freeware application will be published and maintained on the intranet

- ⤴ Asking for information or price quotes for non preferred commercial software : **2 working days**
- ⤴ Initiating workflow on the online internal order system (<http://artio.naturalsciences.be/artio>) : **max. 2 working days after the reception of the ticket**
- ⤴ Installation of commercial software **within 1 working day after inventory**
- ⤴ Installation of freeware **within 1 working day after the log of the service request**
- ⤴ Accept or reject OS reinstallation, update or upgrade (+ if applicable, proposition of intervention planning) **within 1 working day after the log of the service request**

**Constraints:**

- ⤴ All software deployed on authorized computers must have a valid license and must strictly respect the terms of the associated license agreement. Software installed without a valid license can be removed at any time (also remotely).
- ⤴ For users with installation rights (administrator rights for example): they must inform the ICT&MM service for all new software installation done on a RBINS computer by logging a ticket on <http://helpdesk.naturalsciences.be> with a attached copy of the related license agreement.

**12.2.3 Incidents management (users' support – incidents priority 3 )**

**Service owner:**

**ICT&MM service**

**Customers:**

RBINS staff (broad interpretation, so including all staff that is registered by the RBINS HR department even if they are on an external payroll) and hardware ordered by ICT&MM on behalf of RBINS

**Summary:**

to resolve incidents of priority 3 reported through the ICT Service Desk (<http://helpdesk.naturalsciences.be>) and to provide help and advice to RBINS staff.

**Service level target:**

***GOLD Service:***

Prerequisites:

- ⤴ Windows hardware platforms (PC and/or laptop) still within the manufacturer's warranty period (generally 3 years) ;
- ⤴ hardware ordered by ICT&MM service ;
- ⤴ no administrator rights granted to the user of the PC
- ⤴ all installed software are legal and valid
- ⤴ Microsoft operating system and version supported by ICT&MM

All of these prerequisites must be fulfilled to benefit of this gold support level service level target:

- ⤴ first priority level and in-depth support to users
- ⤴ full support includes: installation, configuration, in-depth debugging, fine tuning, ...
- ⤴ Intervention time: **within maximum 4 business hours after the log of the service request if all concerned ICT staff is not totally busy with incidents of priority 1 or 2**
- ⤴ in-depth research of repair solution warranty

**Silver Service:**

Silver level support if one of these conditions are met:

- ⤴ Windows hardware platforms (PC and/or laptop) or all other IT equipment outside the manufacturer's warranty period (generally 3 years) but less than 5 years old and ordered by ICT&MM;
- ⤴ Other hardware than PC or laptop (Macintosh, smartphones, peripherals,...) ordered by ICT&MM
- ⤴ operating system version not supported ;
- ⤴ administrator rights granted to the user of the PC

Service level target:

- ⤴ Response time: **within 8 business hours after the log of the service request if all concerned ICT staff is not totally busy with incidents of priority 1 or 2**
- ⤴ Intervention time: a maximum of **4 business days** after all already logged “gold” support demands have been resolved
- ⤴ Problem resolution: **best effort and cost effective**
- ⤴ warranty on intervention time and diagnostic of failure but not on repair

**Limited Service:**

In all other cases (conditions are not met to benefit of gold or silver support level), a Limited Service level support is applicable.

Service level target:

- ⤴ No intervention priority
- ⤴ No ICT&MM commitment on response and intervention and repair

**Customers responsibilities:**

- ⤴ Users must follow the rules as described in the present document
- ⤴ Users are expected to log any problem as soon as it arises in the RBINS helpdesk platform (<http://helpdesk.naturalsciences.be>) or by other methods listed in the present document if needed
- ⤴ As every intervention on a PC can cause data loss the user has to take responsibility of his own data making sure that there is always a backup available of his most important data. If a “DATA partition” exists on the PC, the user must use it to put all his personal data.

***12.2.4 Audiovisual equipment management in museum (public areas) and meeting rooms***

**Service owner:**  
**ICT&MM service**

**Customers:**

RBINS staff (broad interpretation, so including all staff that is registered by the RBINS HR department even if they are on an external payroll) using such facilities

**Description:**

ICT&MM activities include:

- ⤴ Giving advice to the end user about possible choices and providing price quotes
- ⤴ interface with external service providers, resellers or contractors.
- ⤴ Call for tender redaction and order administration
- ⤴ reception and inventory of the hardware bought
- ⤴ acquisition, installation, configuration and monitoring of related AV&ICT equipment
- ⤴ management of maintenance contracts
- ⤴ planning for future capacity requirements and upgrades
- ⤴ technical expertise and consultancy

**Customers responsibilities:**

- ⤴ Users are expected to log any problem as soon as it arises in the RBINS helpdesk platform (<http://helpdesk.naturalsciences.be>) or by phone (ext. 105) in case of emergency

**Service level target:**

- ⤴ Asking for information or price quotes: **2 working days**
- ⤴ If incident of priority 1: **immediate intervention** of a qualified ICT member staff  
In other cases: response and/or intervention time: within maximum **4 business hours after the log of the service request if all concerned ICT staff is not totally busy with incidents of priority 1**
- ⤴ in-depth research of repair solution warranty

**12.2.5 Asset management (information resource management)**

**Service owner:**

**ICT&MM service**

**Customers:**

RBINS staff (broad interpretation, so including all staff that is registered by the

RBINS HR department even if they are on an external payroll) and hardware and software ordered by ICT&Multimedia on behalf of RBINS

**Summary:**

Maintain up to date the inventory of the RBINS ICT infrastructure (hardware & software) by use of a dedicated asset management software.

**Description:**

ICT&MM activities include:

- ⤴ Collection of data about computer assets in the asset management software. Current data collection includes, but is not limited to:
  - ⤴ All printers
  - ⤴ Monitors
  - ⤴ Desktop and notebook computers
- ⤴ Reporting to departments requiring inventory information (audit, accounting, etc)

**Customers responsibilities:**

- ⤴ If needed, users must grant physical access to the all rooms where computer equipment is present so that inventory tasks can be performed
- ⤴ If needed, users must give all information regarding inventory issues to the helpdesk upon request.
- ⤴ By default, inventory tasks are automated and detailed information of every computer is obtained through inventory tools. The user must not disable or impair these inventory tools in any way.

**12.2.6 Workstation OS and security management**

**Service owner:**

**ICT&MM service**

**Customers:**

RBINS staff (broad interpretation, so including all staff that is registered by the RBINS HR department even if they are on an external payroll) and computers ordered by ICT&Multimedia on behalf of RBINS

**Summary:**

to procure computers with secure, reliable and fully supported operating systems and protected against viruses

**Description:**

ICT&MM activities include:

- △ For OS:
  - decides on choice of OS used on RBINS computer (+ their version and language)  
Valid and supported OS are:
    - Windows XP and 7 (PC & laptop systems) UK
    - MacOS X.6.x and X.7.x (Macintosh systems) UK

Exceptions are only authorized when the use of specific OS (and/or version) is a requirement for the use of particular hardware or software.
  - Testing, implementation, and deployment (when needed) of desktop operating system upgrades, patches and updates
- △ to take care that desktops and laptops computers of the Institute are protected against viruses as well as possible by managing acquisition, installation, monitoring an anti-virus software suite
- △ Making available the necessary tools and knowledge for the detection and elimination of malware (worms, trojans, malware, root kits, etc.) on desktop and laptop computers

**Customers responsibilities:**

- △ For users with admin rights:
  - don't modify settings nor proceed to a new (re)installation, update or upgrade of the OS of their computer(s). Such tasks must be done by ICT&MM service
  - don't modify settings nor disable the anti-virus software installed by ICT&MM on the RBINS computers
- △ Contact the helpdesk to report problems with the desktop configuration or as soon as there is the slightest suspicion that a security issue has occurred



## **12.3 Core software services**

### ***12.3.1 Consultancy and support on software's developed and/or owned by third-parties***

**Service owner:**

**third-party services (department, service, ...)**

**activities include:**

**PIA application:**

**Description:** Financial tool used by the accountancy department

**Applicable to:** Accountancy department

**Supplier:** external

**Artio, internal order software:**

**Description:** Tool used by the accountancy department

**Applicable to:** internal personnel sending orders to accountancy department

**Supplier:** external

**SCDF access Database:**

**Description:** Financial tool used by the accountancy department

**Applicable to:** Accountancy department

**Supplier:** external

**Business Objects application:**

**Description:** Financial tool used by the accountancy department for generating financial reports

**Applicable to:** Accountancy department

**Supplier:** external

**GTS, ticketing & reservation system:**

**Description:** Application for selling Museum entrance tickets and booking advanced reservations

**Applicable to:** Museum reservation and cashiers

**Supplier:** external

**Mercator, museum shop application:**

**Description:** Application for selling Museum Museum articles and stock keeping

**Applicable to:** Museum shop

**Supplier:** external

**Keyware, presence and building access control**

**Description:** Application for control access building and presence of RBINS staff

**Applicable to:** RBINS staff

**Supplier:** external

**Service level target:**

**Limited Support:**

ICT will provide minimum support for the products listed in this section. This support will be scheduled as time permits.

Limited Support products have the following characteristics:

- ^ Install software
- ^ When needed, transfer technical user requests to external supplier;
- ^ Provide a backup of the database content ;
- ^ Check validity of licenses
- ^ take care that that the software or hardware involved will work or continue to work in the RBINS network environment

*Service level:*

- ^ For Incidents of priority 1 or 2: **immediate intervention** of a qualified ICT member staff
- ^ For incidents of other priorities or for tasks: **within 1 working day after the log of the service request**
- ^ All further work will be estimated and scheduled as time permits
- ^ best effort in time and end result

**No Support**

For products having either never been supported or having retired from the support lists.

No supported products have the following characteristics:

- ⤴ Products may be out of date
- ⤴ The vendor may have discontinued support
- ⤴ Parts are no longer available
- ⤴ The software does not have valid licensing
- ⤴ Basic technical assistance is offered according to best effort in time and end result
- ⤴ Transfer technical user requests to external supplier;

*Service level:*

- ⤴ ICT&MM response time: **within 1 working day the log of the service request if all concerned ICT staff is not totally busy with incidents or tasks**
- ⤴ No assistance available. However, the helpdeks will try to direct the user to other resources

### **User Responsibilities:**

- ⤴ Users must follow the rules as described in the present document
- ⤴ Users are expected to log any problem as soon as it arises in the RBINS helpdesk platform (<http://helpdesk.naturalsciences.be>) or by other methods listed in the present document if needed

### **Constraints:**

- ⤴ Used software must have valid licenses
- ⤴ New developments and/or change requests (addressed via <http://helpdesk.naturalsciences.be>) will be transfer by ICT&MM to the external supplier when applicable

## **12.3.2 Consultancy and support on software's developed by ICT&MM**

**Service owner:**

**ICT&MM service**

**activities include:**

**HR-application (PERSO):**

*Description:* Personnel database application used by RBINS HR-service

**Optional Service upon request:** Programming of custom reports via change request procedure (see New software developments for service level targets);

**Applicable to:** RBINS HR-personnel;

**Delivery channels:** RBINS desktop/laptop via local network connectivity;

**Supplier:** RBINS IT

**User responsibilities:**

- ✦ the personnel department must log a call with the ICT Helpdesk system (<http://helpdesk.naturalsciences.be>)

**Prerequisites:**

- ✦ Users are requested to use the application on Firefox 3.5.9 or lower and/or IE 7.0 or lower (via network connectivity) and must have a valid username and password;
- ✦ New access demands should be requested at least 2 working days before new arrival;

### **Natural History Collection Management application (DaRWIN 2.0):**

**Description:** central Natural History collection management system

**Optional Service upon request:** new functionalities development via change request procedure (see New software developments for service level targets);

**Applicable to:** RBINS staff involved in collection management

**Delivery channels:** via local network connectivity;

**Supplier:** RBINS IT

**User responsibilities:**

- ✦ for bu reporting, the user must log a call with the ICT Helpdesk system (<http://helpdesk.naturalsciences.be>)

#### **To access this service:**

- ✦ Request an access via the collection manager responsible for the related collection

**Prerequisites:**

- ✦ Users are requested to use the application on all browsers except IE (for the moment) and must have a valid username and password;

### **Service level target:**

#### **Core Institute Support**

For the products listed in this section, ICT is committed to providing advanced support including installation, configuration, usage and troubleshooting.

Core Institute Support products have the following characteristics:

- ⤴ Products are critical to the mission of the institute or a strategic decision has been made to support these products
- ⤴ Sufficient support resources exist
- ⤴ Belong to the accepted standard
- ⤴ User training sessions can be provided
- ⤴ A backup of the database content is provided

#### *Service level:*

- ⤴ all tickets will be treated in the order they are received via the ticket portal (<http://helpdesk.naturalsciences.be>).
- ⤴ If incident of priority 1: **immediate intervention** of a qualified ICT member staff  
In other cases: response time within maximum **4 business hours after the log of the service request if all concerned ICT staff is not totally busy with incidents of priority 1**
- ⤴ in-depth research of repair solution warranty

### **12.3.3 New core software developments service (DB, WEB, Multimedia, Graphic design)**

#### **Service owner:**

**ICT&MM service**

#### **Customers:**

RBINS staff (broad interpretation, so including all staff that is registered by the RBINS HR department even if they are on an external payroll).

#### **Summary:**

Development of

- ⤴ new core applications related to the RBINS missions
- ⤴ new functionalities of existing core applications

## **Description:**

ICT&MM activities include:

- ⤴ Development of new core applications (analysis, developments, debugging & testing, deployment)
- ⤴ Consultancy and/or support on new core applications (writing user documentations, training of end-users, writing call for tenders, IT advice, ...)
- ⤴ Analysis of Change requests to existing development core services
- ⤴ Subsequent versioning of existing development core services
- ⤴ Template development and generation of reports
- ⤴ Tracking of development core services statistics
- ⤴ Presenting new development core services to end-users or other interested parties

## **Service level:**

- ⤴ ICT&MM response time: **within 1 working day after the log of the service request if all concerned ICT staff is not totally busy with incidents of higher priority**
- ⤴ All further work will be estimated and scheduled as time permits
- ⤴ best effort in time and end result

## **User Responsibilities:**

- ⤴ Users must follow the rules as described in the present document
- ⤴ Users are expected to address their requests and to log any problem as soon as it arises in the RBINS helpdesk platform (<http://helpdesk.naturalsciences.be>) or by other methods listed in the present document if needed

## **12.4 Core Web services**

### **Service owner:**

**ICT&MM service**

### **Customers:**

RBINS staff (broad interpretation, so including all staff that is registered by the RBINS HR department even if they are on an external payroll).

### **Summary:**

Management and development of the main RBINS web hardware and software architecture to procure a powerful and reliable institutional website to the users ; also, advice, training and technical development assistance to set up and support of websites and services based on RBINS web standards technologies.

### **Description:**

ICT&MM activities include:

- ⤴ provide, operate and maintain the main RBINS technical web environment on the RBINS IT infrastructure (servers, OS, CMS, user access, security, programming, updates, ...)
- ⤴ manage the graphical design of the main RBINS website
- ⤴ help to set the RBINS policies, standards and guidelines for websites development, operations and management
- ⤴ give advice, training and support on use of the RBINS web technology infrastructure (eg: use of the content management software, redaction of guidelines, ...)
- ⤴ in conjunction with the RBINS Communication service:
  - advice on the content structure for the RBINS website and on all other IT questions
  - technical advice on site undergoing major changes or on new web developments to ensure compliance with branding, accessibility requirements and best practice
- ⤴ Management of domain names on behalf of RBINS
- ⤴ provide extra tools related to main web site (eg: visit analysis reporting tool)

### **Service level:**

- ⤴ If incident of priority 1: **immediate intervention** of a qualified ICT member staff  
In other cases: response time within maximum **within 1 working day after the log of the service request if all concerned ICT staff is not totally busy with incidents of priority 1**
- ⤴ All further work will be estimated and scheduled as time permits
- ⤴ best effort in time and end result

### **User Responsibilities:**

- ⤴ Users must follow the rules as described in the present document

- ⤴ Users are expected to address their requests and to log any problem as soon as it arises in the RBINS helpdesk platform (<http://helpdesk.naturalsciences.be>) or by other methods listed in the present document if needed



## Annexe 1: Overview of all current ICT&MM provided services

### 1. Core ICT&MM services (that meet all “core” criteria and that are exclusively provided by ICT at agreed level)

The table below list each ICT & MM service within each of the bundels describe above and identifies the applicable criteria that constitute the service as a core.

Services	Support core business of RBINS	Widely used across RBINS	Highly available and reliable	Significant risk to RBINS & durability/continuity as key factor	Provider of service at agreed level
<b>Servers &amp; Network Services</b>					
Network infrastructure management & administration (LAN & WAN) : <i>full management, hardware &amp; software, of all network components (switches, routers, firewall, wireless network devices, cables, WAN links, ,,,)</i>	√	√	√	√	ICT
Servers management & administration: <i>full management, hardware &amp; software, of all servers installed in the RBINS' network infrastructure</i>	√	√	√	√	ICT
Backup Services	√	√	√	√	ICT
Network & Servers security management	√	√	√	√	ICT
<b>Support &amp; Helpdesk services</b>					
Acquisition and installation of hardware to be integrated in the ICT infrastructure of RBINS	√	√	√	√	ICT
Software (site licence) acquisition, installation and maintenance (=updates & upgrades), <i>only for software where global licensing level (academic, enterprise,...) is relevant for RBINS (e.g.: Microsoft software, anti-virus software, OS for PC, Apple, ...)</i>	√	√	√	√	ICT
Incident management and service requests (users' support)	√	√	√	√	ICT
Audiovisual equipment management in museum (public areas) & meeting rooms	√	√	√	√	ICT
Asset management ( <i>Information resource management</i> )	√	√	√	√	ICT
Workstation OS management and security	√	√	√	√	ICT
<b>Core software services</b>					

Consultancy and support on software's developed and/or owned by third-parties (e.g.: <i>Human Resource systems, Finance systems, Visitor systems (ticketing &amp; reservations), Security system, ...</i> )	√	√	√	√	ICT
Consultancy and support on software's developed by ICT&MM	√	√	√	√	ICT
New core software developments service (DB,WEB, Multimedia, Graphic design)	√	√	√	√	ICT
<b>Core WEB services</b>					
Management and development of the main RBINS web hardware and software architecture	√	√	√	√	ICT

## 2. Other actual ICT&MM services (that not meets all core criteria but are or can be provided by ICT&MM at a specific level)

The table below list each ICT & MM service that can be regarded as an non core service with a specific SLA, non subjected to he terms of this document,

Services	Support core business of RBINS	Widely used across RBINS	Highly available and reliable	Significant risk to RBINS & durability/continuity as key factor	Provider of service at agreed level
<b>Non-core IT support services</b>					
Mobile telephony		√	√	√	ICT
<b>Non-core ICT&amp;MM developments services</b>					
Development of new non-core ICT & MM applications (WEB, DB, MM)	√		√	√	ICT
Desktop publishing	√			√	ICT

