<u>Appendix C – Service Catalogue</u>

CORPORATE INFORMATION TECHNOLOGY:

DRAFT SERVICE CATALOGUE

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The following is a draft listing of the Corporate Information Technology (CIT) services that we offer to the City-wide organization. It includes a description of the service, an indication of what the customer wants, selected performance measures, and a contact name for the person who is responsible for the service. What are not included in this draft document are the prices, ordering procedures and the name and number of the Service Delivery Manager. A list of the services is provided in Appendix A.

1.0 WORKPLACE MANAGEMENT

Overview

Our Workplace Management services provide you with all of the technical aspects that you need for the workplace. Our standard services include:
- procurement and support of desktops, laptops and printers;
- connection to the internal City network;
- ability to transmit and receive voice and paper data;
- one e-mail account; and
- 300 MB LAN disk space backed up daily.

Our standard services do not include:
- cleaning of user equipment such as keyboards, monitors etc.;
- unlimited data/electronic storage space and backup;
- installation of unapproved hardware;
- installation of unapproved software;
- training for software applications (Word, Outlook, Excel etc.);
- support for equipment more than 5 years old; and
- support for home wireless environments.

Our staff will work with you to provide standard hardware and software, desk-side troubleshooting and the resolution of incidents and problems. We include the break and fix support of all corporate standard software or hardware within the warranty period and provide installations or upgrades as required.

Our staff can also provide you with advice and recommendations, on request, regarding the specifications of IT equipment as part of the core service. We strongly recommended that if you are contemplating equipment or software purchases that you consult with our staff to establish suitability and compatibility with existing systems.

We endeavor to install new network connected devices within 10 days of the equipment arriving from the vendor. In unusual circumstances the installation may take longer. Our standard support hours are 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.

1.1 Desktop Management

We define a Standard Desktop computer as a set of hardware and software configured for the purpose of serving a single user, except in shared arrangements. A typical desktop consists of a system unit, including housing, motherboard, memory, CPU, video and network connections, with an attached keyboard, mouse and monitor.

1.1.1 Standard Desktop

Describe the service:	Standard desktop management includes: - hardware/software procurement - software installation - hardware installation

	- patch management
	- anti virus updates
	- hardware and software troubleshooting
How does the customer measure service satisfaction?	A single point of contact for customers and end users, and an operational single point of contact for managing incidents to resolution.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Refer to Overview.
What are the key metrics?	❑ First call resolution rate.
	❑ Overall resolution rate.
	❑ Customer satisfaction.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

1.2 Laptop Management

We define a Standard Laptop computer as having a set of hardware and software configured for the purpose of serving a single user that is portable, usually less than 10 pounds, and can sit on your lap. Our laptops generally have an integrated keyboard and screen, run on a battery or AC current, and have external connectors such as USB, network, and video.

1.2.1 Standard Laptop

Describe the service:	Standard Laptop management includes:
	- hardware/software procurement
	- software installation
	- hardware installation
	- patch management
	- anti virus updates
	- hardware and software troubleshooting
How does the customer measure service satisfaction?	A single point of contact for customers and end users, and an operational single point of contact for managing incidents to resolution.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Refer to Overview.
What are the key metrics?	❑ First call resolution rate.
	❑ Overall resolution rate.
	❑ Customer satisfaction.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

1.2.2 Wireless Access

Our Wireless Access service provides you with a connection to the City's network backbone environment using an approved wireless device. We offer this service where ever there are wireless access points installed in City buildings.

Describe the service:	Wireless Access refers to access to the City's wireless network and includes:
	- hardware procurement
	- wireless configuration
	- software installation and configuration

How does the customer measure service satisfaction?	A single point of contact for customers and end users, and an operational single point of contact for managing incidents to resolution.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Refer to Overview.
What are the key metrics?	❑ First call resolution rate. ❑ Overall resolution rate. ❑ Customer satisfaction.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

1.3 Mobile/Voice Support

Our Mobile/Voice service provides you with the management of all your handheld devices. The services that we resell here for the convenience of our customers are the cores services offered in 4.5 Voice Related Services.

1.3.1 Handheld Device

Describe the service:	Handheld Device management (iPAQ, PDA, Blackberry, etc.) includes: - hardware procurement - hardware setup - hardware trouble shooting
How does the customer measure service satisfaction?	A single point of contact for customers and end users, and an operational single point of contact for managing incidents to resolution.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Refer to Overview.
What are the key metrics?	❑ First call resolution rate. ❑ Overall resolution rate. ❑ Customer satisfaction.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

1.3.2 Telephone, Cell and FAX

Describe the service:	Telephone, Cell and FAX management includes: - hardware procurement - hardware setup - hardware trouble shooting The service offered here resells the service offered under 4.5.1 and 4.5.2.
How does the customer measure service satisfaction?	A single point of contact for customers and end users, and an operational single point of contact for managing incidents to resolution.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Refer to Overview.
What are the key metrics?	❑ First call resolution rate.

	❑ Overall resolution rate.
	❑ Customer satisfaction.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

1.3.3 Remote Access

Describe the service:	Remote Access management provides City staff or external consultants with secure, remote, network access to the City's internal network, servers and applications. The service offered here resells the service offered under 4.1.3.
How does the customer measure service satisfaction?	A single point of contact for customers and end users, and an operational single point of contact for managing incidents to resolution.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Refer to Overview.
What are the key metrics?	❑ First call resolution rate.
	❑ Overall resolution rate.
	❑ Customer satisfaction.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.0 BUSINESS SOLUTIONS

Business Solutions provides a complete lifecycle of product services from initial planning and procurement of your application investment through to the development phase. During each phase, our professional staff will work with you to ensure you receive the right solution at the right price including sourcing the appropriate services from 3.0 Managed Hosting and 4.0 Connectivity. In addition to building your solution we can also offer sustainment planning and support services to ensure your investment is protected.

2.1 Application Solutions

Our Application Solutions services include all the elements to turn your new application idea or requirement to upgrade an existing application, into reality. From strategic planning through to training programs, our people will work with you to determine your needs and design a solution for you. We also offer a range of services such as vendor relationship management and data backup and recovery that complement our development and delivery services.

2.1.1 Application Strategic Planning

Describe the service:	Whether you have a business problem, a new regulation, the need to lower costs or improve the efficiency of your service, we can work with you to develop a strategic plan. The strategic plan will be a high-level report that describes the goals and how they can be achieved along with some costing information for you to decide if you want to continue on with the next phases of your project.
How does the customer measure service satisfaction?	As you read your strategic plan you continue to feel more comfortable as you experience clarity and understanding of what needs to be done to achieve your original goals. You see a viable plan that is realistic and comprehensive, taking into account organizational operating guidelines, perceived barriers and critical success factors.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	Strategic planning activities must relate to the Information Technology environment.
What are the key metrics?	❑ Project is on time. ❑ Project is on budget. ❑ Project scope - All critical success factors you defined have been accomplished.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two calendar months.

2.1.2 Application Project Management

Describe the service:	Project Management provides the techniques to help your project stay on the right track. Project Management is an important best practice that should be used from the start of your project through to implementation when the system should then be reviewed to determine how well it is meeting your business needs. Common techniques involve diagnosing

	and resolving problems, managing change as new information is learned, managing people and their relationships, quality and risk, monitoring activities, and reporting on project status. We will help you manage your project and deliver all project control file information such as the project charter, project plan and open issues log.
How does the customer measure service satisfaction?	Besides seeing that your project is making good progress, you are delighted to be working with a Project Manager that is effective in hearing your needs, communicating in your language, managing expectations, building trust and resolving issues.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	Project Management should be based around Information Technology environment.
What are the key metrics?	❑ Project is on time. ❑ Project is on budget. ❑ Project scope - All critical success factors you defined have been accomplished.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two calendar months.

2.1.3 Business System Design

Describe the service:	If you have a general idea of what you want to do, we can help you develop or even redesign an existing system to accomplish your goals. The system design work can involve looking at what is currently in place, what information needs to be stored and where, and how the users of this system whether they are sitting in front of a computer or out in the field can access the information to do their job. A business system design report will be produced explaining how to achieve your goals along with a cost estimate so that you can determine if you want to proceed with your project.
How does the customer measure service satisfaction?	The idea that you had to improve or develop a new system is now taking shape. You have a better understanding of what is working or may not be working in your current system and ways that things can be improved. You have the knowledge of what can be done and how much it would cost to determine if this design will help improve your business.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Project is on time. ❑ Project is on budget. ❑ Project scope - All critical success factors you defined have been accomplished.
Who is the contact person? What is the	Service Delivery Manager

| ordering procedure and/or lead time? | Lead time is two calendar months. |

2.1.4 Application Development/Evaluation/Acquisition

Describe the service:	If you have a clear idea of what you need to accomplish, we can help you to determine the best way to achieve your goals. We can develop custom systems to meet your specific business needs. If you are more interested in a purchased system, we can help you with a market evaluation and assist you with acquiring the best system to meet your needs. Through our implementation service we can deliver either a custom developed system or help install a purchased system that can be thoroughly tested by the people running your business. The new system will be implemented when you are satisfied that it is ready to be used by your business.
How does the customer measure service satisfaction?	Whether it's through a purchased system or from some custom system development you are happy and relieved to know that you have found a solution that will meet your business needs and the critical success factors that you had defined.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Project is on time. ❑ Project is on budget. ❑ Project scope - All critical success factors you defined have been accomplished.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two calendar months.

2.1.5 Application Integration

Describe the service:	Many times new business systems require that the system or its data integrate with the existing systems in your business or other areas of the organization. We can provide integration services such as design and data conversion, developing new processes to maintain data and systems and even coordinate the implementation of these changes for your business. We will deliver a report describing the integration plan and how the project would be accomplished along with a cost estimate for you to determine if this integration will meet your business needs before any actual work takes place.
How does the customer measure service satisfaction?	You know that any type of conversion whether it is data or a system or a combination of both is the toughest part of an IT related project, but you are actually surprised at how well this conversion took place. We said that the

	outage would take a certain amount of time and we kept within that timeframe. You can now see your new data and new system functionality working and how it is already helping to deliver your business better.
What is the level of service and/or availability? Any planned maintenance or outages?	Possible outages during conversion timeframe.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Project is on time. ❑ Project is on budget. ❑ Project scope - All critical success factors you defined have been accomplished.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two calendar months.

2.1.6 Application Implementation

Describe the service:	Our implementation service can install either a custom developed system or help install a purchased system. Regardless of which route you need, you will be presented with a system that can be first thoroughly tested by the people running your business. We will only install the new system into production once you are satisfied that it is ready for use by your business.
How does the customer measure service satisfaction?	That idea you had to enhance or develop your business became a reality. You not only saw the working system but thoroughly tested it out to ensure it would be accomplishing what you had set out to do. The implementation plan considered all the various factors that would cause the least impact to your business and it worked. The system is up and running and the business overall is excited about these new features or improvements.
What is the level of service and/or availability? Any planned maintenance or outages?	Possible outages during implementation timeframe.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Project is on time. ❑ Project is on budget. ❑ Project scope - All critical success factors you defined have been accomplished. ❑ Availability – System is operating within established service levels. ❑ Performance – System is performing within established service levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two calendar months.

2.1.7 Application Support

Describe the service:	Your system is running and servicing the needs of your business, but you just can't leave it alone. We provide application support services

	to ensure your system continues to keep running. Services include working with you on testing your system when major hardware or software changes must take place. We can even make changes to customized code to address your new business needs. Estimates are always provided prior to the work commencing along with a test period for you to ensure that the changes will not negatively impact your business.
How does the customer measure service satisfaction?	Considering the level of service you have purchased, you are very happy with the support and the costs to provide that support for your system. When your system runs into trouble you trust and rely on us to get your system up and running. You are especially delighted to notice how often problems are resolved faster than the established target resolution timeframes.
What is the level of service and/or availability? Any planned maintenance or outages?	Level of service/availability: ❑ **Bronze** – Application supports hours = xx hours/years, Problem acknowledgement x hours, target problem resolution x hours ❑ **Silver** - Application supports hours = xx hours/years, Problem acknowledgement x hours, target problem resolution x hours ❑ **Gold** - Application supports hours = xx hours/years, Problem acknowledgement x hours, target problem resolution x hours ❑ **Platinum** - Application supports hours = xx hours/years, Problem acknowledgement x hours, target problem resolution x hours Possible outages during implementation of new application releases or hardware/software environmental upgrades.
What services are not included? Any restrictions or pre-requisites?	This service can be combined with 2.3.11 Application Sustainment Support.
What are the key metrics?	❑ Availability – System is operating within established service levels. ❑ Performance – System is performing within established service levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two calendar months.

2.1.8 Application Data Backup and Recovery

Describe the service:	A critical asset to your business is your digital data, which can be at risk by such items as system failure, fire, theft, or other problems that disrupt your business operations. We can help you determine the best schedule for backing up your data and systems based on your business needs and ensure that recovery

	processes are in place and ready should the need arise. A clearly defined data backup and recovery plan will be defined for your acceptance and we will use our processes and tools to ensure that your data and systems are backed properly.
How does the customer measure service satisfaction?	You know that risks and the costs of risk avoidance go hand in hand. You are comfortable with the data backup and recovery plan that is in place to protect your data and trust CIT in the delivery of this service.
What is the level of service and/or availability? Any planned maintenance or outages?	Possible outages during hardware/system upgrades.
What services are not included? Any restrictions or pre-requisites?	This service can be combined with 2.3.8 Data Archival Planning and Support and may include 4.1.5 Desktop Backup and 3.1.3 Server Backup.
What are the key metrics?	Availability – Data backup is operating within established service levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two calendar months.

2.1.9 Application Training Program

Describe the service:	If you want your employees to get the most out of the new system or software that is coming into your business consider the Training service. We can develop a training plan that can include such items as: User procedure manuals, on-line help text, one-one-one training, classroom instructions either full course or specific module courses. We can customize our training to meet your business needs.
How does the customer measure service satisfaction?	Your employees went on the training you selected for them and they came back to work more motivated. They now have more knowledge about the system or technology they will be using in your business. This is helping them to be more efficient and effective, requiring less help.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	Students may be required to have basic computer skills and a level of knowledge prior to attending a course so as not to hold back the other students. This service can be combined with 2.3.9 Application Sustainment Training Program and 2.4.5 Data-related Training Program.
What are the key metrics?	Training scope - All topics you defined as critical success factors have been taught.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two calendar months.

2.1.10 Application Vendor Relationship Management

Describe the service:	If your organization is running a purchased system from a vendor and you are too busy running your business to worry about the day-to-day details with maintaining a good vendor relationship then we can help you oversee this role. We can assign a relationship manager to your vendor to help reduce the risks involved with running a purchased system in your business. Some of the care we provide involves: developing clear service levels agreements, review and adherence to contracts, monitoring performance, holding vendors accountable and watching trends in the marketplace.
How does the customer measure service satisfaction?	This is one less item you have to worry about in the running of your day-to-day business. You can trust us to keep on top of things with the vendor of your purchased system. Above all the most important aspect of this service is happening -- your purchased system is meeting the needs of your business.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	Vendor Relationship Management activities must pertain to the Information Technology environment. This service can be combined with 2.3.10 Vendor Relationship Management.
What are the key metrics?	❑ Availability – System is operating within established service levels. ❑ Performance – System is performing within established service levels. ❑ Contracts – Contract problems are resolved before they become a serious issue. ❑ Knowledge Transfer – Knowledge about upcoming developments with the purchased system or requests that have been made by your staff are provided.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two calendar months.

2.1.11 Application Database Design

Describe the service:	To get the most out of your application and to ensure that your information needs of your application are met, we can design an appropriate set of databases for a given type of Database Management System. The database design will be based on the application's business system design. This will ensure the accuracy, integrity, flexibility and performance of both your databases and applications.
How does the customer measure service satisfaction?	❑ Quality – accuracy, integrity of databases. ❑ Effectiveness – design meets application, user and developer needs. ❑ Performance – resulting databases meet performance expectations.

	❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Implementation of physical databases is not included. Documented application requirements, data model, data volumes, performance requirements, selected DBMS and SDLC are required.
What are the key metrics?	❑ Quality - # changes to data design to improve integrity or accuracy. ❑ Effectiveness - # application design changes to realign with database design; # incidents or amount of rework caused by design errors. ❑ Efficiency - cost to design databases compared to contracted cost. ❑ Performance - # design changes to meet performance expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.1.12 Application Database Implementation

Describe the service:	We can implement your database design using your chosen Database Management System to best meet your application requirements, both geographic and non-geographic. This can include selection and acquisition of appropriate database solutions, monitoring the performance of databases, modifying databases or recommend changes to applications for optimum performance, converting data from a previous system (manual or electronic) to the format required for a new database management system, and defining data backup and recovery procedures. To get the most from this service, it can be combined with our Database Design service to ensure that your data requirements are most effectively turned into working databases.
How does the customer measure service satisfaction?	❑ Quality – accuracy, integrity, availability and reliability of databases. ❑ Effectiveness – databases meet application and developer needs. ❑ Performance – databases meet performance expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Data or database design, DBMS implementation or database hosting services are not included Documented data model, application requirements, database design,

	data volumes, performance requirements, SDLC are required.
What are the key metrics?	❑ Quality - # implementation changes to improve integrity, accuracy or accessibility. ❑ Effectiveness - # application changes to realign with database implementation; # incidents or change requests caused by implementation errors. ❑ Efficiency - cost to implement databases compared to contracted cost. ❑ Performance - # implementation changes to meet performance expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.2 Request for Proposal (RFP) Development and Support

A well written RFP is the key to ensuring your application project gets off to a good start and remains successful. Our service offering brings together the functional expertise of business with the technical expertise of our staff to ensure the RFP offers a complete and concise description of your needs. In addition to building the RFP content we can offer our expertise throughout the evaluation and award process to ensure you get the best value for the best price.

2.2.1 Business Case Development

Define the Service:	If you need a business case developed for you project, we will assist you doing all that is required to get a project approved. We can investigate alternatives, research solutions, and assist in writing any reports required to get senior management approval to purchase a solution.
How does the customer measure service satisfaction?	If the project is approved or shown not to be justified.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Quality of the report. ❑ Project is on time. ❑ Business case is accepted by senior management.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.2.2 Project Management

Define the Service:	We will use best practices to manage all of the phases of RFP Development and Support. We will create a detailed schedule and monitor progress will all groups involved. We will act as a liaison with all parties including Material Management, Legal Services, and Vendors/Bidders.
How does the customer measure service satisfaction?	The project is finished on time and on budget.

What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ On time. ❑ On budget. ❑ Resources are used efficiently.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.2.3 Business System Design

Define the Service:	We can assist you in collecting and documenting your RFP requirements. We can research possible solutions and arrange for vendor demonstrations to assist your staff in determining what is available so that they can determine what requirements would best serve their business.
How does the customer define and measure success?	❑ All of the required functions are identified and documented. ❑ Management signs off on the functions.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	Pre-requisite is an accepted Business Case.
What are the key metrics?	❑ On time. ❑ On budget. ❑ Management approval.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.2.4 RFP Creation

Define the Service:	Once all the requirements are determined our staff can write or assist you in the writing of the RFP. We will work with Legal Services and Materials Management and ensure that the RFP meets all City requirements.
How does the customer define and measure success?	An RFP created and approved by Materials Management, Legal Services and customer.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	Pre-requisites are an accepted System Design and Business Case.
What are the key metrics?	❑ On time. ❑ On budget. ❑ All approvals.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.2.5 RFP Bid Evaluation

Define the Service:	We can lead a team to evaluate the bids and coordinate Materials Management, Legal Services, and any technical requirements to evaluate the bids. Each bid will be rated

	according to specific criteria outlined in the RFP. The results of all bids will be summarized in a matrix for your review.
How does the customer define and measure success?	Evaluations done by interested parties including client and technical staff.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	Pre-requisite is a created RFP (see service 2.2.4).
What are the key metrics?	❑ On time. ❑ On budget. ❑ Recommendation agreed to and documented by bid evaluation committee.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.2.6 RFP Award Report Development

Define the Service:	Once a vendor is selected, we can write or assist in writing the award report and/or any other reports required to purchase a solution.
How does the customer define and measure success?	Award report is produced and approved by all parties.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	Pre-requisite is an RFP Bid Evaluation (see service 2.2.5).
What are the key metrics?	❑ On time. ❑ On budget. ❑ Approval of Report.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.2.7 Implementation Plan Development

Define the Service:	We can assist you in determining the best organization to implement the solution. The solution may be implemented by us, your staff, the vendor or a combination. We will help select the implementers and produce a high level plan.
How does the customer define and measure success?	The system is installed on time, on budget and meets all requirements.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	Pre-requisite is that an RFP is awarded (see service 2.2.6).
What are the key metrics?	❑ On time. ❑ On budget. ❑ All functions promised are delivered.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.2.8 Sustainment Plan Development

Define the Service:	We can assist you in determining where your system should run and who should support it.

	We will assist your organization in producing any contracts or Service Level Agreements required.
How does the customer define and measure success?	The system is available as promised.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	Pre-requisite is an accepted Implementation Plan (see service 2.2.7).
What are the key metrics?	❑ On time. ❑ On budget. ❑ Is available during the agreed to percentage of time during supported hours. ❑ Continues to deliver all functionality implemented.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3 Application Sustainment

Our Application Sustainment services are available to ensure your application investment provides optimum returns throughout its lifespan. Our maintenance strategy design brings a proactive and integrated approach. We can identify the necessary activities, timing and integration points necessary to ensure your application serves your needs well into the future and eliminates the risk of costly, unplanned events.

2.3.1 Application Maintenance Strategy

Describe the service:	In today's environment of fiscal restraint and increasing end user expectations getting the most productivity out of your application investment is key. We understand the importance of limiting downtime and the impact of application performance issues have on your staff. Our maintenance strategy resources will design a comprehensive plan to ensure the greatest return on your business investment.
How does the customer measure service satisfaction?	❑ Effectiveness – plan design is easily understood and aligns with customer needs. ❑ Accuracy – planned timing and deliverable content match actual. ❑ Flexibility – business changes can be accommodated. ❑ Completeness – no unanticipated events occur.
What is the level of service and/or availability? Any planned maintenance or outages?	This service will be offered in a flexible manner to match business needs.
What services are not included? Any restrictions or pre-requisites?	Actual implementation or application support services are not included. Initial application implementation or support involvement is strongly recommended.
What are the key metrics?	❑ Accuracy and completeness – measuring planned to actual and how many changes

	are required.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3.2 Application Upgrade Strategy

Describe the service:	Whether it is an application purchased from a vendor requiring periodic support upgrades or a City developed application being enhanced to meet your staffs expectations, upgrades are inevitable. Our staff will work with you to consider appropriate timing, cost considerations, resource planning and integration points to other applications with the intent of ensuring all components are considered before proceeding to an upgrade project.
How does the customer measure service satisfaction?	❑ Effectiveness – plan design is easily understood and aligns with customer needs. ❑ Accuracy – planned cost, timing, staff involvement and deliverable content match actual. ❑ Flexibility – business changes can be accommodated. ❑ Completeness – no unanticipated events occur.
What is the level of service and/or availability? Any planned maintenance or outages?	This service will be offered in a flexible manner to match business needs.
What services are not included? Any restrictions or pre-requisites?	Actual implementation or application support services are not included. Initial application implementation or support involvement is strongly recommended.
What are the key metrics?	Accuracy and completeness – measuring planned to actual and how many changes are required.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3.3 Application Upgrade Management

Describe the service:	Whether you combine this service with Application Upgrade Strategy service or purchase it separately, we can provide a range of project management services. From complete planning, staffing and financial accountability to periodic checks on progress we can tailor a solution that fits your time and resource availability.
How does the customer measure service satisfaction?	❑ Consistency – project management tasks are applied consistently. ❑ Predictability – management structure and communication lines ensure no surprises.
What is the level of service and/or availability? Any planned maintenance or outages?	This service will be offered in a flexible manner to match business needs.
What services are not included? Any restrictions or pre-requisites?	Implementation and application support services are not included. Involvement in

	Application Upgrade Strategy is strongly recommended.
What are the key metrics?	❑ Management acceptance – periodic checks through meetings/survey. ❑ Accuracy and completeness – measuring planned to actual and how many changes are required.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3.4 Business Process Design

Describe the service:	We will work with your business subject matter experts to incorporate application functionality changes into the existing technical environment. With emphasis on leveraging existing content and structure and incorporating the most sustainable approach, our service provides a seamless transition to improved and reliable functionality.
How does the customer measure service satisfaction?	❑ Flexibility – ability to present options with consistent outcomes. ❑ Understandable – technical content seamlessly incorporated into business requirements. ❑ Completeness – lack of rework, unplanned additions.
What is the level of service and/or availability? Any planned maintenance or outages?	This service will be offered in a flexible manner to match business needs.
What services are not included? Any restrictions or pre-requisites?	Implementation and application support services are not included. Initial application implementation or support involvement is strongly recommended.
What are the key metrics?	❑ Accuracy and completeness – measuring planned to actual and how many changes are required. ❑ Sustainability – can the design remain viable over time.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3.5 Application Sustainment Development/Evaluation/Acquisition

Describe the service:	As your business needs evolve, we can offer our expertise to assist you in making the best decision to your application investment. Whether your needs require development changes to an existing application or acquiring a new one, we can assist.
How does the customer measure service satisfaction?	❑ Effectiveness – advice is easily understood and aligns with customer needs and budget. ❑ Flexibility – business and technical needs can be accommodated. ❑ Completeness – no unanticipated events occur.
What is the level of service and/or availability?	This service will be offered in a flexible manner

Any planned maintenance or outages?	to match business needs.
What services are not included? Any restrictions or pre-requisites?	Implementation and application support services are not included. No restrictions or pre - requisites.
What are the key metrics?	❑ Sustainability – can the application investment decision serve business interests in a viable manner over time. ❑ Affordability – spending predictability.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3.6 Application Sustainment Integratation/Implementation

Describe the service:	Successful sustainment of your application requires all components to continuously operate in an effective and efficient manner. Our staff will work with you to build an integration plan that will ensure the highest level of reliable operation through an applications lifecycle. Let our knowledge of application interfaces complement your business knowledge to derive cost effective implementation and sustainment.
How does the customer measure service satisfaction?	❑ Flexibility – business and technical needs can be accommodated. ❑ Understandable – technical content seamlessly incorporated into business requirements. ❑ Consistency – implementation and integration tasks are applied consistently. ❑ Completeness – lack of rework, unplanned additions.
What is the level of service and/or availability? Any planned maintenance or outages?	This service will be offered in a flexible manner to match business needs.
What services are not included? Any restrictions or pre-requisites?	Strategy, Project Management and application support services are not included although strongly recommended for best results.
What are the key metrics?	❑ Completeness – number or percent of solutions returned from acceptance testing. ❑ Responsiveness – time lag to analyze and fix problems. ❑ Consistency – number of deviations from standard procedures.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3.7 Infrastructure Evergreen Support

Describe the service:	Our expertise allows us to combine the opportunity to research hardware, storage and database infrastructure approaches with our knowledge of your application needs. We will present you with a single source of navigation through the infrastructure components to ensure best integration and best value.
How does the customer measure service satisfaction?	❑ Understandable – technical content seamlessly incorporated into business

	requirements.
	❑ Flexibility – business and technical needs can be accommodated.
	❑ Reliability – infrastructure components are available in adequate quantity and quality.
	❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays. We can arrange for additional support hours if required.
What services are not included? Any restrictions or pre-requisites?	Application support services are not included.
What are the key metrics?	❑ Availability – environment functional when required.
	❑ Performance – meets response expectations.
	❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3.8 Data Archival Planning and Support

Describe the service:	Applications receive and store data in increasingly greater quantities. Although today's storage systems present many alternatives to short term data storage, longer term storage requirements demand alternative approaches. We will present you with a single source of navigation through the myriad of archiving components to ensure the best fit with your business needs.
How does the customer measure service satisfaction?	❑ Effectiveness – plan design is easily understood and aligns with customer needs.
	❑ Affordability – level of service is perceived as good value.
	❑ Completeness – lack of rework, unplanned additions.
What is the level of service and/or availability? Any planned maintenance or outages?	This service will be offered in a flexible manner to match your business needs.
What services are not included? Any restrictions or pre-requisites?	Strategy, project management, implementation and integration and application support services are not included although our involvement in at least one or all prior to this service is strongly recommended for best results.
What are the key metrics?	Accuracy and completeness – measuring planned to actual and how many changes are required.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3.9 Application Sustainment Training Program

Describe the service:	As applications change over time to take

	advantage of new efficiencies the effectiveness of these changes is enabled by training. Our staff will work with business content experts to take advantage of technology in delivering training solutions. From evaluation of training media available to creating and maintaining training instances, we can devise a solution to meet your needs.
How does the customer measure service satisfaction?	❑ Quality – accuracy, currency, comprehensiveness and appropriateness of material being taught. ❑ Effectiveness – Well-trained staff, training needs met. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	This service will be offered in a flexible manner to match business needs.
What services are not included? Any restrictions or pre-requisites?	Pre-requisites training may be required prior to attending some courses.
What are the key metrics?	❑ Quality – # changes made to course materials to improve accuracy, currency, comprehensiveness and appropriateness of material being taught; Rating level of training courses by students. ❑ Effectiveness – # staff needed to be retrained; # follow-up support incidents received. ❑ Efficiency – Amount of time needed to train compared to industry norms.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3.10 Vendor Relationship Management

Describe the service:	If you are running a purchased system from a vendor and too busy running your business to worry about the day-to-day details with maintaining a good vendor relationship then we can help you oversee this role. We can assign a relationship manager to your vendor to help reduce the risks involved with running a purchased system in your business. Some of the care we provide involves: developing clear service level agreements, review and adherence to contracts, monitoring performance, holding vendors accountable and watching trends in the marketplace.
How does the customer measure service satisfaction?	❑ Proactive supply of information – customers are aware of vendor information to make informed and timely choices. ❑ Affordability – customers can make the most cost effective decisions with accurate vendor information.
What is the level of service and/or availability? Any planned maintenance or outages?	This service will be offered in a flexible manner to match business needs.
What services are not included? Any restrictions or pre-requisites?	Actual implementation or application support services are not included. Initial application

	implementation or support involvement is strongly recommended.
What are the key metrics?	Effectiveness - Service level reports showing time lag for clearing issues, number of resolved and outstanding issues, and issues escalated.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3.11 Application Sustainment Support

Describe the service:	Your system is running and servicing the needs of your business, but you just can't leave it alone. We provide application support services to ensure your system continues to keep running. Our services include working with you on testing your system when major hardware or software changes must take place. We can even make changes to customized code to address your new business needs. Estimates are always provided prior to the work commencing along with a test period for you to ensure that the changes will not negatively impact your business.
How does the customer measure service satisfaction?	❑ Flexibility – business and technical needs can be accommodated. ❑ Understandable – technical content seamlessly incorporated into business requirements. ❑ Consistency – support tasks are performed consistently. ❑ Completeness – lack of rework, unplanned additions.
What is the level of service and/or availability? Any planned maintenance or outages?	This service will be offered in a flexible manner to match business needs.
What services are not included? Any restrictions or pre-requisites?	Strategy, project management, implementation and integration services are not included although our involvement in at least one or all prior to this service is strongly recommended for best results. This service is similar to 2.1.7 Application Support.
What are the key metrics?	❑ Completeness – number or percent of solutions returned from acceptance testing. ❑ Responsiveness – time lag to analyze and fix problems. ❑ Consistency – number of deviations from standard procedures. ❑ Responsiveness – time lag between requirement definition and identification of solution.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.3.12 Application Database Support

Describe the service:	Once your application is implemented, we can provide support for your application databases to ensure that they continue to optimally meet

	the application requirements. This can include monitoring the performance of databases, modifying databases, recommending changes to applications for optimum performance, and problem coordination, analysis and resolution.
How does the customer measure service satisfaction?	❑ Quality – availability and reliability of databases. ❑ Effectiveness – meets application needs. ❑ Performance – databases meet performance expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays. Available outside regular office hours as required for emergency support.
What services are not included? Any restrictions or pre-requisites?	Does not include application support. Prerequisites include: ❑ Documented change management and problem management procedures. ❑ Training in system or knowledge of database design and application functionality.
What are the key metrics?	❑ Effectiveness - # of incidents/change requests or amount of downtime caused by database changes. ❑ Efficiency - Time to respond to and repair problems. ❑ Performance - # database changes to meet performance expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.4 Information Solutions

Our Information Solutions services include all the elements to satisfy the information needs of your business, for both geographic and non-geographic information. From defining strategies for effectively managing your data to providing you with the best solution for supporting your business intelligence activities, we will work with you to determine your information needs and design the best solution for you. We offer a range of services such as database design and implementation, data integration and database reporting and analysis.

2.4.1 Database Requirement and Implementation

Describe the service:	We can help you to gather your data and database requirements and design an appropriate database environment to meet all of your business information needs. We can also assist you in evaluating, selecting and implementing appropriate database solutions for your system. In addition we can recommend performance enhancements and solutions to ensure that your databases continue to meet the needs of your business.
How does the customer measure service satisfaction?	❑ Quality – accuracy, integrity, availability and reliability of design and databases.

	❑ Effectiveness – meets application and user business needs. ❑ Performance – databases meet performance expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Quality - # changes to data design or databases to improve integrity or accuracy. ❑ Effectiveness - # incidents or amount of rework caused by design errors; # incidents or change requests caused by implementation errors; # of incidents/change requests or amount of downtime caused by database changes. ❑ Efficiency - cost to design, develop and implement databases compared to contracted cost. ❑ Performance - # design or implementation changes to meet performance expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.4.2 Database Reporting and Analysis

Describe the service:	To get the most out of your databases, you must be able to use your data to satisfy your day-to-day business reporting and analysis needs. We can help you develop database reporting and analysis solutions to meet all of your information needs. This may include organizing your databases for the most effective reporting and analysis, acquiring the most appropriate end-user tools, and working with you to develop your queries and reports.
How does the customer measure service satisfaction?	❑ Quality – accuracy, integrity, availability, reliability and consistency of databases. ❑ Effectiveness – meets user and business needs. ❑ Performance – response time meets performance expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Quality - # changes to databases, queries or reports to improve integrity, accuracy, reliability or accessibility. ❑ Effectiveness - # incidents or amount of

	rework caused by design or development errors; # incidents or change requests caused by implementation errors; # of incidents/change requests or amount of downtime caused by database changes.
	❑ Efficiency - cost to design, develop and implement the reporting and analysis environment compared to contracted cost.
	❑ Performance - # design or implementation changes to meet performance expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.4.3 Data Integration

Describe the service:	Often, the data needed to effectively run a line of business resides in multiple databases, and sometimes contains redundant or duplicate data. In many cases it is difficult to bring this data together to ensure that it is easily accessible, consistent and accurate. We can provide strategies for integrating and allowing better access to this data.
How does the customer measure service satisfaction?	❑ Quality – accuracy, integrity, availability and consistency of databases.
	❑ Effectiveness – meets application, user and business needs.
	❑ Performance – databases meet performance expectations.
	❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Quality - # changes to data design or databases to improve integrity or accuracy.
	❑ Effectiveness - # incidents or amount of rework caused by design errors; # incidents or change requests or amount of downtime caused by implementation errors.
	❑ Efficiency - cost to integrate databases compared to contracted cost.
	❑ Performance - # design or implementation changes to meet performance expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.4.4 Business Intelligence

Describe the service:	One of most important factors in your business success is being able to turn your information into knowledge, that is, to use information to

	make intelligent business decisions. We can help you develop an appropriate set of business processes, collect and store the required information and select and implement technology solutions such as data warehousing. Together these actions will help support your business intelligence activities such as historical data analysis, mining, and discovery to turn your information into knowledge.
How does the customer measure service satisfaction?	❑ Quality – accuracy, integrity, availability, reliability and consistency of databases. ❑ Effectiveness – meets, user and business needs. ❑ Performance – databases meet performance expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Quality - # changes to databases, queries or reports to improve integrity, accuracy, reliability or accessibility. ❑ Effectiveness - # incidents or amount of rework caused by design or development errors; # incidents or change requests caused by implementation errors; # of incidents/change requests or amount of downtime caused by database changes. ❑ Efficiency - cost to design, develop and implement the business intelligence environment compared to contracted cost. ❑ Performance - # design or implementation changes to meet performance expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

2.4.5 Data-related Training Program

Describe the service:	To help your business users get the most out of your existing system, or to assist your IT staff in building or supporting your system, we can help develop a training plan specifically to suit your needs. We can provide training, both formal and informal, in a wide variety of data-related subjects such as data and database design techniques, performance tuning, and the use of data access, reporting and integration tools.
How does the customer measure service satisfaction?	❑ Quality – accuracy, currency, comprehensiveness and appropriateness of material being taught. ❑ Effectiveness – Well-trained staff, training

	needs met. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:30 a.m. to 4:30 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Quality – # changes made to course materials to improve accuracy, currency, comprehensiveness and appropriateness of material being taught; rating level of training courses by students. ❑ Effectiveness – # staff needed to be retrained; # follow-up support incidents received. ❑ Efficiency – Amount of time needed to train compared to industry norms.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

3.0 Managed Hosting

Overview

Our Managed Hosting services provide you with robust and well-managed environments to address the application processing requirements that are commonly part of business application solutions. We offer the following application processing environments:
- web sites;
- application servers;
- databases;
- file sharing; and
- server platform.

We include the following components in all our managed hosting services:
- purchase and maintenance of hardware components and standard system software (including OS, Anti-Virus, Disk Management (backup and defragmentation), basic system management);
- backup and recovery services and all related charges (based on normal usage);
- data center facilities including secure physical location, conditioned power (with UPS) and cooling; and
- support services from experienced systems support personnel.

We provide managed hosting services for a wide range of your business needs. Our services address test, training, development, pre-implementation, production support and production requirements with varying levels of availability, performance, support and cost to meet your needs. Our services are structured to be sufficiently flexible to address almost any of your managed hosting requirements and we review them on an ongoing basis to address future needs.

Our managed hosting environment is upgraded on a regular basis to ensure that you will have access to the most reliable and functional environment possible. Safeguarding the data hosted by this service is of utmost importance to us. Many levels of system and data backup and recovery have been implemented and are regularly tested to ensure data can be recovered in problem situations. We constantly monitor the managed hosting environment to ensure that availability and performance expectations are being met.

Our managed hosting environment is designed to provide you with a wide range of service levels to address your particular requirements. In addition to production environments you have the option of development and test environments so that application support can be performed in isolation from production. These development and test environments are configured to be as identical as possible to the production environment to allow application support to be as effective as possible.

Our Managed Hosting services are available to service both internal (City staff) and external (general public, registered user, business partners, supplier) business application requirements. The infrastructure that we provide for external clients has an elevated level of security management. Great care is taken to ensure that external client access does not compromise other portions of the City environment.

We can negotiate and define any special managed hosting and reporting needs that you require as part of the service level agreement (SLA) with us. Our standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays. We can arrange for additional support hours if required.

3.1 Server Platform Management

Our Server Platform services offer physical or virtual server hardware, operating systems and standard systems software in a managed configuration. We use an MS W2K3 Server as our standard operating system. We also provide proactive security patching and basic operational control (regular recycles, backup and event log reviews) with these services.

3.1.1 Physical Server

Describe the service:	Physical Server includes hardware, operating system and standard systems software in a managed configuration. Environment is dedicated to the client with no sharing of environment with other customers.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7 barring unexpected availability incidents. Regularly scheduled outages for recycles occur Monday to Friday from 3:00 a.m. to 3:30 a.m. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Customer application support, web/database/application serving support are not included (unless contracted).
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is six weeks.

3.1.2 Virtual Server

Describe the service:	Virtual Server includes virtual server hardware, operating system and standard systems software in a managed configuration. Virtual environment is dedicated to client and not shared with other clients while the physical environment it is hosted on may be shared with other customers.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7 barring unexpected availability incidents. Regularly scheduled

	outages for recycles occur Monday to Friday from 3:00 a.m. to 3:30 a.m. Resource intensive activities can be scheduled outside of prime shift in predetermined windows. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 a.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Customer application support, web/database/ application serving support are not included (unless contracted).
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two weeks.

3.1.3 Server Backup

Describe the service:	Server Backup provides efficient, reliable, data backup and archival features for servers using Tivoli Storage Manager (TSM). It includes off-site storage and many other features.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	This service requires a Site-to-site Backbone Connectivity service (refer to service 4.2).
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Minimum lead time to establish service is two days.

3.1.4 Server Monitoring

Describe the service:	Server Monitoring provides server monitoring including health checks, alerts, and problem resolution.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	This service requires a site-to-site connectivity service (refer to service 4.2).

What are the key metrics?	- Availability – environment functional when required. - Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Minimum lead time to establish service is two days.

3.1.5 Server Facility Co-location

Describe the service:	Server Facility Co-location enables customers to house their 'Client owned and managed' servers and applications in a 'CIT owned and operated' hosting facility. We provide power, cooling, rack space, network connectivity and physical security. Optional Operator functionality is available. We use well-defined Incident, Problem and Change processes to provide a high level of facility management.
How does the customer measure service satisfaction?	- High Availability environment that meets or exceeds customer requirements. - Communication. - Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Availability is 7x24x365 with minimal scheduled outages. Scheduled outages are arranged in consultation with the customer.
What services are not included? Any restrictions or pre-requisites?	Operation functions are available via the 'Data Centre Operations' service. Unique power, HVAC, racking or connectivity requirements may result in additional cost.
What are the key metrics?	- Availability. - Good Communications. - Affordability.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

3.1.6 Data Centre Operations

Describe the service:	Data Centre Operations includes the monitoring and maintenance of facility items such as power, cooling, racking, network cabling and physical security. Optional operator functionality is available to address hands-on operation of servers and other devices. We use well defined Incident, Problem and Change processes to provide a high level of facility and server management. Customers will be notified within minutes of any non-scheduled outages that affect their availability agreement.
How does the customer measure service satisfaction?	- High Availability environment that meets or exceeds customer requirements. - Quick response to their Operational requests. - Good communications. - Affordability – level of service is perceived as good value.

What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 12:00 a.m. to 11:00 p.m. Monday to Friday except City holidays. Additional coverage can be arranged. Scheduled outages will be arranged as per details of the Service Level Agreement.
What services are not included? Any restrictions or pre-requisites?	Operation functions typically do not include application management activities. Unique application operational requirements can be arranged.
What are the key metrics?	❑ Availability. ❑ Responsive. ❑ Good Communications. ❑ Affordability.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

3.2 Web Site Hosting

Our Web Site Hosting services provide a robust and well managed environment for the operation of your Web application. Our environment can support simple Web content hosting, complex web applications and distributed web services. It is fully integrated into the corporate security structure to facilitate transparent secured application access. Our environment supports:
- MS IIS 6 as the standard Web server software;
- ASP and ASP.Net as the primary application runtime environments; and
- Intranet and Internet applications.

3.2.1 Web Application

Describe the service:	Web Application provides the environment for the operation of a web application. Additional service offering details and pricing.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7 barring unexpected availability incidents. Regularly scheduled outages for recycles occur Monday to Friday from 3:00 a.m. to 3:30 a.m. Resource intensive activities can be scheduled outside of prime shift in predetermined windows. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Customer application support.
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the	Service Delivery Manager

ordering procedure and/or lead time?	Lead time is two weeks (for shared service) and six weeks (for dedicated service). Order via http://citynet/techdoc/hosting

3.3 Data Hosting

Our Data Hosting services provide you with a robust and well managed environment for the hosting of your application data. Our environment is fully integrated into the corporate security structure to facilitate transparent secured data access.

3.3.1 Database Hosting

Describe the service:	Database Hosting provides an environment for the operation of application relational database. The environment can be a shared database instance or an instance dedicated to the customer. Service includes all operational support including database licenses and provides a fully managed database environment that can be used by application support staff and application DBAs.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7 barring unexpected availability incidents. Regularly scheduled outages for recycles occur Monday to Friday from 3:00 a.m. to 3:30 a.m. Resource intensive activities can be scheduled outside of prime shift in predetermined windows. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	DBA services and client application support.
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two weeks (for shared service) and six weeks (for dedicated service).

3.3.2 File Hosting

Describe the service:	File Hosting provides the environment for the operation of network-accessible application file shares. Customers have complete control over file security settings and the ability to manage user groups for file access.

How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7 barring unexpected availability incidents. Regularly scheduled outages for recycles occur Monday to Friday from 3:00 a.m. to 3:30 a.m. Resource intensive activities can be scheduled outside of prime shift in predetermined windows. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	No application execution or run-time environment services are provided.
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two weeks (for shared service) and six weeks (for dedicated service).

3.4 Application Server Hosting

Our Application Server Hosting service provides an environment for the operation of your application code within a single or distributed server environment. Our supported environment uses MS Net Integrated Framework on W2K3.

3.4.1 Application Server Hosting

Describe the service:	Application Server Hosting provides the environment for the operation of application code within a single or distributed server environment.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7 barring unexpected availability incidents. Regularly scheduled outages for recycles occur Monday to Friday from 3:00 a.m. to 3:30 a.m. Resource intensive activities can be scheduled outside of prime shift in predetermined windows. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.

What services are not included? Any restrictions or pre-requisites?	Application support services are not provided.
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time is two weeks (for shared service) and six weeks (for dedicated service).

3.5 Storage

Our Enterprise Storage Area Network (SAN) Infrastructure simplifies storage administration; adds flexibility to move storage from one server to another, expand the storage capacity or address performance requirement; it also has much higher availability and reliability. We implemented a Hitachi Data System – Tagma NSC55 to allow servers to boot from the SAN itself. This allows for a quick and easy replacement of faulty servers or set up a new server. The process can take as little as half an hour. Our SAN is also enabling more effective disaster recovery processes. When the CIT High Availability Site is being available, the current SAN will replicate data belonging to many servers to a secondary SAN located at the remote site.

3.5.1 Storage

Describe the service:	Enterprise Storage Service provides a large scale and high performance enterprise storage operations. Users have options to choose various storage service options – I.e., Disk speed (10K RPM VS 15K RPM); RAID 1, 5 or 6; Disk Size – 146GB FC or 300GB FC; duration of the space leasing terms – 4 Year, 3 Year, 2 Year, 1 Year and 6 Months.
How does the customer measure service satisfaction?	• High Availability and Reliability – self-monitoring and self-healing with the hot spared disk. • Performance meets or exceeds other available storage infrastructure. • Storage can be easily scaled up. • Maintenance Free for departments to support storage infrastructure. • Reduce "Total Cost of Ownership".
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	NAS or iSCSI Services are not provided.
What are the key metrics?	• High availability, reliability, performance and scalability. • Customer satisfaction.
Who is the contact person? What is the ordering procedure and/or lead time?	Terence Chan 986.2359 (or Service Delivery Manager). Lead time might be required for large space request – over 3 or 4 Terabytes. It might take a month or two for acquiring and installing the extra space.

3.6 Custom Printing

Describe the service:	Custom Printing provides high speed electronic printing on a regularly scheduled or adhoc request basis. We are able to quickly respond to low volume requests (several thousand pages) and can schedule large volume printing (tens of thousand pages) to meet customer requirements. Printing can be on several standard paper sizes provided by us or on special forms supplied by the customer. We can assist in designing and selecting forms to meet your needs.
How does the customer measure service satisfaction?	❑ Turnaround time – printing completed on schedule. ❑ Output Quality - meets quality expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	< 5,000 pages – same day or overnight completion; 5,000 to 50,000 pages – 2 day lead time; >50,000 – special scheduling arrangements. Print service is available 24 hours a day, Monday to Friday. Weekend and Holiday schedules can be arranged to meet customer requirements.
What services are not included? Any restrictions or pre-requisites?	Special forms should be delivered to our Data Centre at least 48 hours prior to printing to allow adequate climatizing.
What are the key metrics?	❑ Turnaround time. ❑ Output quality. ❑ Affordability.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

3.7 Service Desk

Our Service Desk services are available for following pre-defined incident and problem management procedures for contracting service providers. The Service Desk represents the interests of the customer to the service providers.

Describe the service:	Service Desk provides a central point of contact for all CIT customers. It is staffed by knowledgeable IT people who will: take your call; record it in a database; provide guidance and assistance to address your concern. If we are unable to address the issue the Service Desk will gather appropriate information to describe the issue and set an initial priority. The Service Desk staff will assign the item to the proper service team; notify the service team and track the issue until it has been successfully addressed to the satisfaction of the customer. For definition purposes, an Issue could be an Incident, a Problem, a Question or a Change Request. A call may be in the form

	of a phone call, an email or an entry from a self-serve application.
How does the customer measure service satisfaction?	❑ Fast, friendly, efficient response to calls, emails and voice mails. ❑ Good Communications. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 0:00 a.m. to 11:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Incident/Problem Management items such as; response times, escalation and notification requirements will be documented in the Service Level Agreement.
What are the key metrics?	❑ Responsive. ❑ Quality Customer Service. ❑ Good Communications. ❑ Affordability.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

3.8 Licensing Management

3.8.1 Licensing Management

Describe the service:	Licensing Management provides strategic, coordinated vendor relationship management and any contractual compliance for common hardware and software products licensed by departments. Forecasts of major software upgrades (e.g. Oracle, Microsoft Office) are developed to determine future costs and manage and maintain the software library and product activation information.
How does the customer measure service satisfaction?	❑ Highest license discount level. ❑ Best licensing options. ❑ Avoid over-purchasing. ❑ Assist departments to set realistic budgets for software. ❑ Reduce "Total Cost of Ownership".
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	Academic Licenses; Licenses not covered under the corporate Microsoft, IBM, Adobe, Executive Software and Trend Micro Volume License Programs (e.g. retailed package).
What are the key metrics?	❑ Coordinate and advise on major License maintenance renewals. ❑ Distributed software through the corporate software library in a timely manner. ❑ Customer satisfaction.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

3.8.2 Terminal Licensing Server

Describe the service:	Terminal Licensing Server manages Microsoft's Terminal Thin Client Service.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Quick Response to change service requests. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays. Weekly system recycle overnight
What services are not included? Any restrictions or pre-requisites?	Application and user support are not included.
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

4.0 CONNECTIVITY

Overview

Our Connectivity services provide you with the ability to securely connect desktops and servers to the City's internal network. This allows you to access applications, systems and resources located in multiple data centres internally or on the Internet, transfer data back and forth and permit your employees to communicate electronically. We offer network connectivity services for the following:

- Desktops;
- Servers;
- Applications; and
- site-to-site connections to Local Area Networks (LAN).

The City's Network Infrastructure is a key foundation service and provides essentials such as data security, capacity utilization and provisioning, and application performance and integration.

We include the following service elements in all our network connectivity services:

- integration of network infrastructure components and technologies to ensure compatibility;
- migration of network technologies to newer ones as required or feasible to improve functionality, security or cost effectiveness;
- continuous improvements in reliability, available and performance in a cost-effective manner;
- addressing security concerns related to access, data protection, and legal/regulatory requirements;
- centralized network management and inventory systems;
- purchase and maintenance of all hardware and software components;
- multi-vendor support services and support vendor consolidation to give you a single point of environment-wide responsibility and accountability; and
- support services from network systems support personnel experienced in the provision of network connectivity services including contracted 24x7 mission-critical support.

Our standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays. We can arrange for additional support hours if required.

4.1 Secure Desktop Connectivity

Our Secure Desktop Connectivity services provide you and your employees with secure access to internal and external networked-based resources and applications.

4.1.1 Standard Desktop Connection

Describe the service:	Standard Desktop Connection provides desktops with direct network connectivity to the City's internal network and includes: • Ethernet LAN switch connection • client ID • e-mail • Internet • anti-virus protection • patch management • print and file It includes firewall supplied security that

	addresses a wide range of typical daily business requirements.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7x365 barring unexpected availability incidents. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	This service requires a Site-to-site Backbone Connectivity service (see service 4.2).
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Minimum lead time to establish service is three weeks for normal requests.

4.1.2 Wireless Local Area Network (WLAN)

Describe the service:	Wireless Local Area Network provides secure Wireless LAN connectivity for laptops. This service includes the security WLAN connectivity software for the laptop as well as the managed wireless LAN access points.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7x365 barring unexpected availability incidents. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	This service requires a Site-to-site Backbone Connectivity service (see service 4.2).
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Minimum lead time to establish service is two weeks for normal requests.

4.1.3 Remote Access

Describe the service:	Remote Access provides City staff or external consultants with secure remote network access to the City's internal network, servers and applications. Authenticated remote access to the City's network may be through encrypted VPN connectivity over the Internet or dial-in on

	telephone phone line.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7x365 barring unexpected availability incidents. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	This service does not provide or manage the remote Internet or dial-up connections.
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Minimum lead time to establish service is two weeks for normal requests.

4.1.4 Roaming Wireless Data

Describe the service:	Roaming Wireless Data provides laptops or handheld devices with roaming wireless data connectivity services.
How does the customer measure service satisfaction?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	24 hours/365 days per year with brief planned outages for maintenance
What services are not included? Any restrictions or pre-requisites?	Provision of the laptop or mobile computing device is not provided under this service.
What are the key metrics?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service delivery Manager

4.1.5 Desktop Backup

Describe the service:	Desktop Backup provides efficient, reliable, data backup and archival features for desktops using Tivoli Storage Manager (TSM). It includes off-site storage and many other features.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City

	holidays.
What services are not included? Any restrictions or pre-requisites?	This service requires a site-to-site connectivity service.
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Minimum lead time to establish service is two days.

4.1.6 Mobile E-mail Access

Describe the service:	Mobile E-mail Access provides access to the City email system on City approved mobile devices in a secured manner.
How does the customer measure service satisfaction?	❑ High availability of mobile email service. ❑ To provide a single point of contact for customers, and an operational single point of contact for managing incidents to resolution. ❑ To provide support to customers when the customer is dealing with end user issues and problems.
What is the level of service and/or availability? Any planned maintenance or outages?	Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays. Weekly system recycle overnight
What services are not included? Any restrictions or pre-requisites?	Current supported mobile platform is for Blackberry devices. Other mobile device options will be investigated in the future.
What are the key metrics?	❑ Overall resolution rate. ❑ Customer satisfaction.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

4.2 Site-to-site Backbone Connectivity

Our Site Backbone Connectivity services provide you with a secure network connection to and from any site within the City.

4.2.1 High Speed Fiber Optic Connection

Describe the service:	High Speed Fiber Optic Connection includes high speed data communications connectivity (100 Mbps or more) of a departmental LAN to the City's internal network.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7x365 barring unexpected availability incidents. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.

What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time varies between one month and several months depending on the site's location.

4.2.2 Medium Speed Connection

Describe the service:	Medium Speed Connection includes medium speed data communications connectivity (10 to 50 Mbps) of a departmental LAN to the City's backbone network.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7x365 barring unexpected availability incidents. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time requirement is a minimum of one month.

4.2.3 Low Speed Connection

Describe the service:	Low Speed Connection includes lower speed data communications connectivity for a departmental LAN to the City's backbone network. Typical network connectivity speeds are dedicated 3 Mbps inbound and 320 kbps outbound from the remote site.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7x365 barring unexpected availability incidents. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	None

What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time requirement is a minimum of 3 weeks.

4.2.4 Extranet Connection

Describe the service:	Extranet Connection provides a private, secured network connection from the City's network to an external organization's network in support of a business function (e.g. access to information or applications, vendor support). The type of network connection can vary depending on the requirements and the location of the external organization.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Security – ensures privacy between the City and the external organizations' networks.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7x365 barring unexpected availability incidents. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations. ❑ Security – ensures privacy between the City and the external organizations' networks.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time requirement is a minimum of one month.

4.3 Server Connectivity

4.3.1 Standard Server Connection

Describe the service:	Standard Server Connection provides a server with the data communications connectivity to the City's internal network and includes: • anti-virus protection • patch management
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response

	expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7x365 barring unexpected availability incidents. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	This service requires a Site-to-site Backbone Connectivity service (see service 4.2).
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time requirement is a minimum of three weeks.

4.3.2 Secured Server Firewall Access

Describe the service:	Secured Server Firewall Access provides secured connectivity to and from a server by limiting access only to hosts or networks that are permitted.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7x365 barring unexpected availability incidents. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	This service requires a Site-to-site Backbone Connectivity service (see service 4.2).
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Minimum lead time to establish service is two weeks.

4.3.3 High Availability Connectivity

Describe the service:	High Availability Connectivity provides a secondary server network connection to provide a highly available network connection to minimize network downtime for a critical server.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7x365 barring unexpected availability incidents. Planned maintenance takes place outside of prime shift

	and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	This service requires a Site-to-site Backbone Connectivity service (see service 4.2).
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time requirement is a minimum of three weeks.

4.4 Networked Application Service Management

4.4.1 Application Internet Service

Describe the service:	Application Internet Service includes highly available reservation of Internet bandwidth for applications requiring dedicated bandwidth.
How does the customer measure service satisfaction?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
What is the level of service and/or availability? Any planned maintenance or outages?	Service is available 24x7x365 barring unexpected availability incidents. Planned maintenance takes place outside of prime shift and is communicated in advance. Standard support hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday except City holidays.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Availability – environment functional when required. ❑ Performance – meets response expectations.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time requirement is one week.

4.4.2 Application Network Performance Analysis

Describe the service:	Application Network Performance Analysis includes network performance analysis of an application to assist in highlighting where network performance bottlenecks may exist or for planning of what site-to-site connectivity services are appropriate for an application.
How does the customer measure service satisfaction?	Provision of a report indicating where application performance bottlenecks exist to plan for improvement of response times where applicable.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	Report of end-to-end network performance

	report of the application from server to client.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time requirement is two weeks.

4.4.3 Internet Activity Reporting

Describe the service:	Internet Activity Reporting provides detailed monitoring and reporting of Internet activity by a workstation/client over a defined period of time.
How does the customer measure service satisfaction?	❑ Accuracy. ❑ Level of details required. ❑ Confidentiality.
What is the level of service and/or availability? Any planned maintenance or outages?	None
What services are not included? Any restrictions or pre-requisites?	This service requires approval from the department head.
What are the key metrics?	Detailed report of Internet activity to and from the requested workstation and customer.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager Lead time requirement is one week.

4.5 Voice Related Services

Our Voice Related Services provides the procurement and management of telephone service providers' product offerings for all your office and plant voice communications needs. This includes desktop telephone, voice mail, Interactive Voice Response (IVR) and specialized calling features. For wireless requirements, we administer the acquisition, technical support and bill management for cellular telephone and mobile data services such as Blackberry devices. The core services we offer here are resold as services in 1.3. Mobile/Voice Support.

4.5.1 Wireline Telephone

Describe the service:	Wireline Telephone provides land-based telephony services such as telephone set ordering, installation and removal of lines, feature ordering and configuration. Specialized features such as voice mail boxes and call restrictions are available.
How does the customer measure service satisfaction?	❑ High availability of telephone system and components. ❑ Single point of contact for service.
What is the level of service and/or availability? Any planned maintenance or outages?	Hours of support are 8:00 am to 4:00 pm. Monday to Friday. Same day turnaround on telephone program changes. Five business days for most installations and relocations.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Overall product delivery. ❑ Customer satisfaction.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

4.5.2 Cellular Telephone

Describe the service:	Cellular Telephone provides wireless telephony

	services such as cellular telephones and wireless data peripherals.
How does the customer measure service satisfaction?	❑ High availability of telephone system and components. ❑ Single point of contact for service.
What is the level of service and/or availability? Any planned maintenance or outages?	Hours of support are 8:00 am to 4:00 pm. Monday to Friday. Same day service on programming changes. Next day service on new activations.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Overall product delivery. ❑ Customer satisfaction.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

4.6 Communication and Electronics

Our Communication and Electronics service provides a wide range of services for all our City clients. These include the acquisition, installation, maintenance and support of systems. Our Radio Shop services provide you with the procurement, management and maintenance of 2-way radios, supporting infrastructure, vehicle support, and general electronic device maintenance.

Our services are available to all City departments as well as selected external agencies. Our normal office hours are 8:00 a.m. to 4:00 p.m. Monday to Friday excluding civic holidays. We can provide you with a 24 hour, 7 day a week on-call technologist to respond to critical system problems.

4.6.1 2-way Radio Systems (voice and data)

Describe the service:	2-way Radio Systems provides mobile (vehicle mounted), portable (hand carried) or fixed (base station) 2-way voice and/or data communication systems. Services include design, provisioning, installation, removal, repair and maintenance.
How does the customer measure service satisfaction?	❑ Availability – Coverage area and system functional when/where required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Available 24 hours/365 days per year with brief planned outages for maintenance.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Availability – Coverage area and system functional when/where required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

4.6.2 Building Alarms

Describe the service:	Building Alarms provides the design, installation, maintenance and removal of building or personal alarm systems.
How does the customer measure service satisfaction?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Available 24 hours/365 days per year with brief planned outages for maintenance.
What services are not included? Any restrictions or pre-requisites?	Monitoring of alarms is managed by a third party as part of a negotiated City contract.
What are the key metrics?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

4.6.3 Video Surveillance (monitoring and recording)

Describe the service:	Video Surveillance provides the design, installation, maintenance and removal of closed circuit TV (CCTV), Video over IP, or video recording systems.
How does the customer measure service satisfaction?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Available 24 hours/365 days per year with brief planned outages for maintenance.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

4.6.4 Public Address and Sound Systems

Describe the service:	Public Address and Sound Systems provides the design, installation, maintenance and removal of public address, intercoms, or portable music systems.
How does the customer measure service satisfaction?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response

	expectations.
	❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Available 24 hours/365 days per year with brief planned outages for maintenance subject to SLA.
What services are not included? Any restrictions or pre-requisites?	Consumable items such as headphones and batteries.
What are the key metrics?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

4.6.5 Point-to-Point Microwave

Describe the service:	Point-to-Point Microwave provides the design, installation, maintenance and removal of Microwave networks used to extend voice or data networks between buildings or across the City.
How does the customer measure service satisfaction?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Available 24 hours/365 days per year with brief planned outages for maintenance subject to SLA.
What services are not included? Any restrictions or pre-requisites?	None
What are the key metrics?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

4.6.6 Wireless Data Systems

Describe the service:	Wireless Data Systems provides of design, installation, maintenance and removal of low power device that provide wireless extensions of existing networks.
How does the customer measure service satisfaction?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability?	Available 24 hours/365 days per year with brief

Any planned maintenance or outages?	planned outages for maintenance.
What services are not included? Any restrictions or pre-requisites?	Managed desktop or laptop devices required (refer to 1.1.1 Standard Desktop or 1.2.1 Standard Laptop).
What are the key metrics?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

4.6.7 Electronic Equipment Support

Describe the service:	Electronic Equipment Support provides repair and maintenance of communication and audio/video electronics.
How does the customer measure service satisfaction?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Available 8:00 a.m. to 4:00 p.m. Monday to Friday excluding holidays.
What services are not included? Any restrictions or pre-requisites?	Consumable devices such as batteries and light bulbs.
What are the key metrics?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

4.6.8 Specialized Electronic Support

Describe the service:	Specialized Electronic Support provides the acquisition, installation, training, maintenance and removal of specialized electronics such as radar devices, robots, and surveillance equipment.
How does the customer measure service satisfaction?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response expectations. ❑ Affordability – level of service is perceived as good value.
What is the level of service and/or availability? Any planned maintenance or outages?	Available 8:00 a.m. to 4:00 p.m. Monday to Friday excluding holidays.
What services are not included? Any restrictions or pre-requisites?	Consumable devices such as batteries and light bulbs.
What are the key metrics?	❑ Availability – Systems are operational when/where required. ❑ Performance – meets response

	expectations.
	❑ Utilization – resource consumption compared to contracted levels.
Who is the contact person? What is the ordering procedure and/or lead time?	Service Delivery Manager

APPENDIX A: CIT SERVICE LISTING

SERVICE CATEGORY	SERVICE GROUPING	SERVICE
1.0 WORKPLACE MANAGEMENT		
	1.1 Desktop Management	
		1.1.1 Standard Desktop
	1.2 Laptop Management	
		1.2.1 Standard Laptop
		1.2.2 Wireless Access
	1.3 Mobile/Voice Support	
		1.3.1 Handheld Device
		1.3.2 Telephone/Cell/FAX
		1.3.3 Remote Access
2.0 BUSINESS SOLUTIONS		
	2.1 Application Solutions	
		2.1.1 Application Strategic Planning
		2.1.2 Application Project Management
		2.1.3 Business System Design
		2.1.4 Application Development/Evaluation/Acquisition
		2.1.5 Application Integration
		2.1.6 Application Implementation
		2.1.7 Application Support (can be combined with 2.3.11 Application Sustainment Support)
		2.1.8 Application Data Backup and Recovery (can be combined with 2.3.8 Data Archival Planning and Support and may include 4.1.5 Desktop Backups and 3.1.3 Server Backups)
		2.1.9 Application Training Program (can be combined with 2.3.9 Application Sustainment Training Program and 2.4.5 Data-related Training Program)
		2.1.10 Application Vendor Relationship Management (can be combined with 2.3.10 Vendor Relationship Management)
		2.1.11 Application Database Design
		2.1.12 Application Database Implementation
	2.2 RFP Development and Support	
		2.2.1 Business Case Development
		2.2.2 Project Management
		2.2.3 Business System Design
		2.2.4 RFP Creation
		2.2.5 Bid Evaluation
		2.2.6 Award Report Development

SERVICE CATEGORY	SERVICE GROUPING	SERVICE
		2.2.7 Implementation Plan Development
		2.2.8 Sustainment Plan Development
	2.3 Application Sustainment	
		2.3.1 Application Maintenance Strategy
		2.3.2 Application Upgrade Strategy
		2.3.3 Application Upgrade Management
		2.3.4 Business Process Design
		2.3.5 Application Sustainment Development /Evaluation/Acquisition
		2.3.6 Application Sustainment Integration/Implementation
		2.3.7 Infrastructure Evergreen Support
		2.3.8 Data Archival Planning and Support
		2.3.9 Application Sustainment Training Program
		2.3.10 Vendor Relationship Management
		2.3.11 Application Sustainment Support
		2.3.12 Application Database Support
	2.4 Information Solutions	
		2.4.1 Database Requirement and Implementation
		2.4.2 Database Reporting and Analysis
		2.4.3 Data Integration
		2.4.4 Business Intelligence
		2.4.5 Data-related Training Program
3.0 MANAGED HOSTING		
	3.1 Server Platform Management	
		3.1.1 Physical Server
		3.1.2 Virtual Server
		3.1.3 Server Backup
		3.1.4 Server Monitoring
		3.1.5 Server Facility Co-location
		3.1.6 Data Centre Operations
	3.2 Web Site Hosting	
		3.2.1 Web Application
	3.3 Data Hosting	
		3.3.1 Database Hosting
		3.3.2 File Hosting
	3.4 Application Server Hosting	
		3.4.1 Application Server Hosting
	3.5 Storage	
		3.5.1 Storage
	3.6 Custom Printing	
		3.6.1 Custom Printing
	3.7 Service Desk	
		3.7.1 Service Desk
	3.8 License	

SERVICE CATEGORY	SERVICE GROUPING	SERVICE
	Management	
		3.8.1 License Management
4.0 CONNECTIVITY		
	4.1 Secure Desktop Connectivity	
		4.1.1 Standard Desktop Connection (client ID, e-mail, internet, antivirus, patch management, file & print, basic firewall)
		4.1.2 Wireless LAN
		4.1.3 Remote Access
		4.1.4 Roaming Wireless Data
		4.1.5 Desktop Backup
		4.1.6 Mobile E-mail Access
	4.2 Site to Site Backbone Connectivity	
		4.2.1 High Speed Fibre Optic Connection
		4.2.2 Medium Speed Connection
		4.2.3 Low Speed Connection
		4.2.4 Extranet Connection
	4.3 Server Connectivity	
		4.3.1 Standard Server Connection (antivirus, patch management)
		4.3.2 Secured Server Firewall Access
		4.3.3 High Availability Connection
	4.4 Networked Application Service Management	
		4.4.1 Application Internet Service
		4.4.2 Application Network Performance Analysis
		4.4.3 Internet Activity Reporting
	4.5 Voice Related Services	
		4.5.1 Wireline Telephone
		4.5.2 Cellular Telephone
	4.6 Communication and Electronics	
		4.6.1 2-way Radio Systems
		4.6.2 Building Alarms
		4.6.3 Video Surveillance
		4.6.4 Public Address and Sound Systems
		4.6.5 Point-to-Point Microwave
		4.6.6 Wireless Data System
		4.6.7 Electronic Equipment Support
		4.6.8 Specialized Electronic Support